

How to resolve Problems, Ideas, Needs, and Suggestions (PINS)

LEVEL:	Level 1: Just Do It	Level 2: PDSA Cycles	Level 3: Complex	Level 4: Research/System
PINS type	PINS that are simple and easy to solve	PINS can be solved using basic improvement cycles	PINS have an unclear solution, will require resources/time	PINS have unknown solution, will require research study or system support
Use it to	Solve simple, known problems, with clear solutions that only impact the team.	Improve an existing process or test a new one, or to solve problems using known methods (e.g., protocols, standard work).	When the solution is unclear, stakes are higher, and resolving it requires data, resources, time, and/or approval from multiple people.	For big systemic problems with no easy fix (e.g., parking, patient behavioral issues); Solutions that require a research project or system innovation.
Impacts	Local team only	Local department only	Other depts./disciplines	Other depts./disciplines
Involves	Completing a series of basic tasks (e.g., making calls, purchases within budget, getting feedback).	Developing a plan, implementing a small change, analyzing the data, and adjusting the plan before going forward.	Using a structured approach to problem solving that includes root cause analysis (e.g., A3 , Lean Six Sigma's DMAIC , 8D)	Research requires IRB review ; System initiatives require executive sponsorship, and cross-departmental collaboration.
Duration	~1-7 days to complete	~7-45 days or 2-3 PDSA cycles	~30-90 days per improvement cycle	>90 days
Action	Follow L1: Task Sheet	Follow L2: PDSA Cycle	Advance PINS	Advance PINS
Workflow	Complete L1: Task Sheet and provide huddle updates until complete. Update SG app.	Completes L2: PDSA cycles and provide huddle updates until complete. Update SG app.	Team advances to Mentor Council to assess feasibility. Excellence/Coordinating Council approval/resourcing Monitor SG app for updates.	Mentors advance to Excellence councils to assess feasibility. Coordinating Council approval/resourcing. Monitor SG app for updates.