Drivers
- Government policies
- Cost saving
- Complaints

1. Explore
   - Discuss Issues at managers' meetings or committee meetings
   - Appointment of a working group or a lead person

2. Explore
   - Review how current practices work
   - Capture stakeholders' requirements for new services

3. Generate
   - Train improvement methods
   - Co-develop a new service concept
   - Define outcome measures

4. Evaluate/Implement
   - Rapid improvement activities

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