I suggest

Forming an Actionable Idea/Suggestion
Tips and Guidelines

Forming an Actionable Idea/Suggestion

Tips

<u>Ideas/suggestions</u> - identify problems or opportunities with our research processes, policies or systems or make your work life easier. Propose solution.

Briefly describe the problem/opportunity and give your idea for improvement

Many small ideas can lead to big impact
    - Better chance of timely implementation

Tactics vs strategies

Think about a actionable and/or measurable end point

Be brief – be specific

Forming an Actionable Idea/Suggestion

Guidelines

Remember – All ideas are posted on the portal

Not for transactional issues
  - My paycheck is wrong, my computer is frozen

One Idea per transaction

Leave names out – unless positive

Leave emotions out

Ideas not related to research will be redirected or cancelled

Forming an Actionable Idea/Suggestion

I suggest

Examples of Actionable Suggestions

InfoEd times out too quickly and without warning. I propose extending the time out period and/or providing a warning.

~~IMPLEMENTED~~

I recently submitted a request to the IS Helpdesk. I received a system generated email that said my request was resolved and if I had any questions to call the Helpdesk. The email did not include the phone #. I spent a significant amount of time locating the phone #. I suggest that the Helpdesk phone # be added to their system generated emails.

~~IMPLEMENTED~~

Information necessary to compare health plans during open enrollment is only available behind the firewall. Since the choice of benefits may be a family decision, information necessary for comparing benefits should be available outside the firewall on the internet.

~~IMPLEMENTED~~

Forming an Actionable Idea/Suggestion

Example – more strategic and challenging

Improve clinical research
- IDC too high
- Space inadequate
- Central source of information
- Better mentoring
- Internal mechanism for peer review
- Biostats support
- Research pharmacy core
- Flexible subject fee policy to promote recruitment

HOW TO GET YOUR IDEAS TO US!

Web Page
 https://isuggest.partners.org

Email
 Isuggest@partners.org
 Isuggest@bwh.harvard.edu
 Isuggest@mgh.harvard.edu

Mobile Phone App (add in future)