

The Innovation Support Unit (ISU) approaches problems or questions through a process we call *learning cycles*. Learning cycles allow us to iteratively explore a problem space through a rapid, user-centered exploration and ideation process. The goal is that learning cycles help us to both define the problem and generate actionable outputs that can positively influence the implementation of primary care in BC.

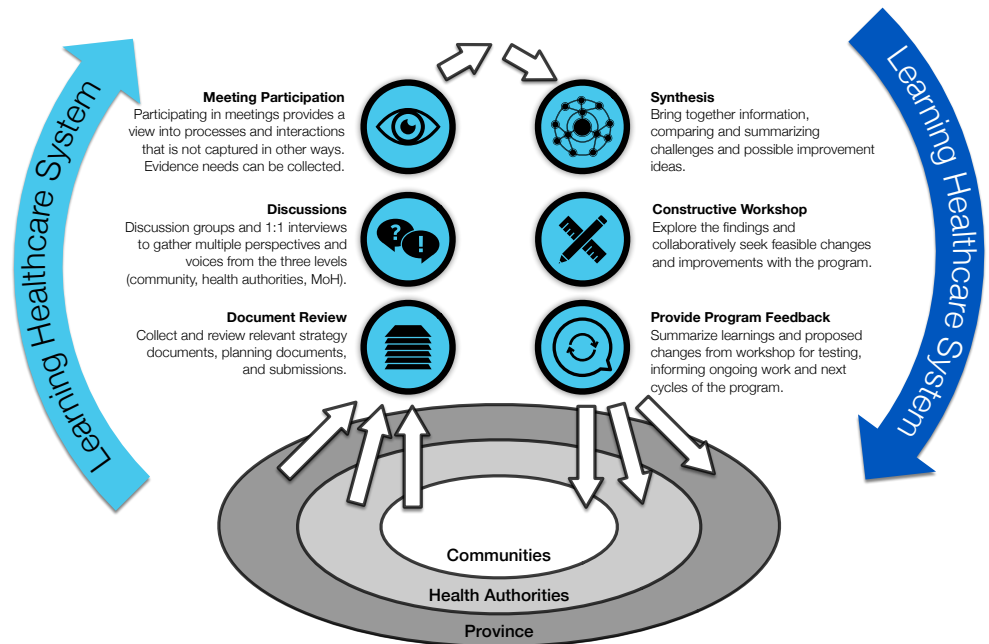
What is involved in a learning cycle?

A learning cycle is a short feedback cycle that is designed to increase the integration of evidence into primary care policy, processes, and practices. Evidence comes from consultations with key stakeholders and published literature.

A 6- to 12-week learning cycle starts with a question. First, the ISU seeks to learn about the question, through interviews, review of evidence and documents, and observations. Where appropriate, it learns from community, regional and provincial stakeholders and experience.

Second, the ISU synthesizes the findings into possible areas for improvement.

Third, the ISU facilitates exploration of what feasible changes could lead to improvements through a constructive workshop.



Finally, feasible, evidence-informed changes are incorporated into future work by the partner.

As a neutral third party with expertise in research, facilitation and innovation in primary and community care the ISU has conducted a number of learning cycles, ranging from PCN Service Planning to the coordination of supports for Team Based Care. If you are interested in learning more about the learning cycles or have an idea for a future learning cycle, please reach out to the ISU at isu@familymed.ubc.ca.