whole person care is a whole system concern

Emmanuel Gobillot
If you want to go fast
go alone.
If you want to go far
go together.

African proverb
On the One Hand
On the Other Hand
<table>
<thead>
<tr>
<th>organisation</th>
<th>company</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>organisation</td>
<td>company</td>
</tr>
<tr>
<td>------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>role</td>
<td></td>
</tr>
<tr>
<td>rules</td>
<td></td>
</tr>
<tr>
<td>economic incentive</td>
<td></td>
</tr>
<tr>
<td>organisation</td>
<td>company</td>
</tr>
<tr>
<td>--------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>role</td>
<td>individual</td>
</tr>
<tr>
<td>rules</td>
<td>reciprocity</td>
</tr>
<tr>
<td>economic incentive</td>
<td>social and moral obligation</td>
</tr>
</tbody>
</table>
my books!
Loss of Value
You are not what you know.
‘Our identity does not lie in our genes, but in the connections between our brain cells - our own particular wiring’

Sebastian Seung, author of Connectome
Have I made them feel stronger and more capable?
trust in action

Be more John
• Act as a trusted channel by connecting people. You too could get 100 people to follow you not even knowing where you’re going (surf the information wave)

Be more Christine
• Exercise thoughtful influence. Think about how every situation gives you the opportunity to increase the credit in your trust account (planned empathy).

Be more Jane
• Have concern for your impact by wanting to be known for what you stand for rather than what you tolerate (make a stand).
trust in action

Case study

Ward 71 at the Western General Hospital, Edinburgh, has successfully implemented a number of key improvements to reduce falls within the ward. At its heart is visible ward leadership which has encouraged and enabled staff to test and successfully deliver a number of interventions which have resulted in a 21% reduction in falls within the ward.

Increasing service user, carer and third sector involvement in SPSP-MH, including attendance at learning sessions. At the regional learning sessions in September 2015, over 14% of delegates were service user, carer or third sector. Examples of partnership working include Support in Mind Scotland, 

Sources: SPSP Acute Adult, Maternity and Children, Primary Care and Mental Health End of Phase Reports 2016
Loss of quality
Loss of Momentum
It actually is rocket science
What’s your panda?
who are we?
where are we going?
why are we going there?
meaning in action

Google’s 120% time as a meaning machine

• For everything you have to do start with the question “what if I had no resources (people or budget) and no authorisation?”

• Put in place a plan of attraction and enlist the help of willing resources

• Do it on the “formal” stuff as well as the “real” stuff

• It gave them Gmail and AdSense (and Wave and Glass!)
meaning in action

Case study
NHS Ayrshire & Arran carried out an in-situ simulation training programme focusing on communicating the sense of urgency of patients presenting to Crosshouse Emergency Department with sepsis. The aim was to create a mutual understanding of the importance of prioritising these patients within a busy Emergency Department. The data showed a shift from 40% to 85% compliance with the target of antibiotics delivered within one hour.

Ward 14 at Wishaw General Hospital took an MDT approach to reducing CAUTI by asking three key questions:

1. Is there really a clinical need for a catheter?
2. What are the alternatives?
3. Have we tried everything to avoid a catheter?

SPSP Mental Health aim
Patients are and feel safe, Staff are and feel safe.

Sources: SPSP Acute Adult, Maternity and Children, Primary Care and Mental Health End of Phase Reports 2016

#SPSPCONF16
Loss of Control
dream
design
dialogue in action

The challenger board

- CEO nominates 6 high potential millennials to act as challengers to the exec team (1 challenger per exec team member)
- 1 challenger board meeting per quarter
- Agenda is a 4D (what do we do well) discussion and a review of all exec papers to exchange views and challenge decisions
- Within 1 year 12 challenger boards/teams are in place.
- 15 new ideas identified (3 major ones), 2 change programmes started and retention increased.
dialogue in action

‘The medicines reconciliation we have continued with since last year and the results handling we intend to do the same. They have made a difference and have not been like any other ideas people sit in a room and think up that are unhelpful to practices. We are contacting patients more reliably and discussing medication changes.’

Practice Manager, NHS Tayside

‘The use of improvement methodology has, during this programme, given staff more confidence in managing change by using the Model for Improvement. As a group of health professionals we are able to discuss improvement and accept the responsibility of our roles within that. Small tests of change are now a normal part of our working environment.’

NHS Greater Glasgow and Clyde

Collaboration with other healthcare organisations to support learning and development within the UK, as well as internationally, which involved leading the development of the #MHimprove, an international improvers network.

Sources: SPSP Acute Adult, Maternity and Children, Primary Care and Mental Health End of Phase Reports 2016
In a 2003 US study, over 1000 people over 65 were asked about the 3 things they would change if they could live their lives again. The most common answers were:

- I’d take time to stop and ask the big questions
- I’d be more courageous and take more risks in work and love
- I’d try to live with purpose – make a difference

WHY WAIT?
There must be a better way and together we can find it

@egobillot