



Olten, June 2015

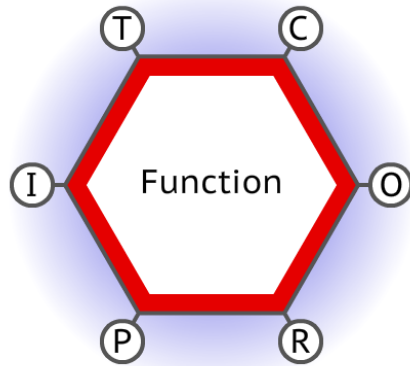
*What does the FRAM hexagon and
the LEGO block have in common?*

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What do they have in common?



Well-defined ☒
Understandable ☒

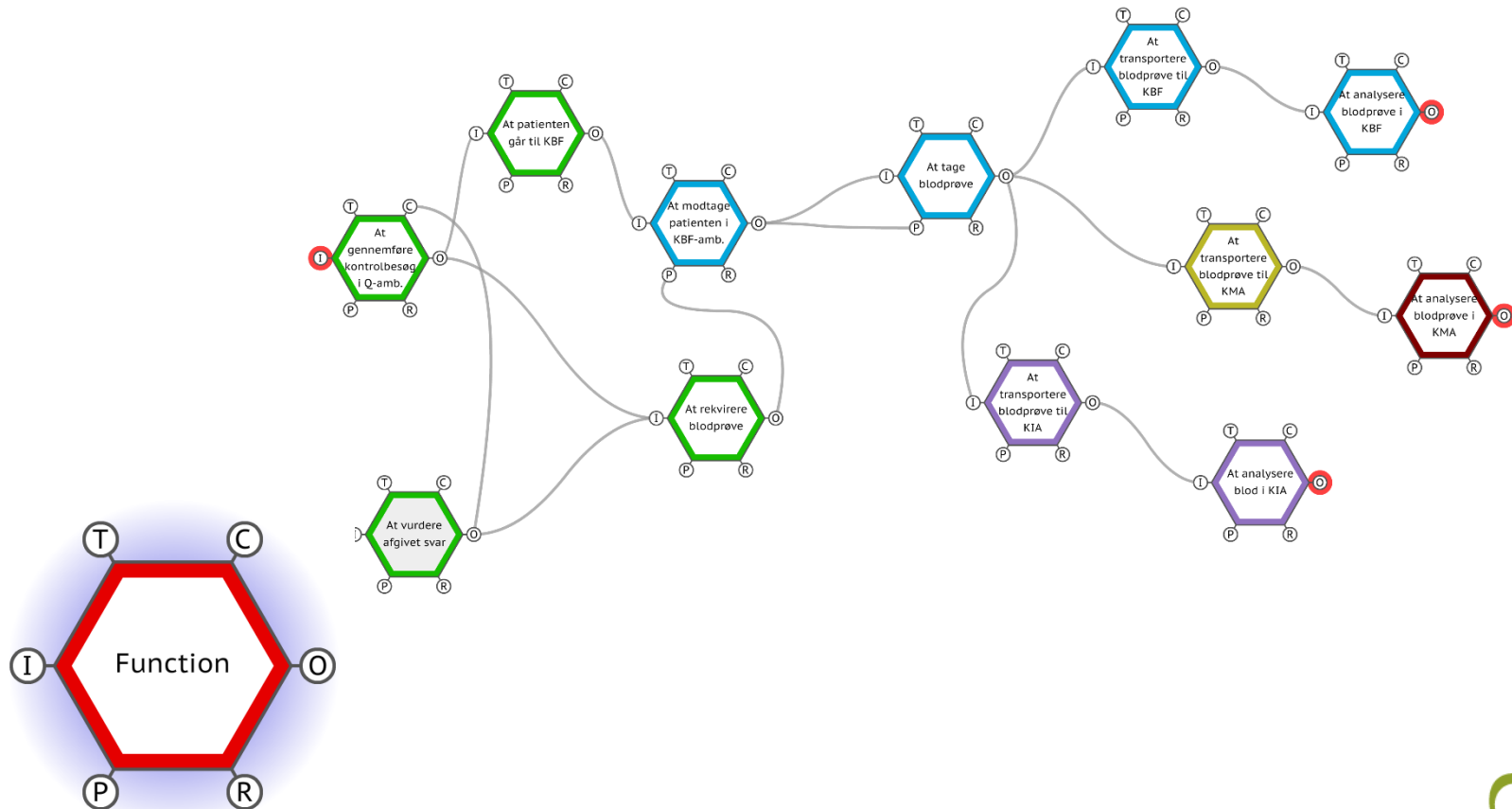
"Lovable"?

You can build models of the real world....

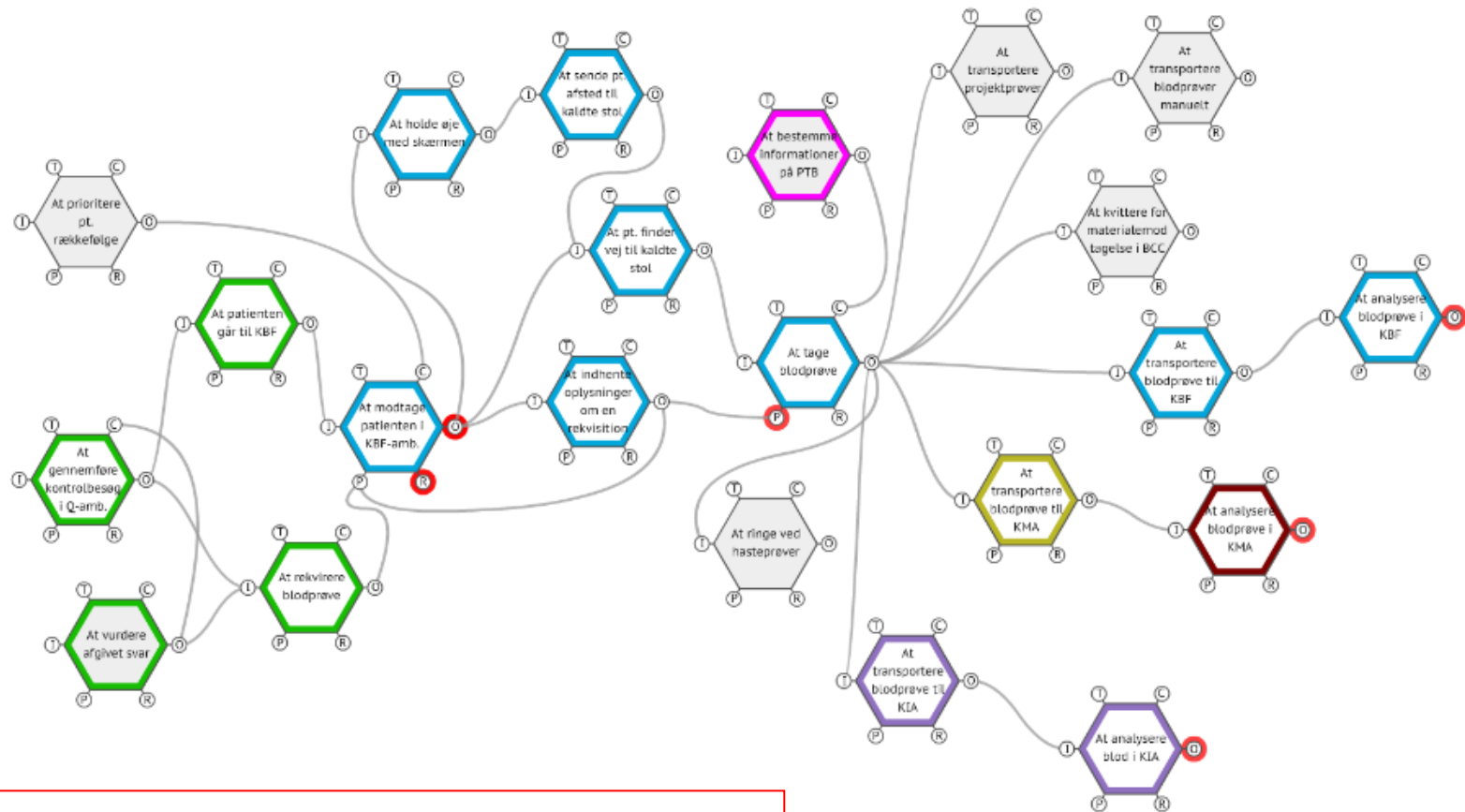


08-06-2015

...how it is functioning and how it could look like



You can modify and rebuild.....



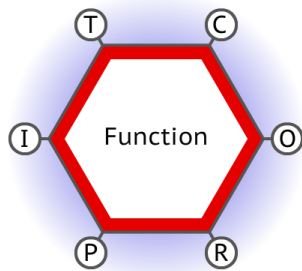
"This is fun"

Remark by a physician during a FRAM

Facilitation

Question:

How can you facilitate a FRAM to support the understanding of how work is really done?



Litterature:

Gray D E: Learning through reflectivon Tools

Bjoerndahl et al:
Thinking together with material representations (LEGO block)

Steps in a FRAM

- Step 1: Define the purpose of the FRAM – here you limit the expansion of the model; you only focus on the functions you need to fulfill the purpose
- Step 2: Prepare the WAI FRAM (Work-as-imagined)
 - By interviewing the managers
 - By looking into procedures/protocols/instructions
- Step 3: Identify the functions, you need to focus on
- Step 4: Prepare questionnaire, structured according to the six aspects in FRAM

13

Steps in a FRAM

- Step 5: Interview staff members that do the functions
- **Step 6: Prepare the WAD FRAM (Work-as-done)**
- Step 7: Instantiate the WAD FRAM in a dialogue with the managers and the staff and let opportunities of improvement “emerge” from the dialogue
- Step 8: Document the result of the dialogue

14

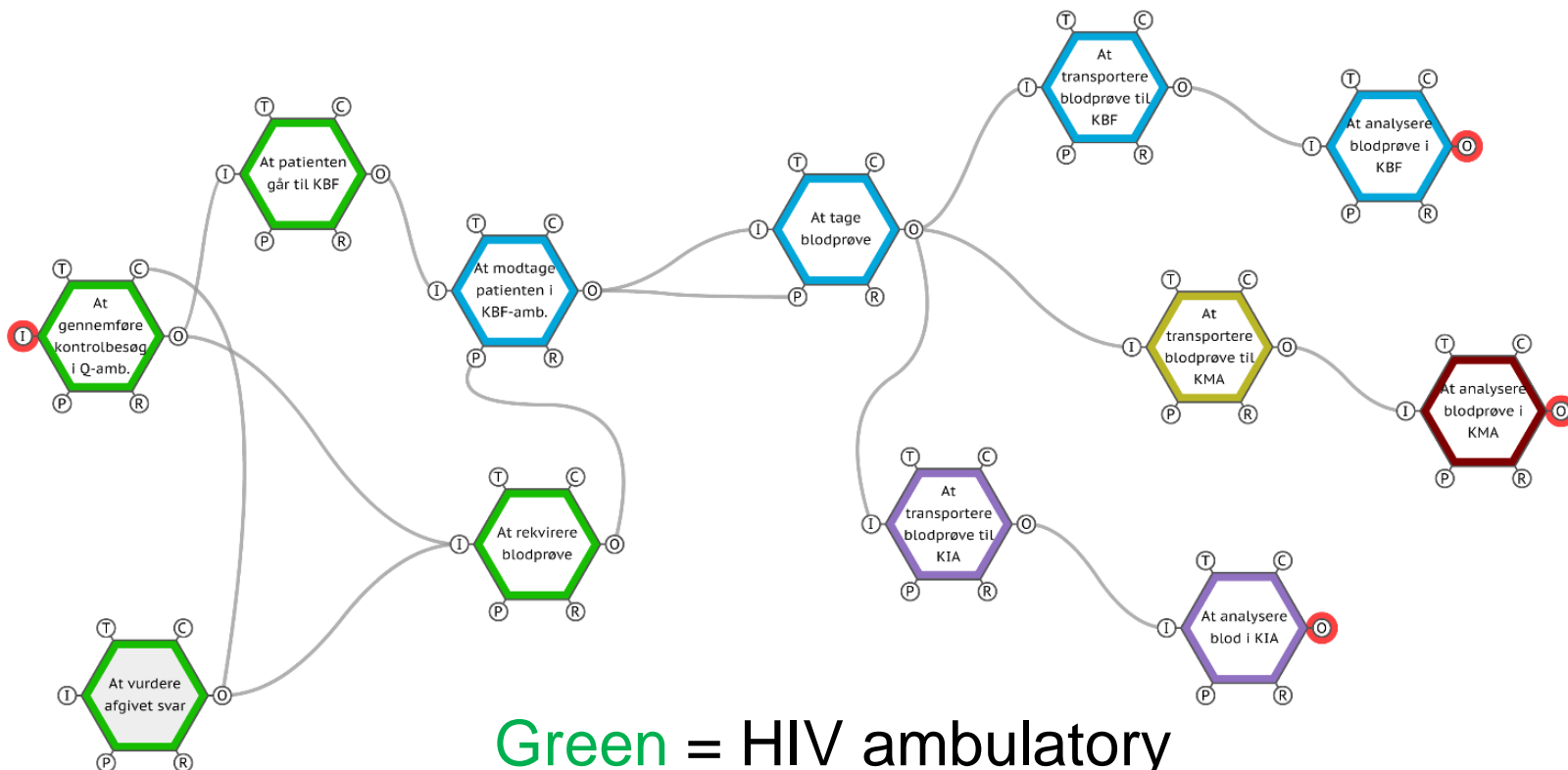
Facilitation of WAI FRAM – Step 2

Common meeting – duration 2 hours

- Participant: Two managers represented two departments – HIV ambulatory and Blood test and analysis + a representative from the Quality Department + the facilitator
- Short introduction to FRAM and the thinking behind the model. The managers had no knowledge of FRAM
- Big white screen + FRAM Model Visualizer
- The model was build directly on the white screen in a dialogue with and between the two managers
- The managers could add functions, delete them again, move them around and change the connection between them (main focus input and output)

15

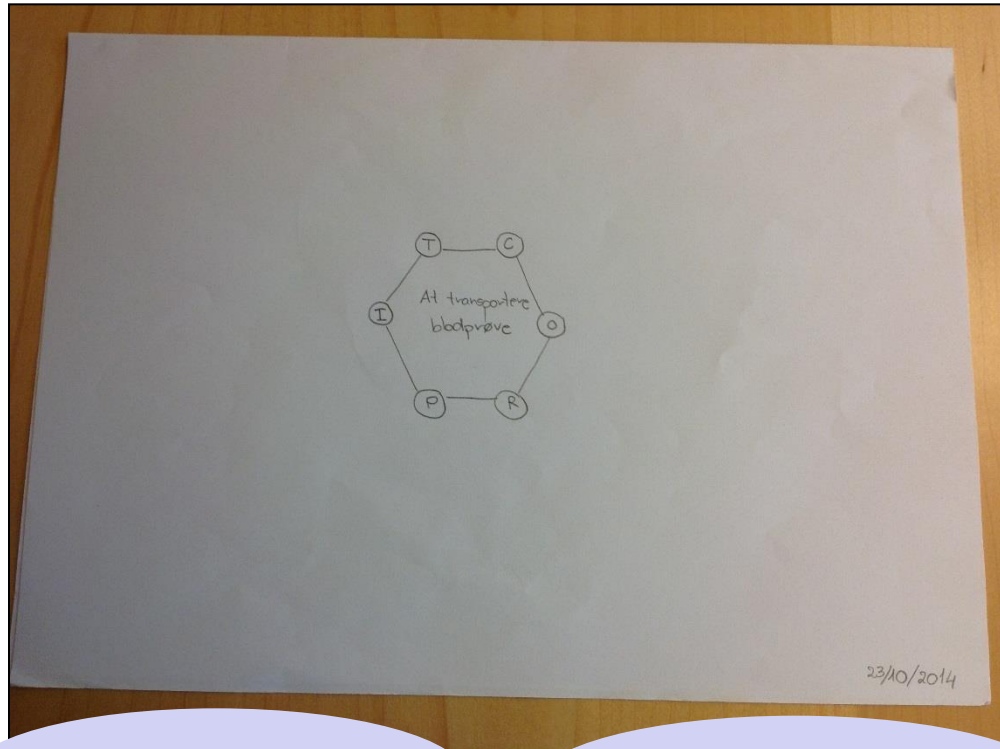
Facilitation of WAI FRAM



Green = HIV ambulatory

Blue = Blood test and analysis

Facilitation of WAD FRAM – Step 6



Interviewer

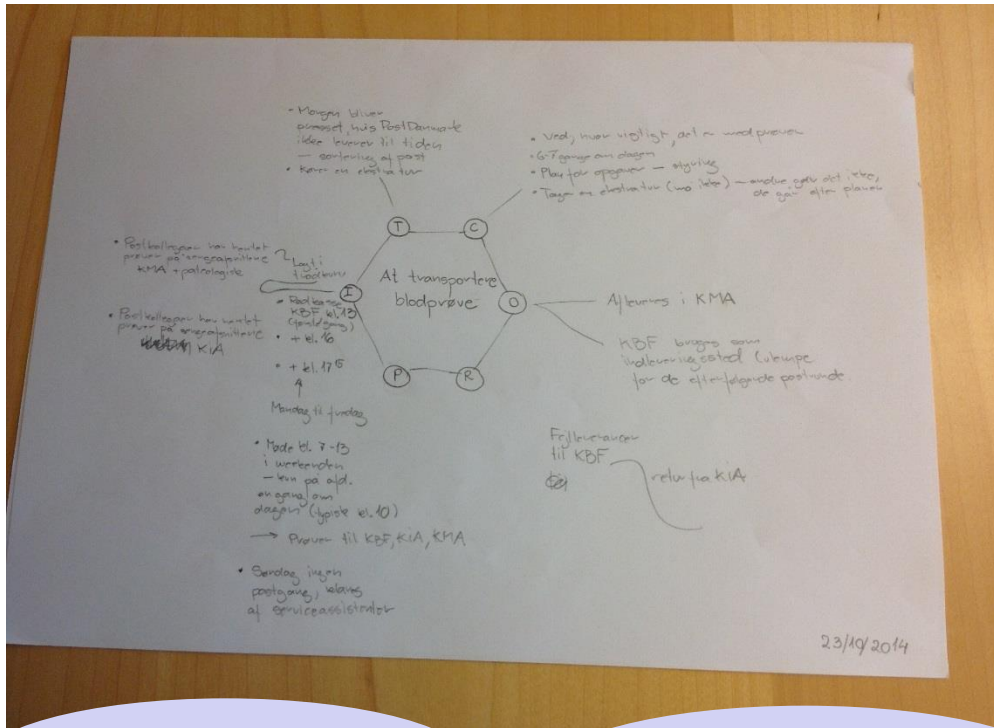
Interviewee

Interview – duration 1 h

- Participant: One staff member + the facilitator
- White paper sheet (A3) with the function in focus drawn as a hexagon
- The facilitator sitting next to the staff member

17

Facilitation of WAD FRAM – Step 6



Interviewer

Interviewee

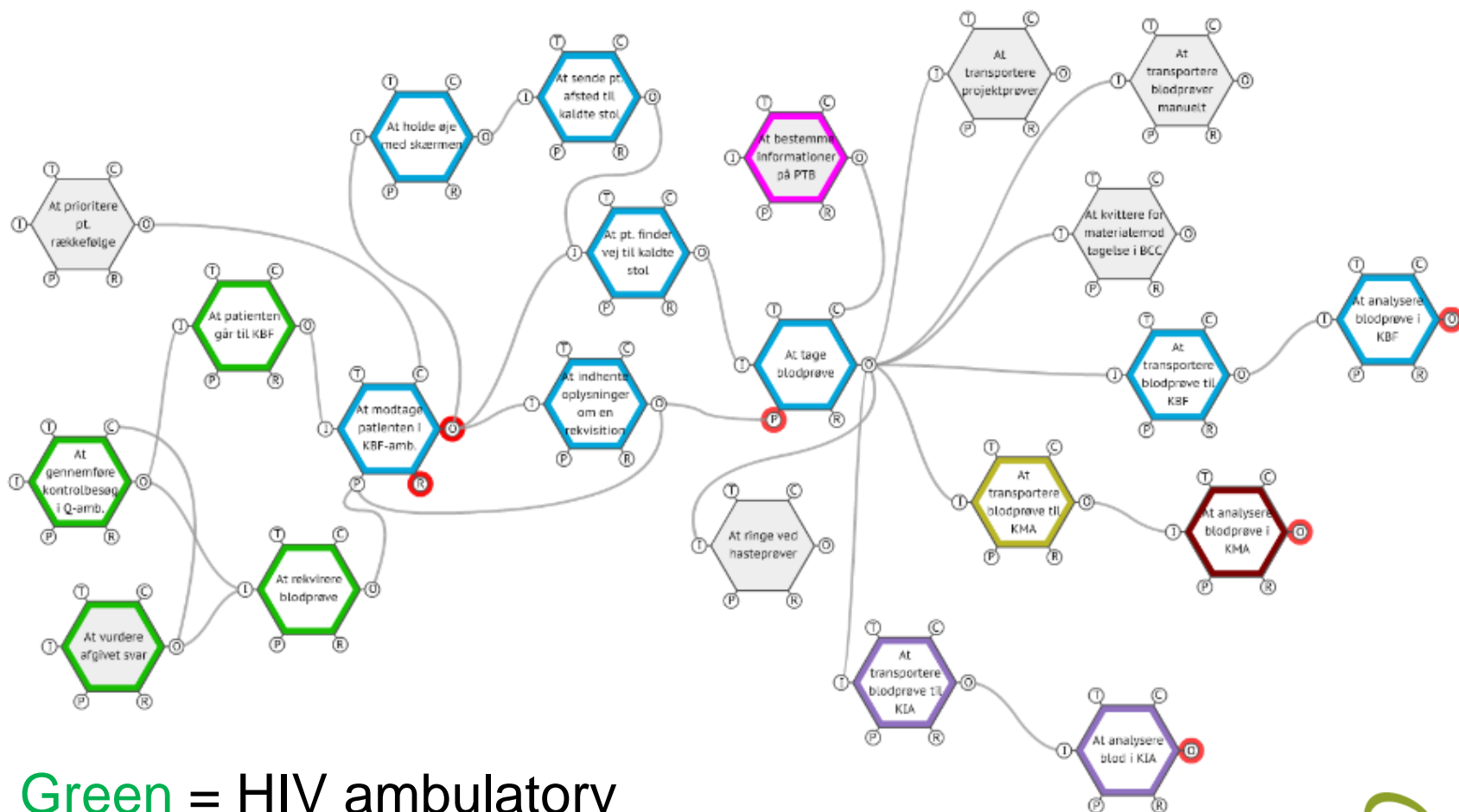
- Short introduction to FRAM and the thinking behind the model.
- Notes from the interview is added to the function on the white paper sheet
- All notes are visible all time for the interviewee
- The interviewee can add and correct information during the interview

Facilitation of WAD FRAM – Step 6



- End the interview by letting the staff member show you the workplace – more information about the function is very often “remembered”.

Facilitation of WAD FRAM

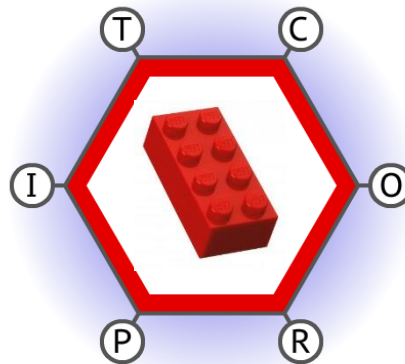


Green = HIV ambulatory

Blue = Blood test and analysis

Conclusion

- FRAM is easy to visualize and to use for supporting reflection among staff
- The hexagon with its six aspects are well-defined and understandable for the staff
- The FRAM Model Visualizer makes it easy to build the model directly together with the managers/staff members



Thank you for your attention!



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