

International Forum on
**QUALITY &
SAFETY** in
HEALTHCARE

Jason Leitch

National Clinical Director, Scottish Government

Derek Feeley

President and CEO, IHI











Menu **BBC WEATHER**  

🔄 a moment ago

Glasgow


Thursday  05:59 18:46



12°
6°
14 

Light cloud and a moderate breeze


 UV  Pollution

 taps-aff.co.uk

**Glasgow, the
weather is:**

taps

oan

 taps-aff.co.uk

**Taipei City, the
weather is:**

taps

aff



**...to meet interpreting needs of clients
who find it a challenge.**



Agency	• Employment General	September appointed the above company the First M Creditors.
Accountant g for the	"GLASWEGIAN"	mitted blishe d to s ing to dation
or less? countant FTE) qualified or perience. of Murray	thousands, to meet interpreting needs of clients who find it an unexpected challenge. Email CV to info@ todaytranslations.com	unless rec by one ten the compa Peter C De Carrington Buchanan

The day: Today

The morra: Tomorrow

The night: Tonight

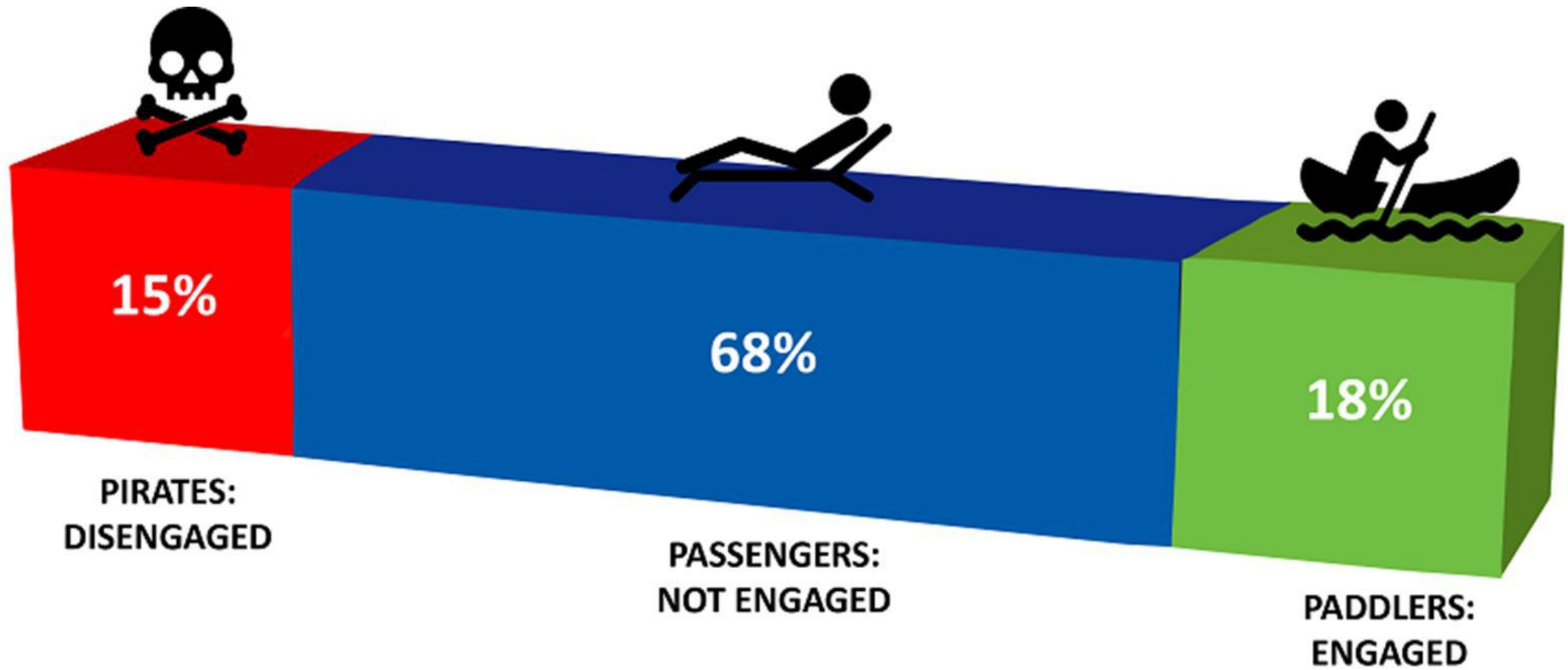
The noo: At the moment, just now

I asked her the day to meet me the night
but she said she couldnae til the morra
so I'll need to call her the noo.

Nae-borra: Literally means “No bother”. Translated, this means no problem at all.



118%



Job engagement, by region





41% Lower
Absenteeism



58% Fewer Patient
Safety Incidents



**What makes a
change like that
happen??**

Scooby: A clue, normally used in the phrase “I don’t have a scooby” meaning I don’t have a clue.



**What we
know...**



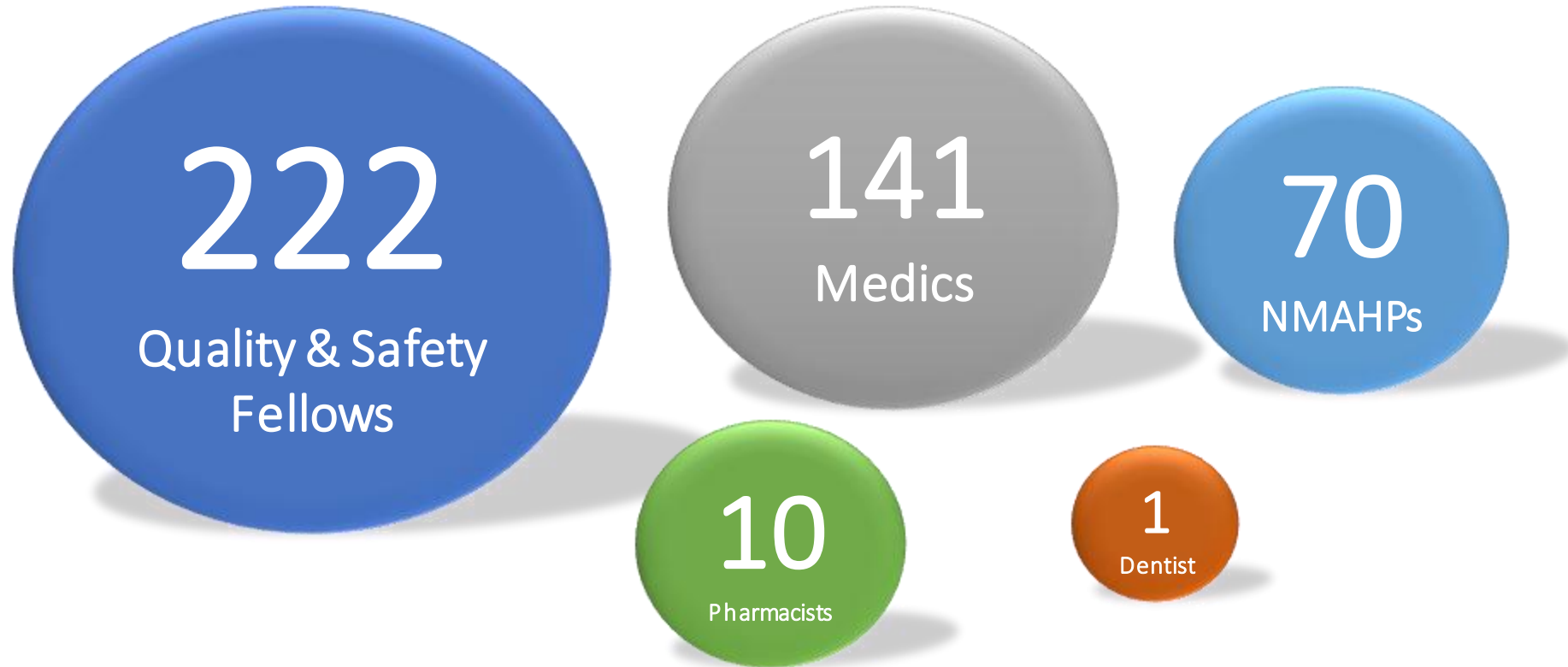


COMMITMENT

The chicken is involved. The pig is committed.

Glaikit: Stupid, foolish, not very bright, vacant.

Scottish Quality & Safety Fellowship Programme



							
143	34	14	13	15	1	1	1
Scotland	N Ireland	Ireland	Denmark	Norway	England	Wales	Canada



Source: NASA



Live here



Live here

2.5 hours
drive











Elaine Mead

@ecsmead

Follow



Can connect to Pharmacy Anywhere even
outside Dunbar Hospital in Thurso





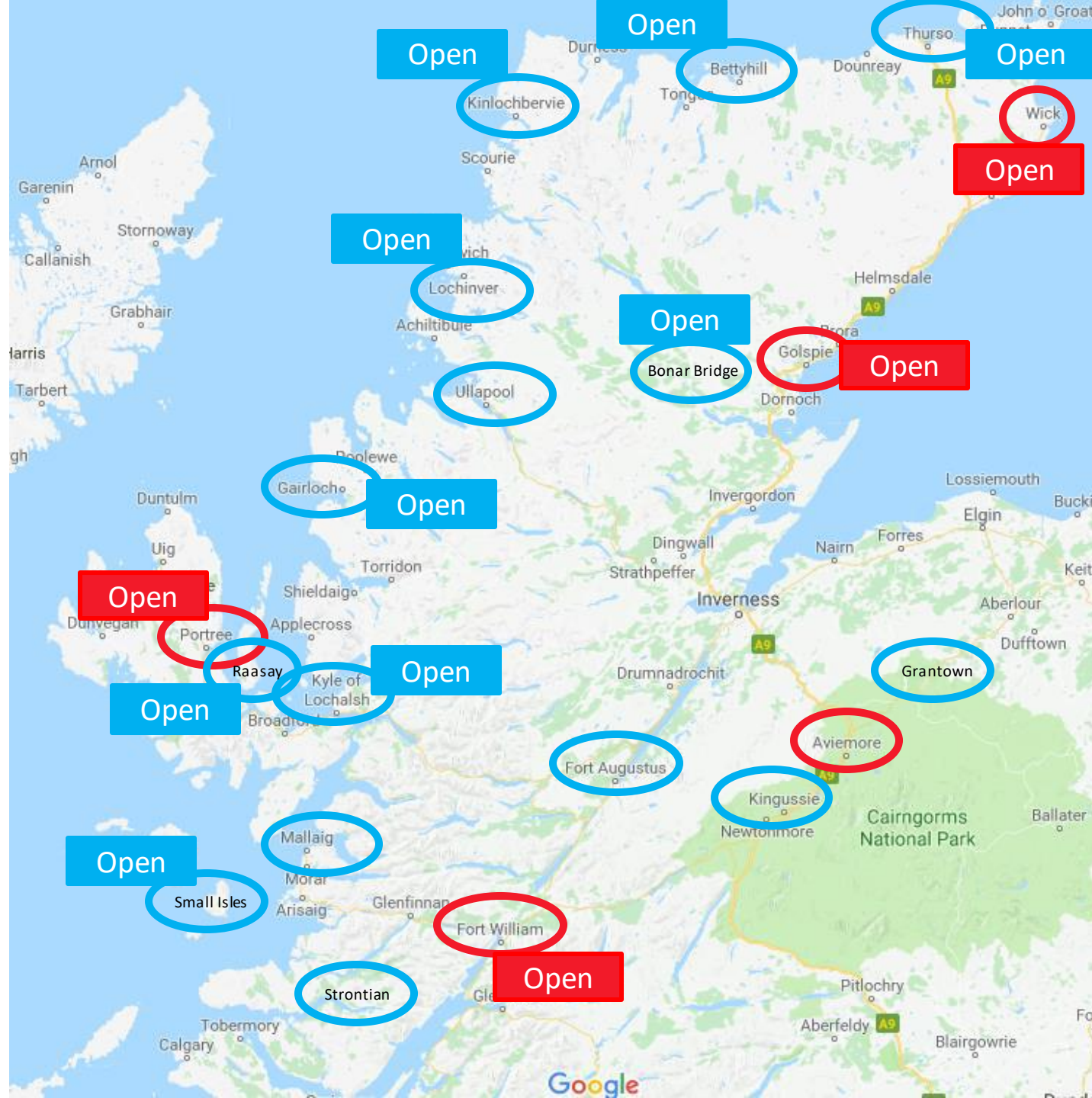


Patient



Consultant or
Specialist by video





**Staffed
clinics**

**Unstaffed
rooms**

Test Patient - NHS Attend Anywhere - Google Chrome

Secure | <https://nhs.attendanywhere.com/callscreen/#/?authticket=5c16acbe-6837-455e-96a8-64cd5086ba58>

Laura MacDonald(Muted)

00:09:03

NHS Highland

Near Me

You

14:55 17/08/2018

The screenshot shows a web browser window with a video call interface. The main video feed displays a woman, Laura MacDonald, wearing a headset and a floral top, smiling. To her left is a large blue circular logo with the NHS Highland logo and the text 'Near Me'. In the bottom right corner, there is a smaller video feed of a person with short red hair and glasses, labeled 'You'. The browser's address bar shows a secure connection to a specific URL. The Windows taskbar at the bottom includes icons for various applications and the system clock showing 14:55 on 17/08/2018.





clare.morrison2@nhs.net



@nhsnearme @clareupnorth

Pure dead brilliant: Used to enthusiastically describe something that is really great.



clare.morrison2@nhs.net



@nhsnearme @clareupnorth



The Morrison Theory



Purpose
and courage



Supportive
culture



Method for
change (QI)



Widening
horizons




Agency

AGENCY

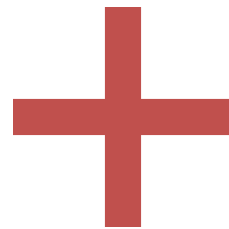
Psychology of Change

AGENCY

The ability of an individual or group
to choose to act with purpose

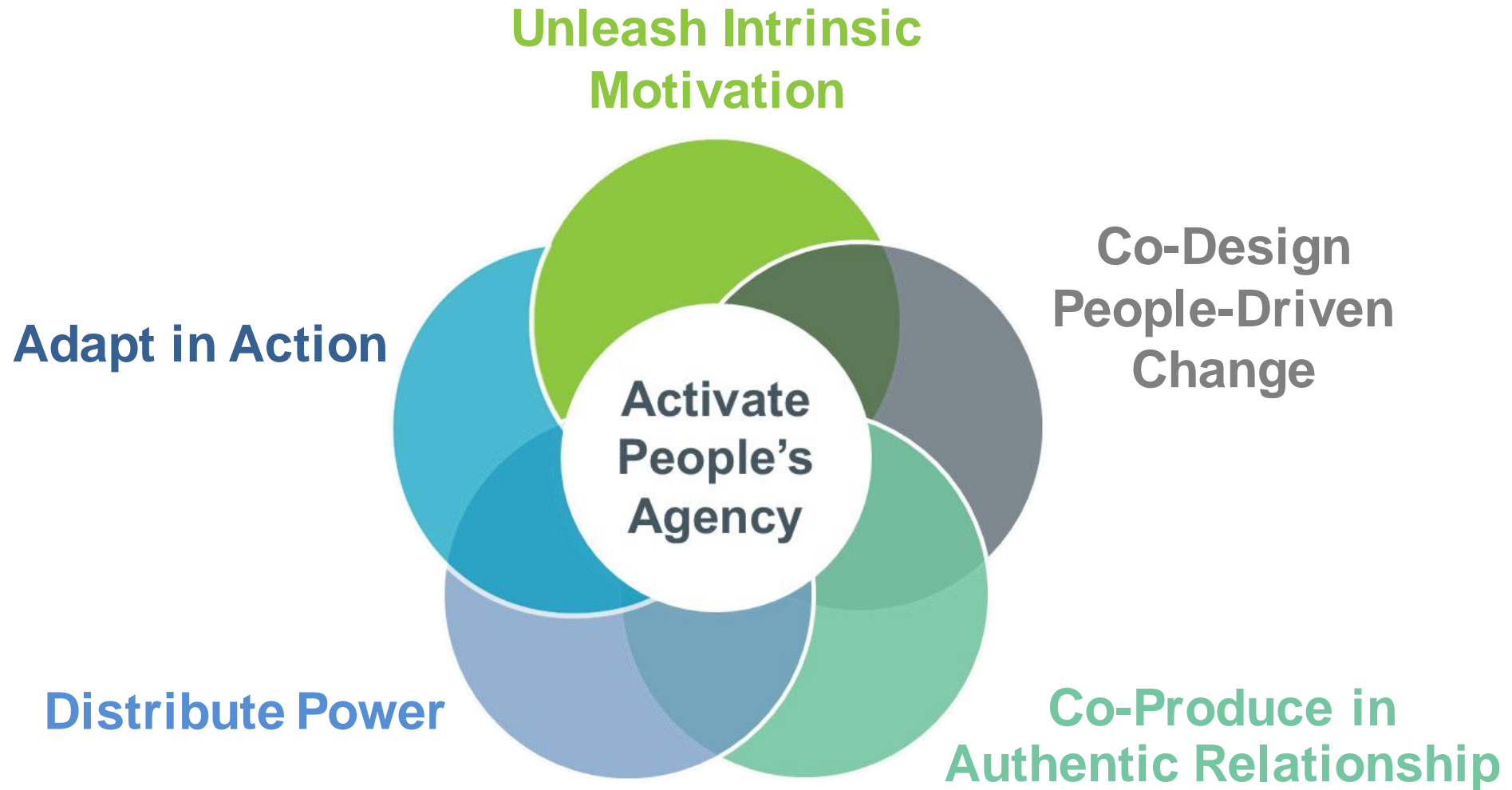


Power
The *ability* to
act with purpose



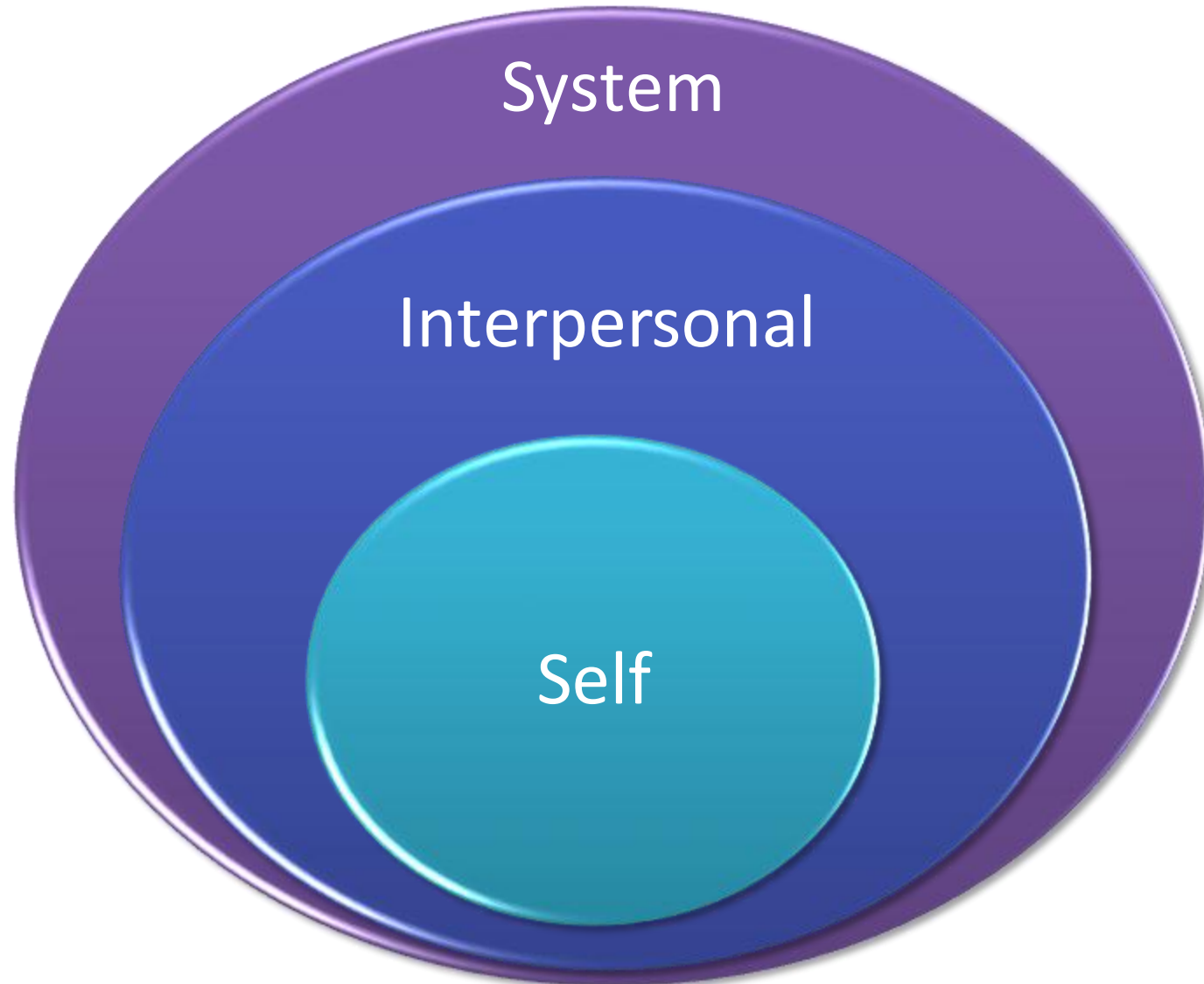
Courage
The emotional resources
to *choose* to act

Psychology of Change Framework

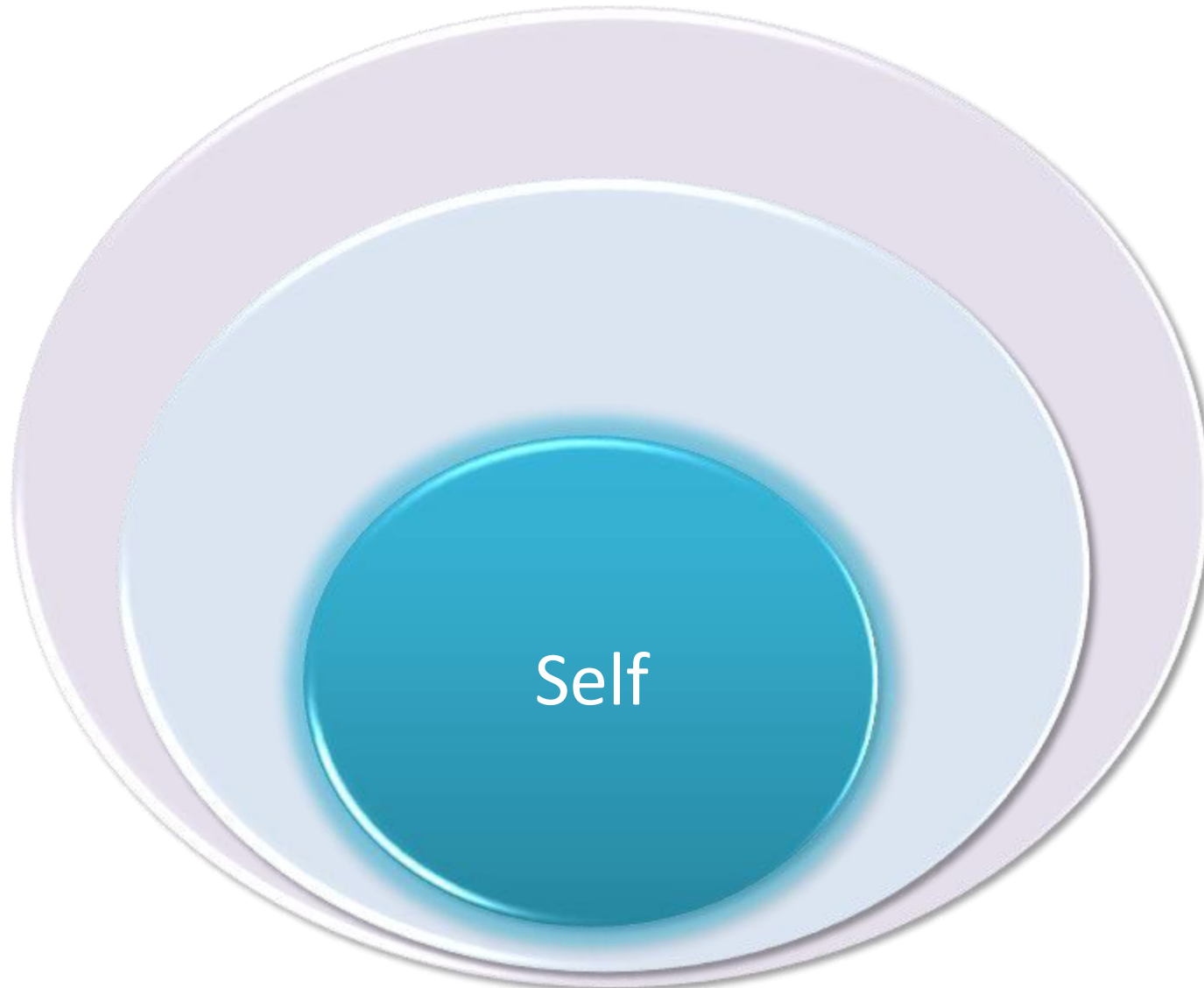




3 Levels of Agency



3 Levels of Agency





A wee belter: An exceptional or outstanding example of someone.





The Christensen Theory



Purpose
and courage



Supportive
culture



Method for
change (QI)

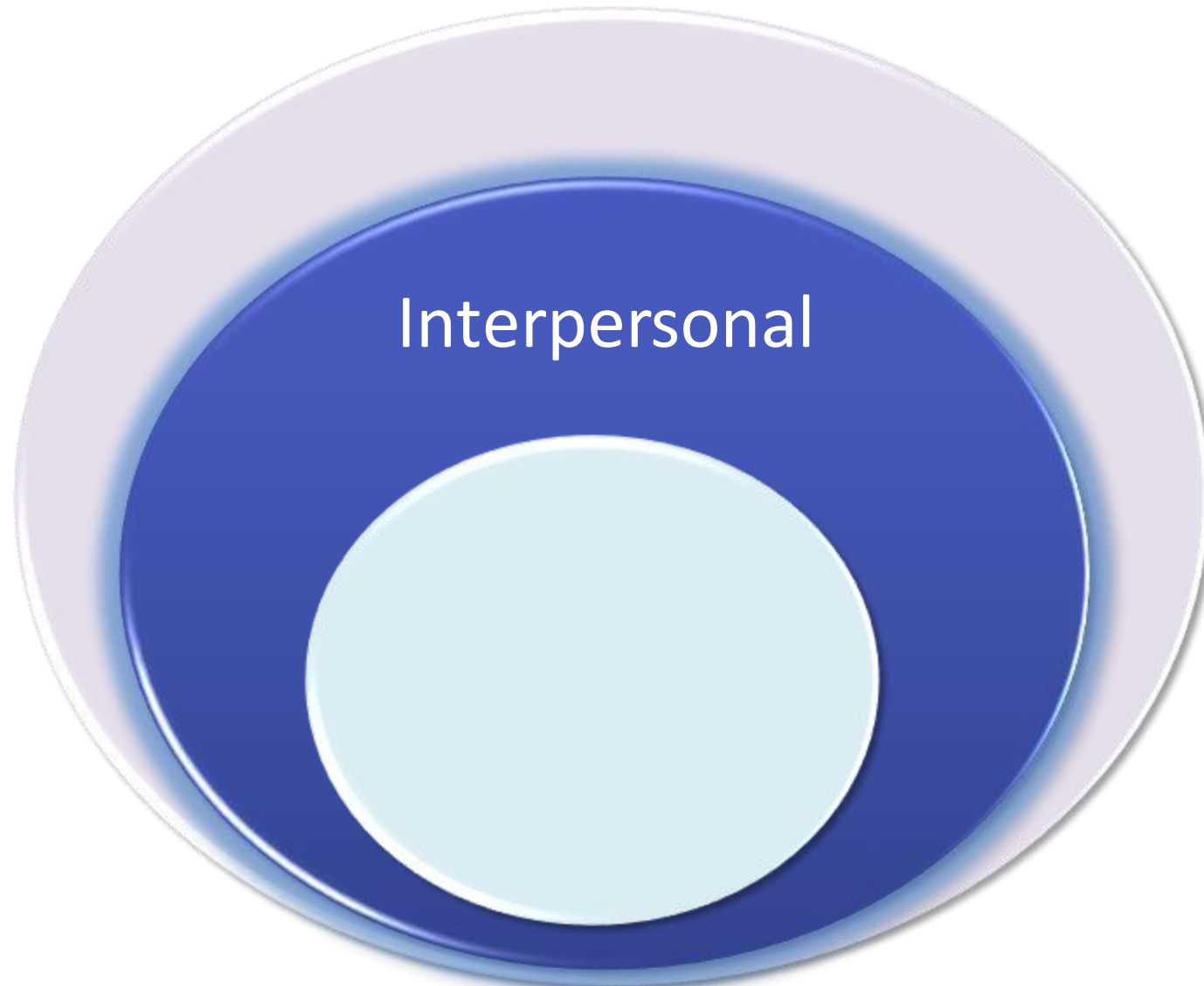


Widening
horizons



Agency

3 Levels of Agency





Toatey: Small, little, wee.

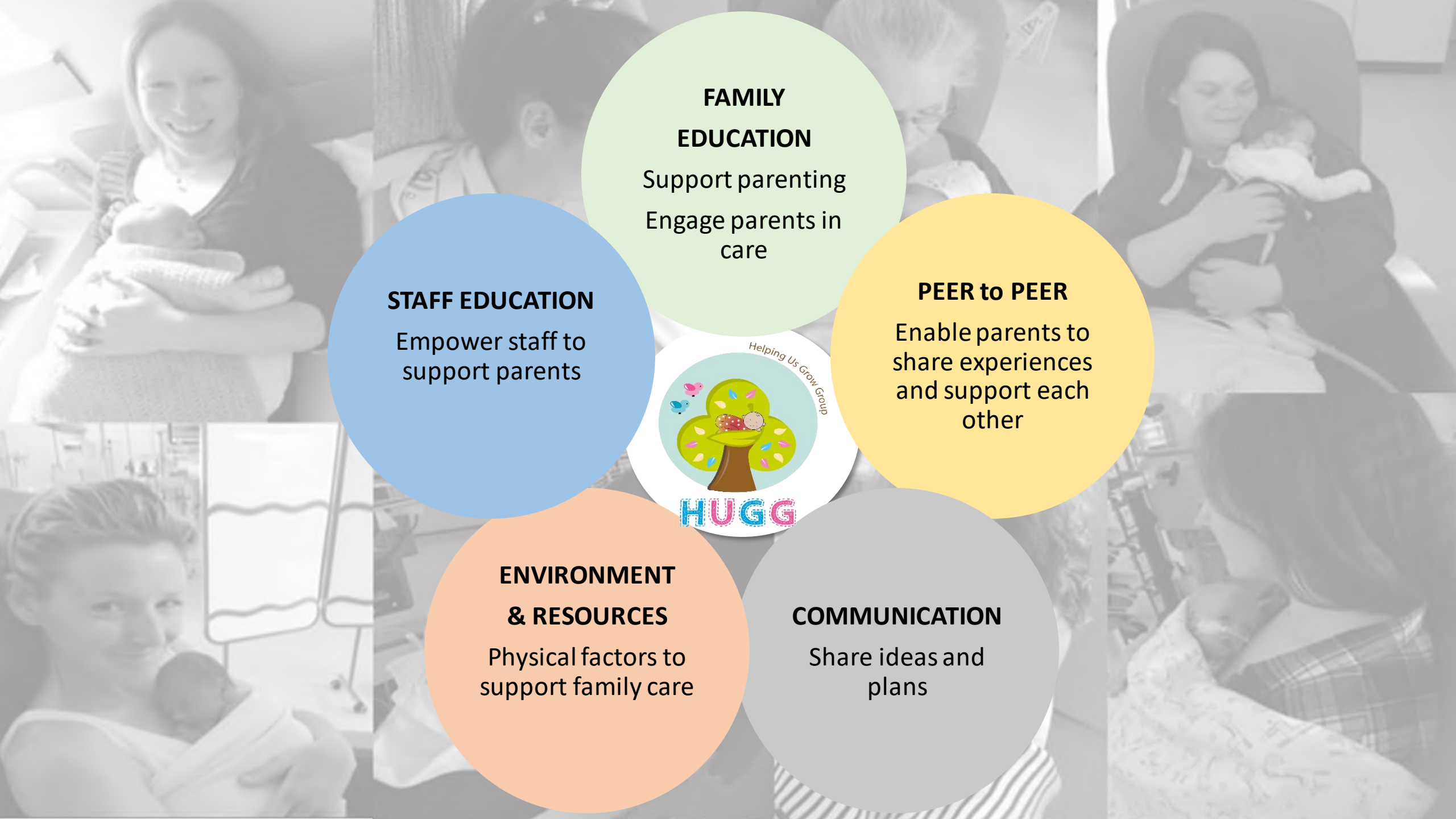




Helping Us Grow Group

HUGG



A grayscale collage of four photographs showing mothers holding their newborn babies. The photos are arranged in a 2x2 grid, with each photo occupying one of the four quadrants of the background. The mothers are smiling and looking at their babies.

FAMILY EDUCATION

Support parenting
Engage parents in
care

STAFF EDUCATION

Empower staff to
support parents

PEER to PEER

Enable parents to
share experiences
and support each
other



ENVIRONMENT & RESOURCES

Physical factors to
support family care

COMMUNICATION

Share ideas and
plans







The Patel Theory



Purpose
and courage



Supportive
culture



Method for
change (QI)

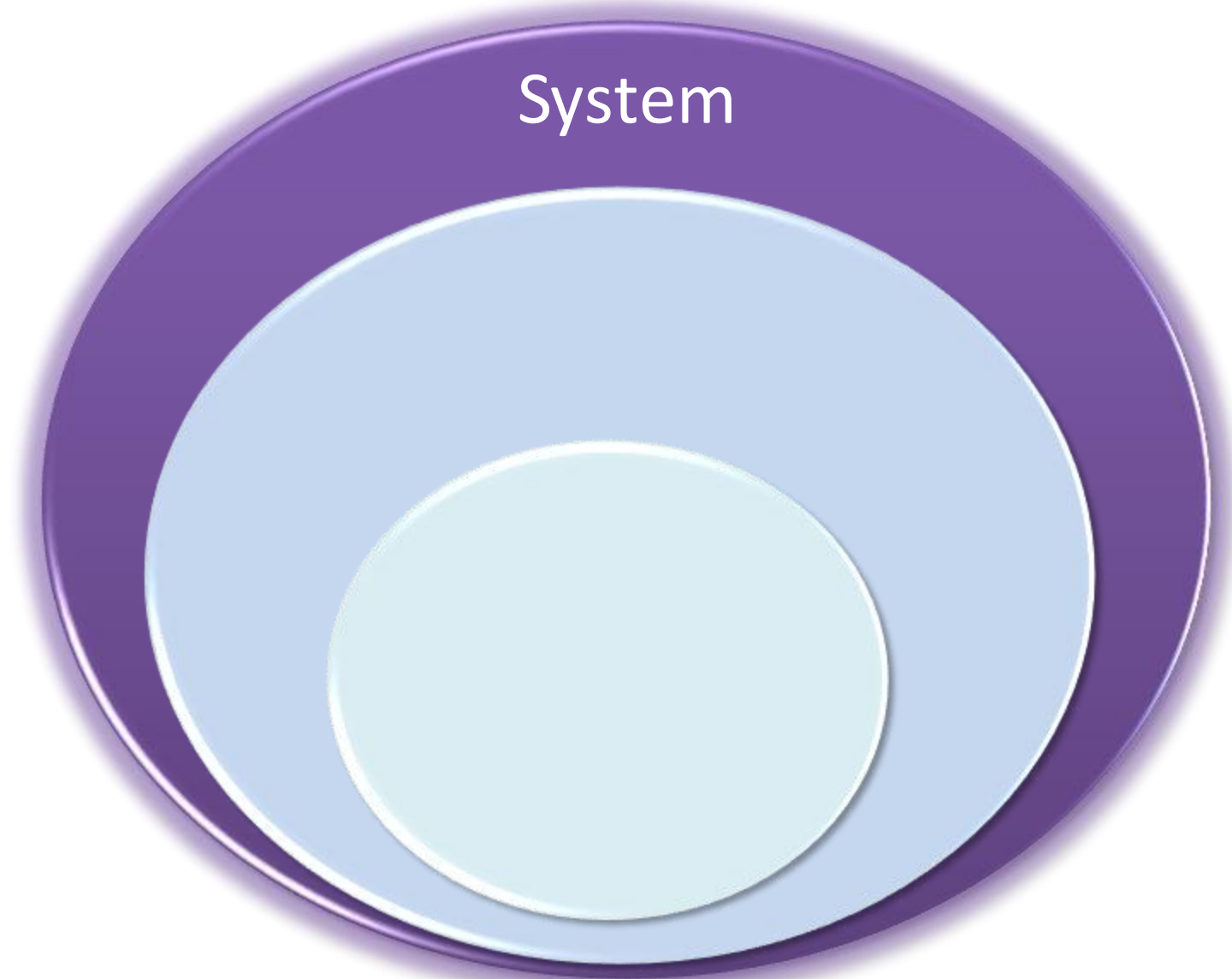


Widening
horizons



Agency

3 Levels of Agency





Ten years of
improving safety

The Morrison Theory



Purpose
and courage



Supportive
culture



Method for
change (QI)



Widening
horizons



Agency



“In its scale and ambition, the Scottish Patient Safety Programme marks Scotland as leader
- second to no nation on earth -
in its commitment to reducing harm to patients dramatically
and continually.”

*Don Berwick
President Emeritus, Institute for Healthcare Improvement.*

The Morrison Theory



Purpose
and courage



Supportive
culture



Method for
change (QI)



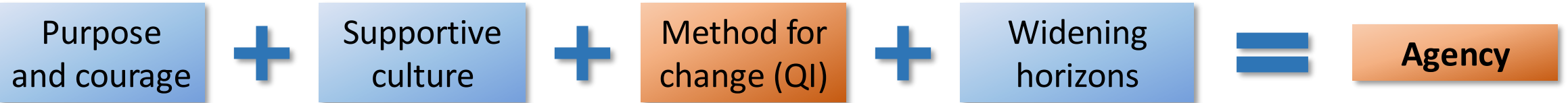
Widening
horizons



Agency



The Morrison Theory





The Morrison Theory



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Method for
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Widening
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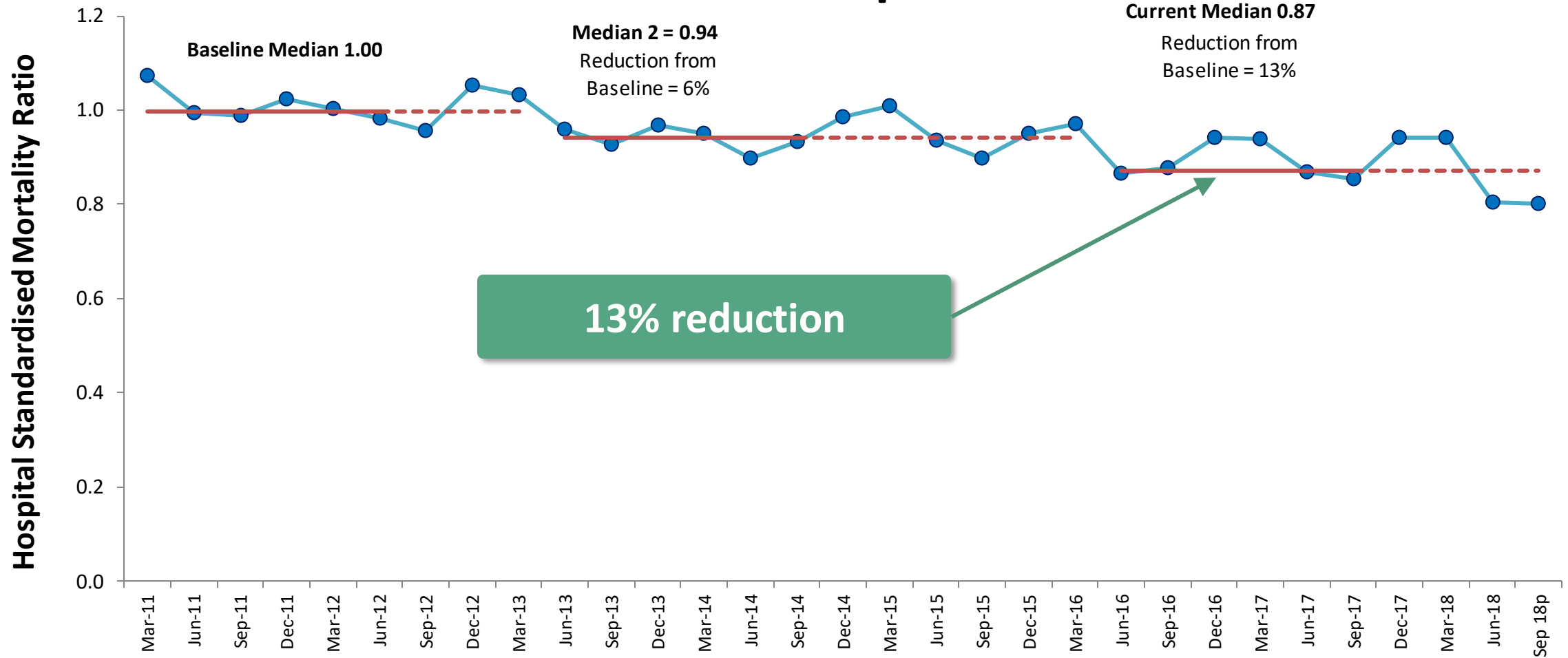
Agency



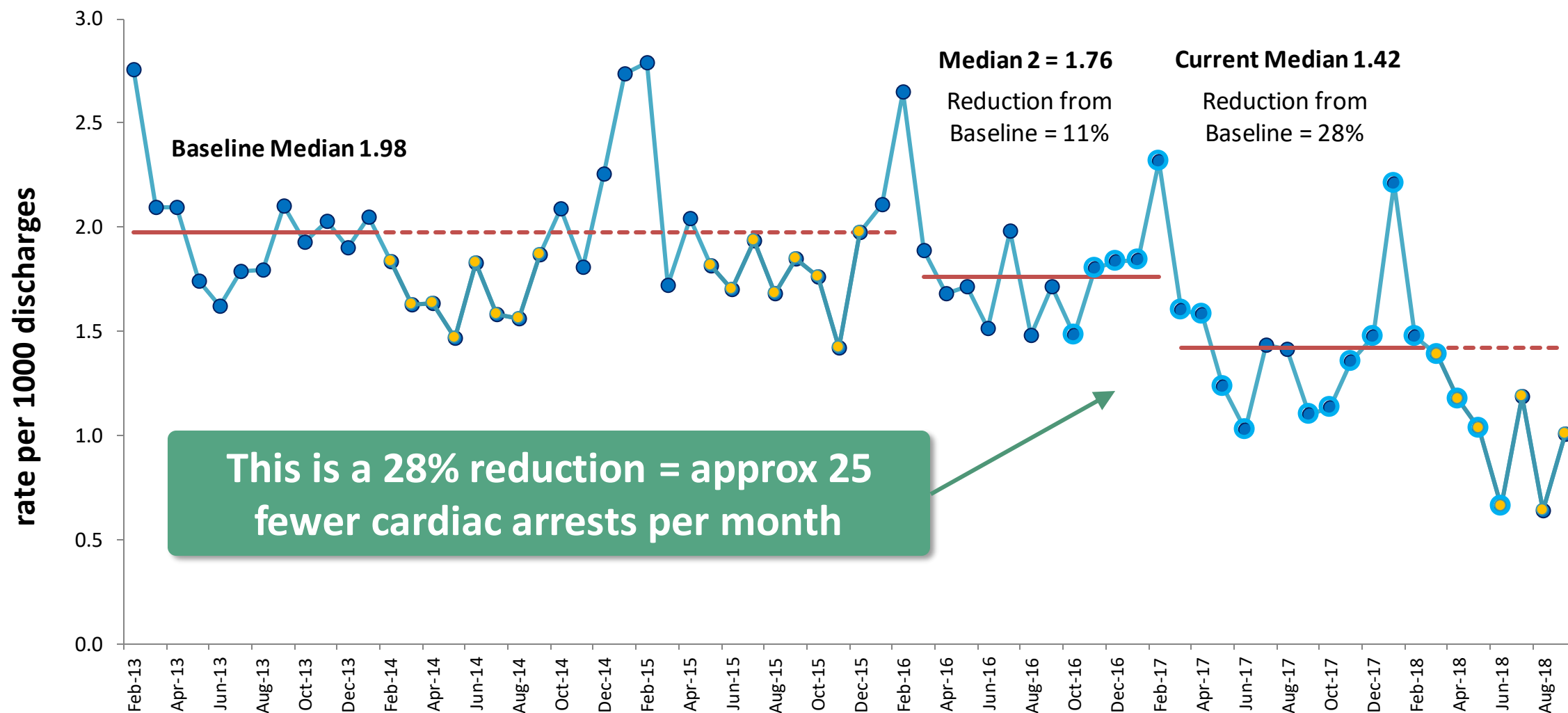


Gie it laldy: to do something with 100% effort.

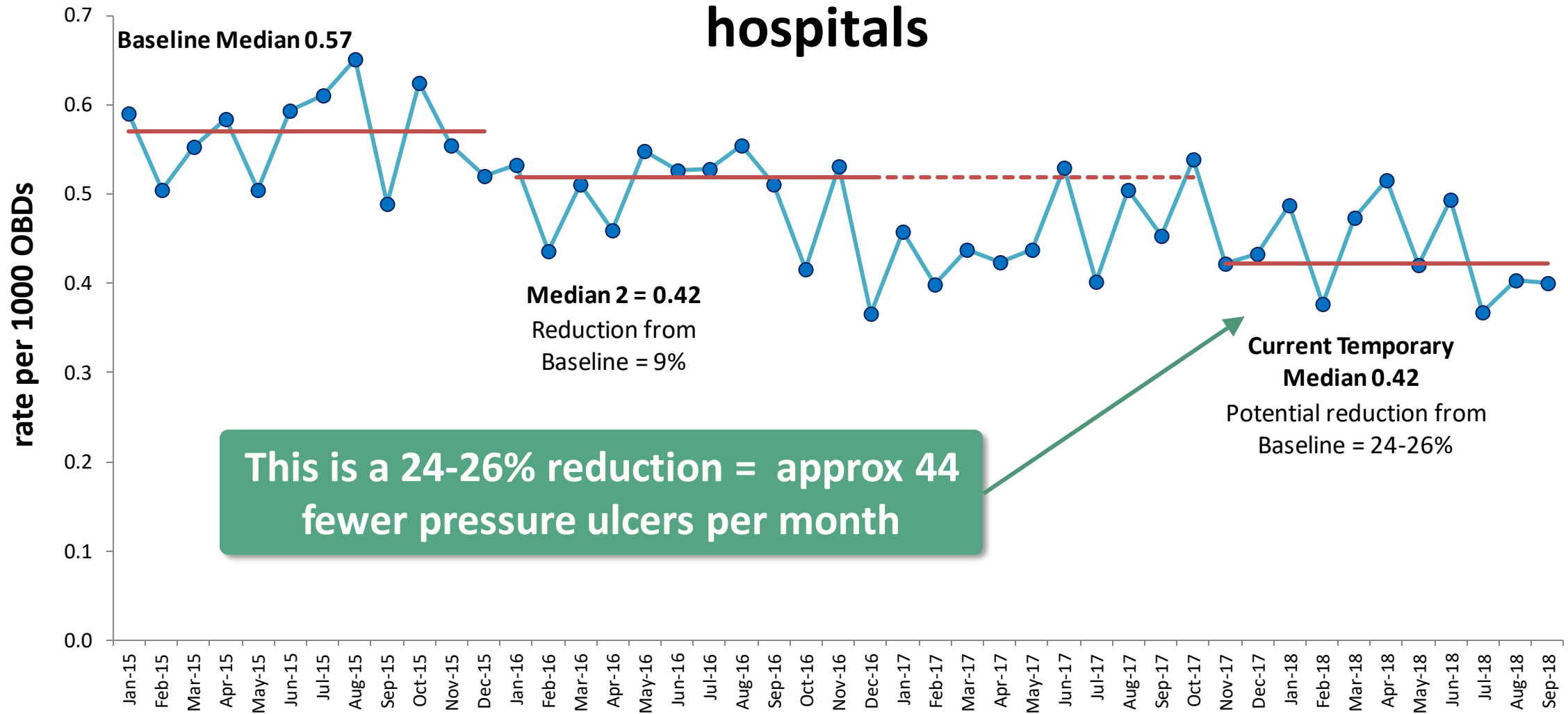
HSMR for deaths within 30 days of admission to a Scottish hospital



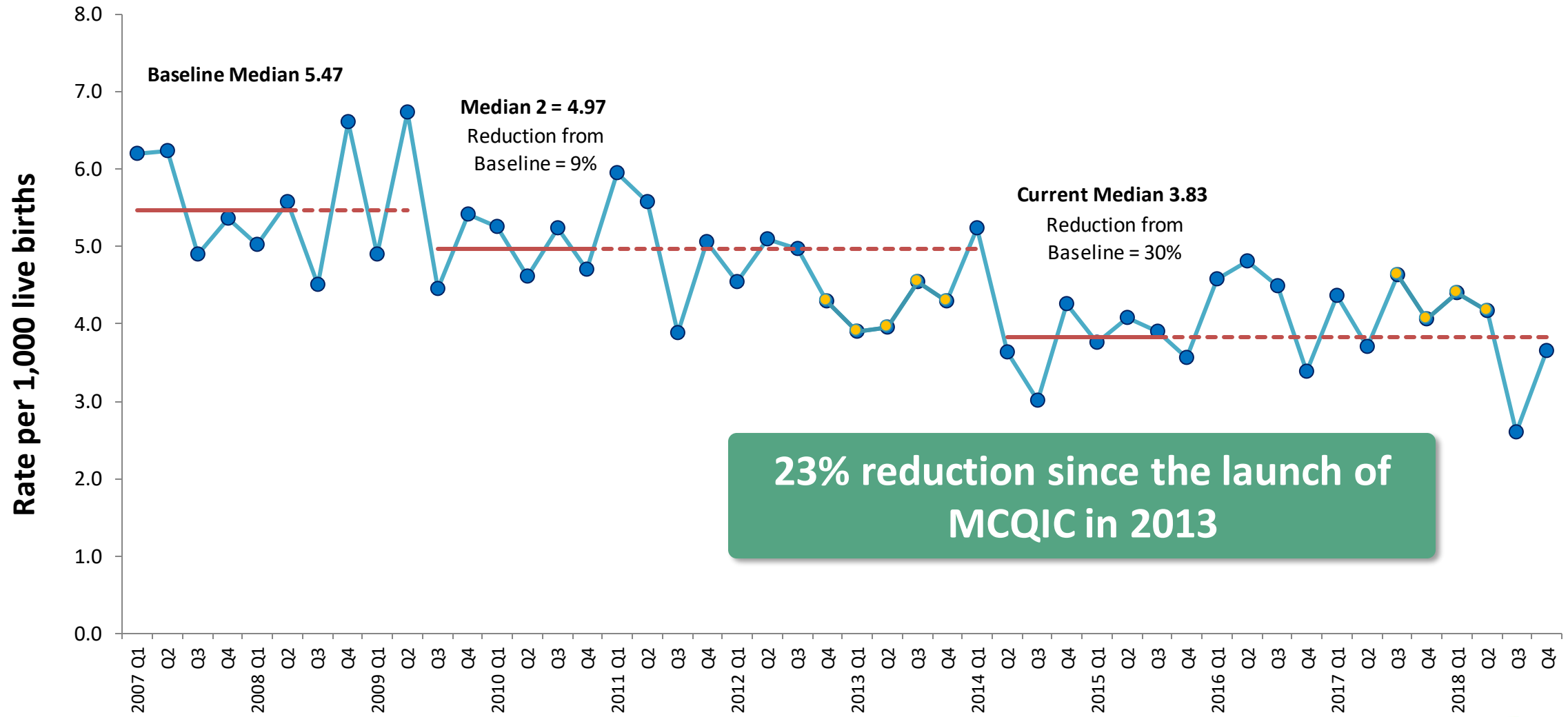
Total rate of Cardiac Arrest for 17 Scottish hospitals



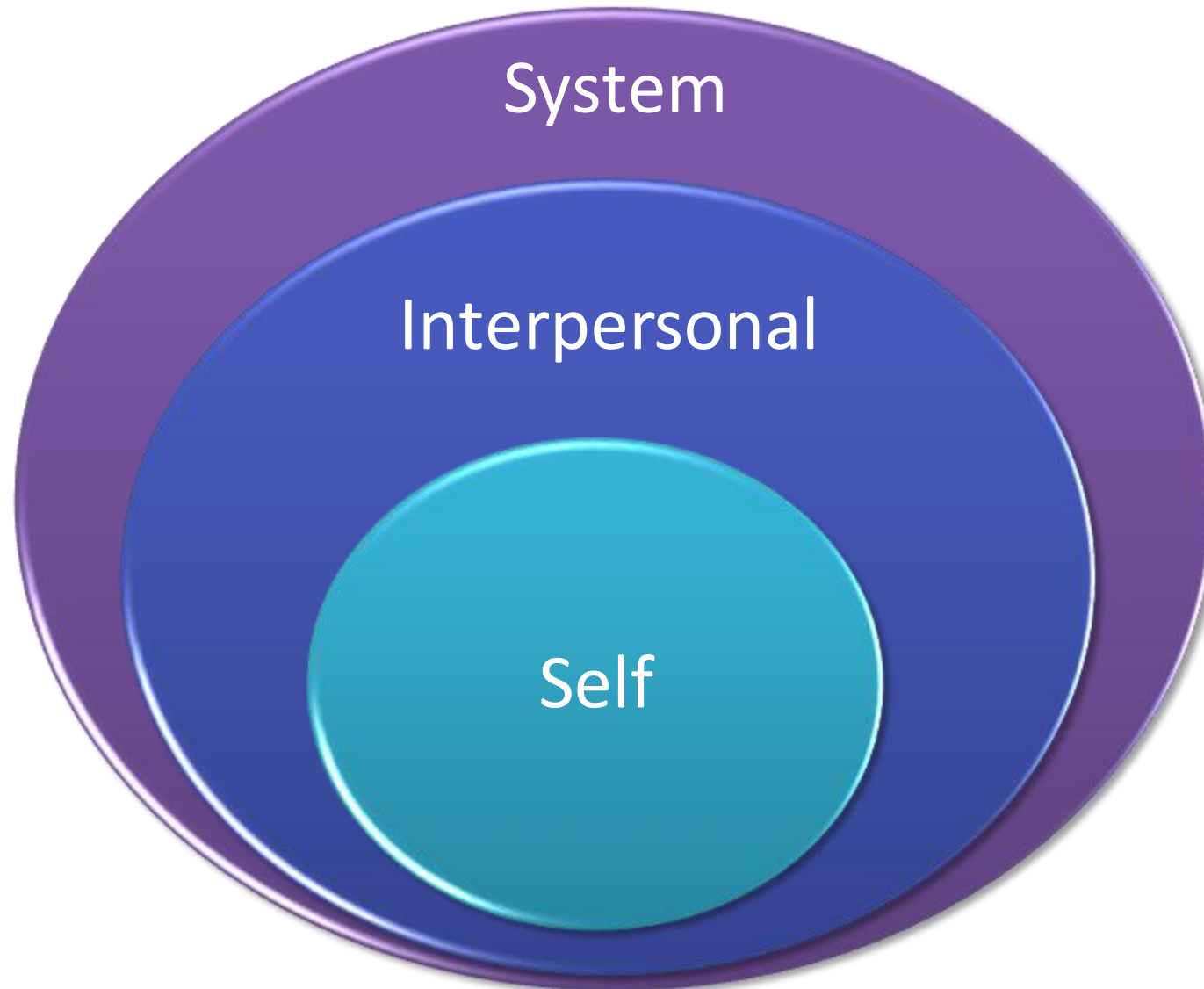
Total rate of Pressure Ulcers (2-4) for 22 Scottish hospitals



Rate of Stillbirth in Scotland



3 Levels of Agency



Gaun yersel: a Glasgow encouragement to action.



1. Read the IHI Psychology of Change Framework

2. Work out your own version of the Henricks theory

@derekfeeley|HI

@jasonleitch

@clareupnorth

@ses3105