



# Learning: Contemplating the Unexamined Core of Learning Health Systems via the Triplechrono Therapy Story

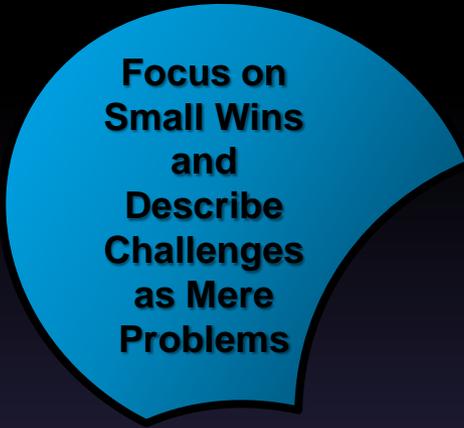
Potts, Ciemins, Merchant, Thompson, Bush, Anderson,  
Lindberg





**Embrace  
Sensemaking  
Over Decision  
Making**

"If I make a decision, I take pride in it, I tend to defend it and not listen to those who question it. If I make sense, then this is more dynamic and I can change it. A decision is something to polish. Sensemaking is a direction for the next period."



**Focus on  
Small Wins  
and  
Describe  
Challenges  
as Mere  
Problems**

A mere problem allows responses  
“that are more complex, more recently learned and more  
responsive to more stimuli” and more likely to produce “lasting  
change in dynamic situations.”



“Perhaps no single phenomenon reflects the positive potential of human nature as intrinsic motivation, the inherent tendency to seek out novelty and challenges, to extend and exercise one’s capacities to explore, and to learn.”





Appreciate  
Power of  
Emergent  
Change and  
Limitations of  
Planned  
Change

# What Else Emerged

- Improved relationship between nurses and psychiatrists
- Heightened confidence of nurses
- Nurses – we're becoming researchers
- Adoption of new processes for quality improvement, like Relational Coordination, and programs, like Project ECHO, informed by the learning principles
- Robust CULTURE OF LEARNING

“I still find it extraordinary that one patient, a brave and vulnerable teenage boy, could be such a powerful agent of change in the lives of so many caregivers and in the culture of an organization. This patient did a very bold and simple thing. He challenged our assumptions about the necessity of delivering the standard of care as usual. His refusal was absolute – ‘I’ve already seen what you’re offering. I’ve tried it. And I don’t want any more of it.’ It might have ended there. A defiant and “non-compliant” teenager, discharged to a higher level of care. Yet that is not what happened ”