

# AFFINITY DIAGRAM



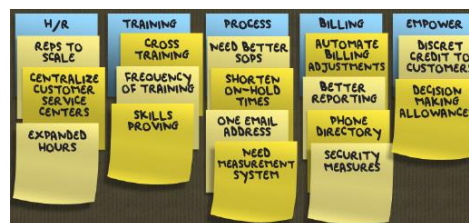
An affinity diagram is a group brainstorming technique that creates anonymity and helps remove biases. It assists the team in getting to the root of the problem quickly and effectively.

## Affinity Diagram Exercise:

- Have a 15 to 20-minute discussion with the team about the problem area. This ensures all the team members are focusing on the same issue.
- Develop an overarching question starting with why. I.e. Why do patients wait so long?
- Everyone is to get the same pad of sticky notes and pen.
- In complete silence, the team will write their answers to the question on the sticky notes (one idea per sticky note). Challenge the team to complete at least five sticky notes each.
- As the team is writing their ideas, walk around and collect the completed sticky notes and place them on the wall in a random order.



- Once everyone is done, have the team go to the wall where the notes are placed.
- In silence, the group is to sort the sticky notes according to themes. (Note: if one sticky note continually gets switched between two themes and members of the group cannot agree, create a duplicate of the note so there is one sticky note in each theme.)
- Once the sticky notes have been grouped into themes, have the team discuss and create a heading for each theme on a different colour sticky note and place it above the group.



- The headings that have been created can then be used to help you create your problem statement. See *How to Create a Problem Statement* one-pager.

Shared Health works collaboratively with our provincial service delivery partners to develop and deliver lean training to staff across Manitoba.

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