Solving Problems Using The
$GTS^5 + E^5 = DNA^5$ Strategy

Clarify the Problem(s)

What is the current state?

What members are challenging?

What providers are challenging?

How do the issues these members and providers present to this issue correlate to problems these members and providers have in other areas?

How long has the problem existed?

What is the gap to sustained goal attainment?

Break Down the Problem

Break the 'big problem' down into several smaller problems (consider a "pizza analogy" for size/priority)

Identify contributing factors that perpetuate problems (even if they do not cause them)

Get smart about the problem before making decisions about solutions

Be realistic about whether/how to solve each problem after "critical mass" root causes are identified

Analyze Root Causes

Brainstorm! Enough!! Use names, conditions, zip codes, SRFs, HRA responses!

What internal factors could be causing or contributing to the problem?

What external factors could be causing or contributing to the problem?

Use the "5 why's" to prevent premature conclusions

healthmine