

The Courage of Compassion for High Quality Health and Care

QI Connect with Michael West in celebration of World Patient Safety Day 2020



The World Health Organisation theme for World Patient Safety Day (WPSD) 2020 is “Health Worker Safety: A Priority for Patient Safety”. Scotland has a long history of focusing on safety and improvement within healthcare. To reflect our integrated health and social care context our key messages for WPSD in Scotland this year are “Safe Staff, Safe Care” and “Speak up for staff safety”

With the focus of WPSD this year on staff safety and its inherent link to the delivery of safe care which has been brought into sharp focus with COVID we are delighted to announce as part of our activities on the 17th September that Professor Michael West will be delivering a session on “The Courage of Compassion for High Quality Health and Care” as part of the QI Connect series.

Michael will answer the question: “What have we learned from the pandemic that can help us change health and care for our communities and staff?” Compassion has

been core to our coping – between colleagues and between staff and communities. It is the most powerful intervention in health and care. To nurture cultures of compassion requires the courage of all to lead with compassion, focused on a vision of caring for all in our communities and for our staff.

This session, drawing on extensive research evidence, will explain in detail how we can effectively lead compassionately by addressing the workplace factors that undermine staff well-being and effectiveness. By meeting the core work needs of those who deliver care we can create climates and cultures of psychological safety in our health and care services.

Michael West is Senior Visiting Fellow at the King’s Fund, and Professor of Organizational Psychology at Lancaster University and has published 20 books and 200+ research papers.

2020 21 WebEx sessions

- **Trisha Greenhalgh**
25 February, 4pm – 5pm UK TIME
- **Harry Burns**
29 July, 3pm – 4pm UK TIME
- **Michael West**
17 September, 3pm – 4pm UK TIME
- **Scottish Government Wellbeing Session**
29 October, 3pm – 4pm UK TIME
- **Suzie Bailey**
26 November, 3pm – 4pm UK TIME
- **Stephen Trzeciak & Anthony Mazzairelli**
27 January, 3pm – 4pm UK TIME

Healthcare Improvement Scotland has an exciting line up of monthly MS Teams sessions presented by an exceptional global faculty. Simply link in from your own desk to learn from national and international leaders in Quality Improvement.

To register click [here](#). Places for this session may be limited so early booking is strongly advised.

A certificate of attendance will be provided following the session.

The QI Connect series now features as an approved resource within ISQua’s Fellowship Programme and The Health Foundation’s ‘Q Initiative’.



“Compassion is the most powerful intervention in health and care so we must nurture cultures of compassion. That requires the courage of all to lead with compassion, focused on a vision of caring for all in our communities, aligning efforts and ensuring high quality, continually improving and compassionate support for staff.”

Thursday 17 September 2020 (World Patient Safety Day),
3pm–4pm, UK TIME