The AHSN Network

NHS Improvement

North East and North Cumbria

Patient Safety Collaborative

Problem Solving Tools and Techniques

Julia Wood

Like and Must

What is Like and Must?

Why use Like and Must?

- It is a tool used to access each of the options to find the most appropriate one to implement
- It is based on the identified aim/desired state

- The Like and Must tool ensures that the right options are implemented.
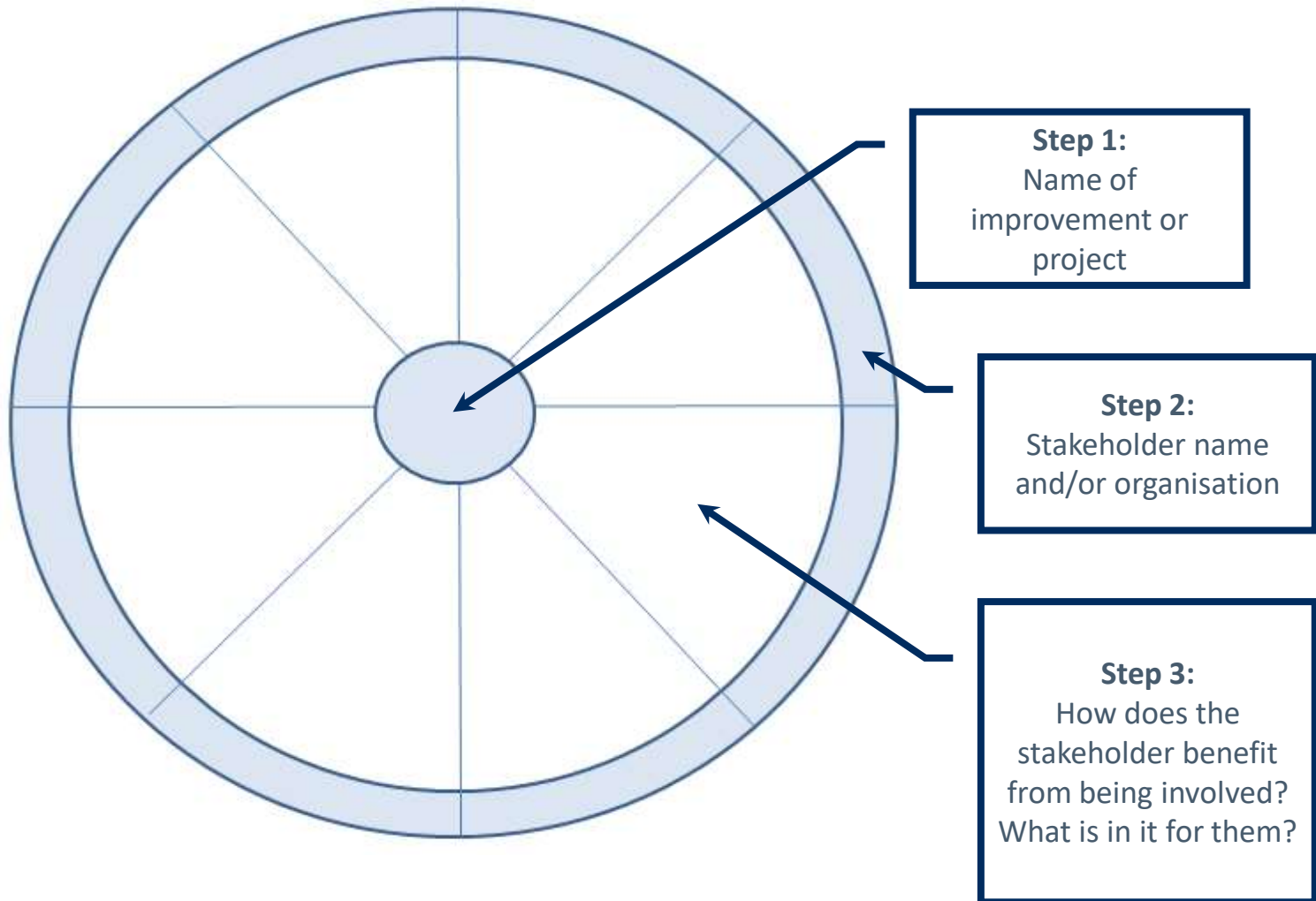
- Need to decide on:

  - Essential criteria which your solution **must** meet

  - Desirable criteria you would **like** your solution to meet

  - Your final solution should meet all of your MUST criteria

Best way to get home……..

Options	MUST			LIKE	
	Under £20	Reach destination by 2pm	2 passengers and 2 suitcases	Comfort	Low cost
Train	✓	✓	✓	✓	✗
Taxi	✗				
Car	✓	✓	✓	✗	✗
Bus	✓	✓	✓	✗	✗
Cycle	✓	✓	✗		
Walk	✓	✓	✗		

Example taken from Unipart Expert Practices

Benefits Wheel – WIIFM?

Step 1: Name of improvement or project

Step 2: Stakeholder name and/or organisation

Step 3: How does the stakeholder benefit from being involved? What is in it for them?