

C5: Leadership and QI



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



Adapting to a changing world: equity,
sustainability and wellbeing for all



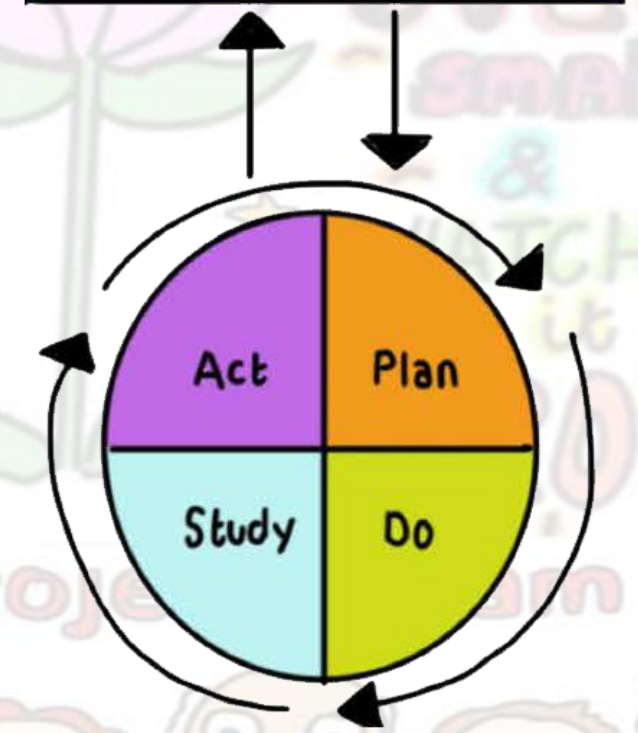
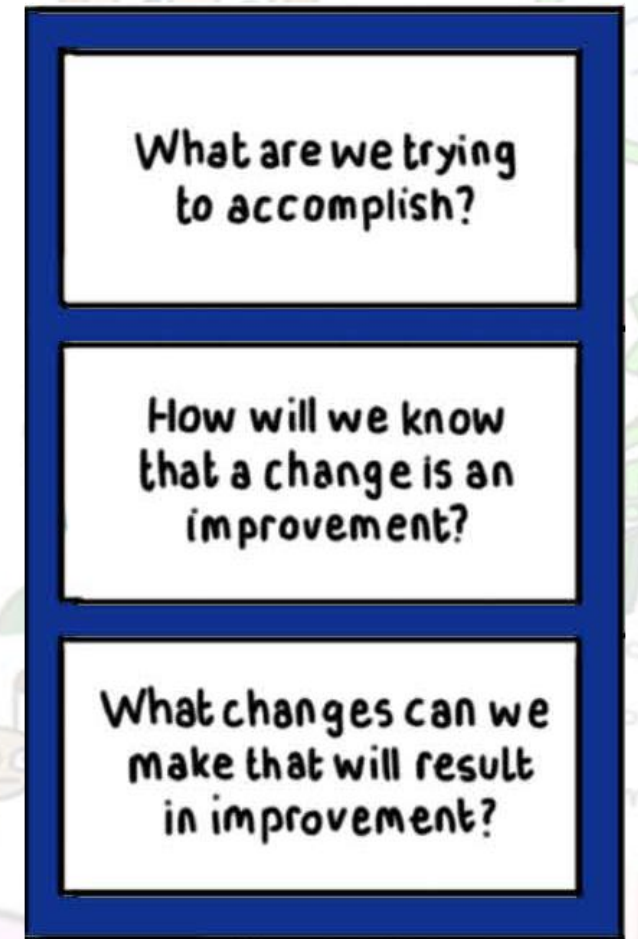
@QualityForum #Quality2023

H Institute for
Healthcare
Improvement

BMJ

Mental Health Service Users Utilising QI In Their Personal Recovery Journey

East London NHS Foundation Trust



@ELFT_QI



qi.elft.nhs.uk



elft.qi@nhs.net

Millie Smith (Head of People Participation)

Lena Adley (ELFT service user and peer support worker)

Craig Donohoe (ELFT service user and QI coach with Lived experience)

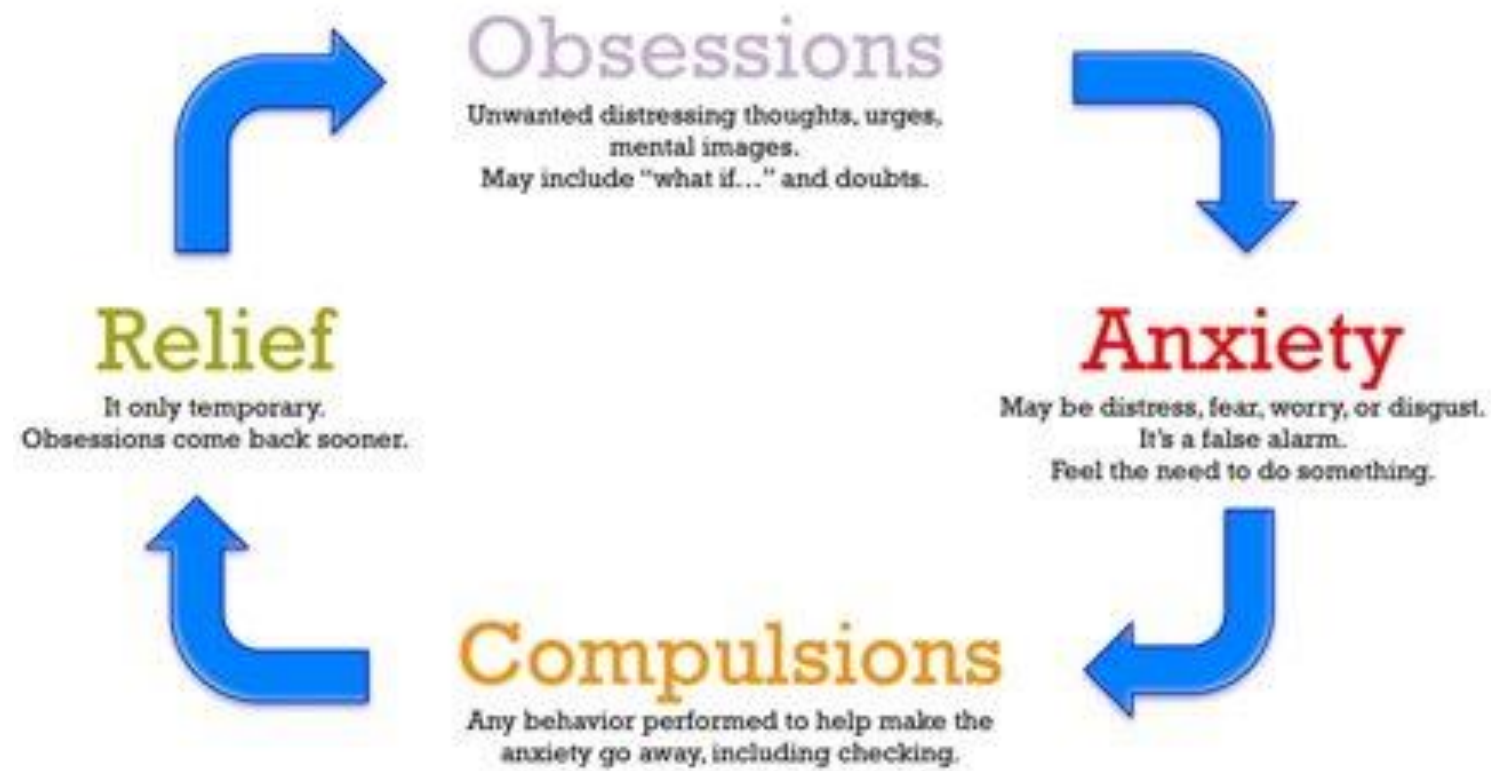
Katherine Brittin (Associate Director for QI)



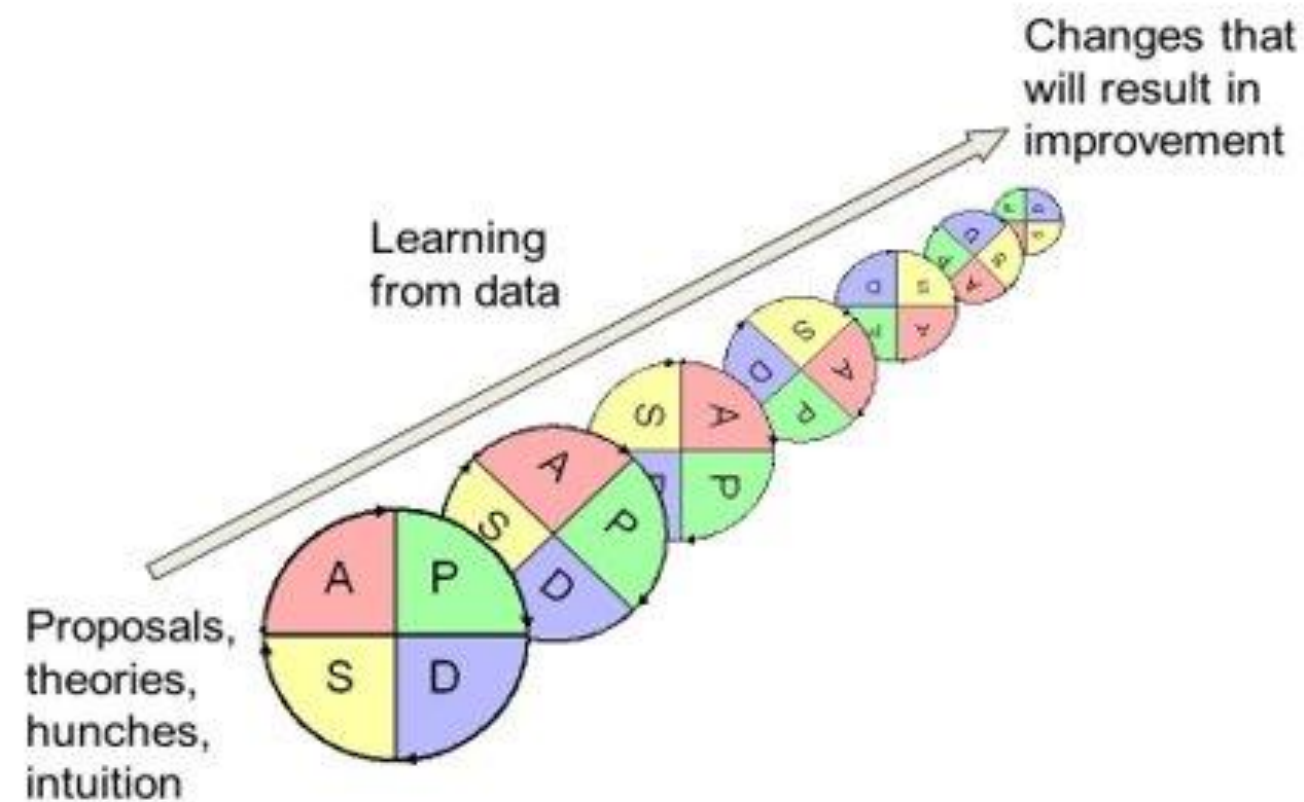
Head of People Participation – Millie Smith (millie.smith@nhs.net)

<https://www.elft.nhs.uk/getinvolved/people-participation>

The OCD Cycle



Cycles of Tests Build Confidence



Collaborate
Openhearted
Courage
Respect
Empower
Accessible
Translate
Opportunity
Reflect
Solve

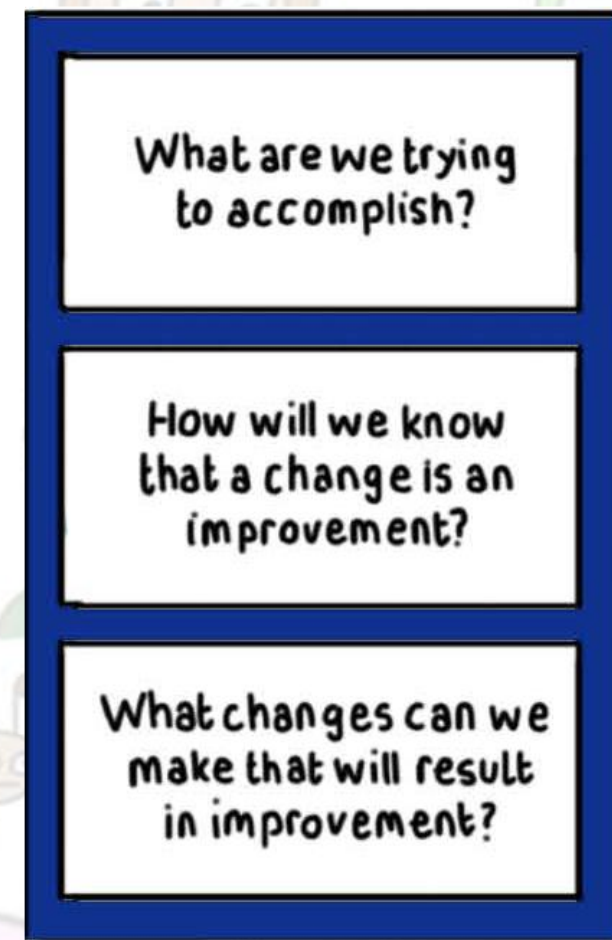
Lena Adley (ELFT service user and peer support worker)

Craig Donohoe (ELFT service user and QI coach with Lived experience)

Millie Smith (Head of People Participation)

Katherine Brittin (Associate Director for QI)

Thank you and contact us



@ELFT_QI



qi.elft.nhs.uk




elft.qi@nhs.net

<https://www.elft.nhs.uk/getinvolved/people-participation>
elft.peopleparticipation@nhs.net



Dr Dena

VAN DEN BERGH

 SOUTH AFRICA

OPENING OUR
LEADERSHIP HORIZONS:

CROSS-CULTURAL
QI LEADERSHIP
JOURNEYS ACROSS
DIFFERENT
HEALTH SYSTEMS



Anette

NILLSON

 SWEDEN



International Forum on
QUALITY & SAFETY
in HEALTHCARE
COPENHAGEN

15-17 May 2023

Bella Center | Copenhagen, Denmark

 Institute for
Healthcare
Improvement

 BMJ

Cross-cultural learning is an essential skill in QI and healthcare change leadership to improve access to high-quality healthcare that is respectful of and responsive to the needs of diverse patients and for healthcare leaders to be open to learning from different healthcare settings.



Our intentional learning journey

Join me as I share the story of two experienced QI change leaders and how we co-designed intentional leadership learning journeys across different continents.

Our goal is to inspire you to learn about the leadership attribute of **'boundarilessness'** and to provide you with what we believe are **seven essential features** needed to create a meaningful and actionable cross-cultural leadership engagement across different health systems so that you can initiate and co-design your own leadership learning experience.



All you need is a Smart Phone
and a Twitter Account!

Every session at the Forum will have a
designated Twitter Hashtag (listed in
this Event Guide) where you can join
in the conversations in real-time with
the audience also sitting in your room.
Your opinions and questions will be
captured and presented to the speaker
to discuss during the session.



Sarah Fraser
@sarahfraser

Author, Speaker & Freelance Writer | Media Support Motorsport & Others

Joined April 2008 · 4,797 Followers



Followed by ImprovingPatientSafety, Anette Nilsson, and 121 others you follow

If u'd like to meet up to talk spread while at
quality2013. Am happy to share etc.

Apr 16, 2013, 5:24 PM

That would be fantastic! Shall we meet at lunch
tomorrow - can meet at registration area

Apr 16, 2013, 5:32 PM

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

International Forum on
Quality & Safety in Healthcare
ICC Excel, London
16-19 April 2013

0900-1700

Full day courses M4-M7

M4

**A Crash Course in twitter and
social media for healthcare
improvement**

**Docklands Suite,
Crowne Plaza Hotel**

Christina Krause, Ajay Puri,
Jo-Inge Myhre

Twitter #Quality4

High-Impact Leadership:

Improve Care, Improve the Health of Populations,
and Reduce Costs



AN IHI RESOURCE

20 University Road, Cambridge, MA 02138 • ihi.org

How to Cite This Paper: Swensen S, Pugh M, McMullan C, Kabeonell A. *High-Impact Leadership: Improve Care, Improve the Health of Populations, and Reduce Costs*. IHI White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2013. (Available at ihi.org)

Three Interdependent Dimensions of High-Impact Leadership in Health Care

NEW MENTAL MODELS

How leaders think about challenges and solutions

HIGH-IMPACT LEADERSHIP BEHAVIORS

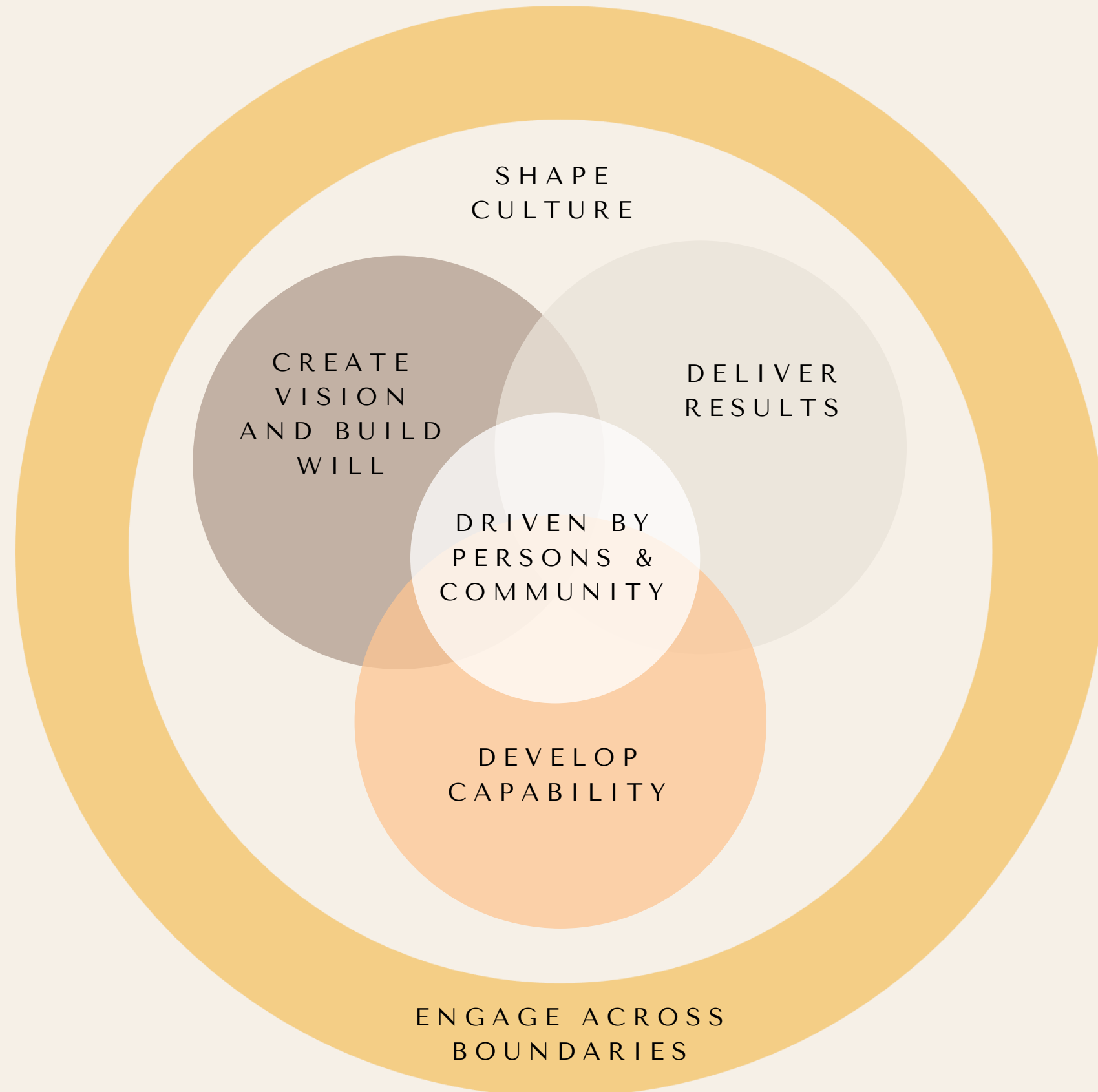
What leaders do to make a difference

IHI HIGH-IMPACT LEADERSHIP FRAMEWORK

Where leaders need to focus efforts

IHI HIGH-IMPACT LEADERSHIP FRAMEWORK

Where leaders need to focus efforts



Six domains of the updated IHI High-Impact Leadership Framework collectively represent the critical areas in which leaders at all levels of health care delivery systems must focus efforts to drive improvement and innovation and achieve Triple Aim results:

- Driven by Persons and Community
- Deliver Results
- Create Vision and Build Will
- Shape Culture
- Develop Capability
- Engage Across Boundaries

Our intentional learning journey

MARCH
2016



Johannesburg
South Africa



SEPT
2018



Jonkoping
Sweden



JUNE
2022



Tjorn
Sweden



APRIL
2017
London
UK



OCT
2019



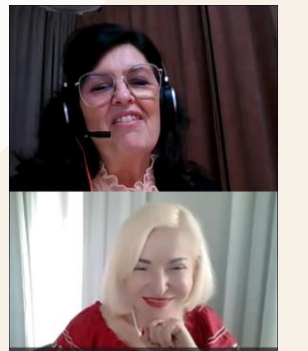
Cape Town
South Africa



MAY
2023



Copenhagen
Denmark



Seven essential

features to design an intentional cross-cultural leadership learning journey

- 1 Learning from inside the Box**
- 2 Going outside the Box**
- 3 Going Deep – it's safe to ask hard questions**
- 4 Cross-cultural humility and curiosity**
- 5 Art and Nature**
- 6 Building Bridges**
- 7 Constant Reflection**

Seven essential

features to design an intentional cross-cultural leadership learning journey

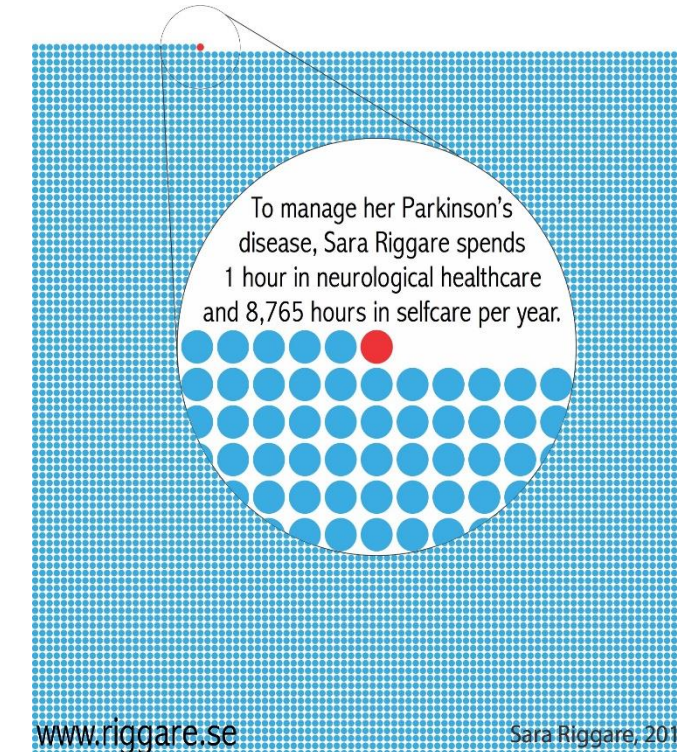
1

Learning from inside the Box



2

Going outside the Box



Seven essential

features to design an intentional cross-cultural leadership learning journey

3

Going Deep – safe to ask hard questions



Seven essential

features to design an intentional cross-cultural leadership learning journey

4

Cross-cultural humility and curiosity

Seven essential

features to design an intentional cross-cultural leadership learning journey

5

Art and Nature

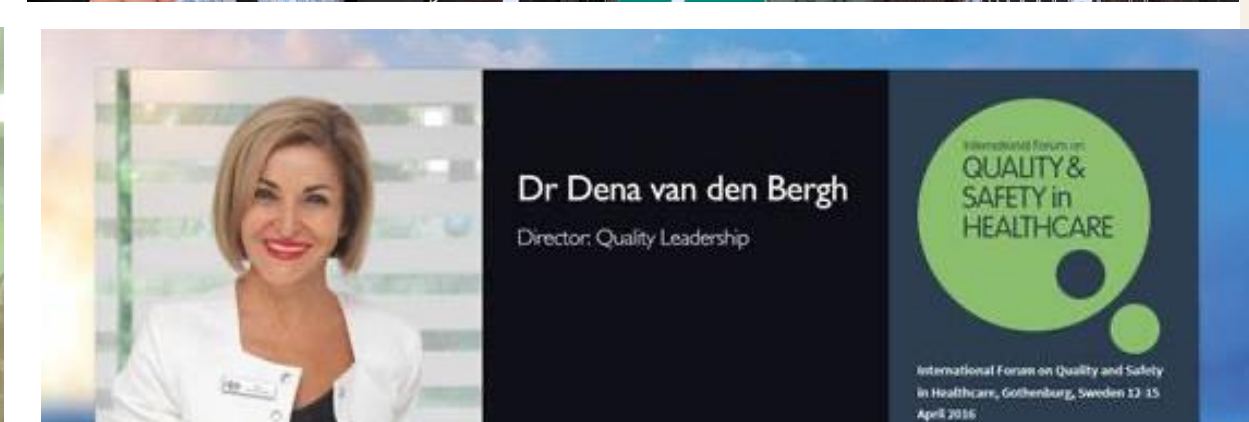
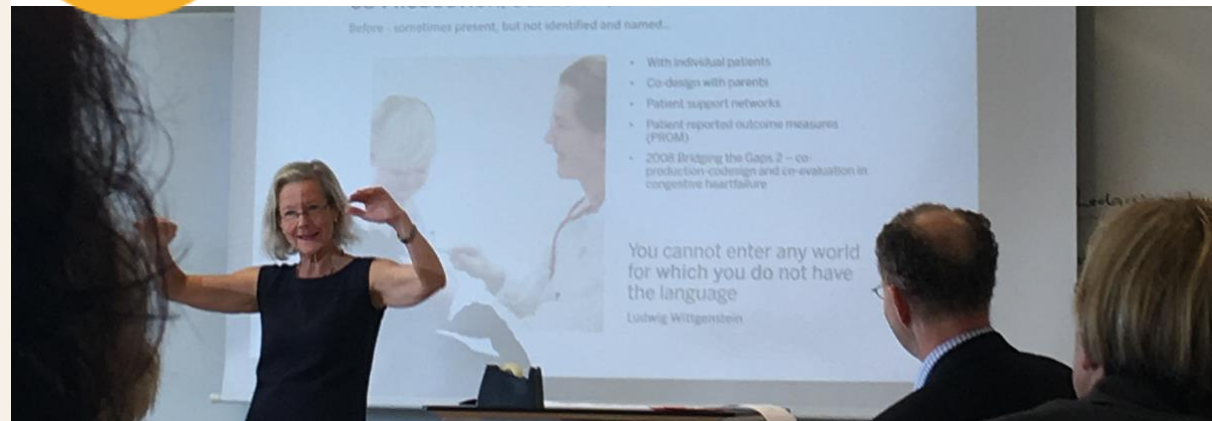


Seven essential

features to design an intentional cross-cultural leadership learning journey

6

Building Bridges with and for other healthcare improvers



Seven essential

features to design an intentional cross-cultural leadership learning journey

7

Constant Reflection

Taking responsibility for our personal leadership learning



Seven essential

features to design an intentional cross-cultural leadership learning journey

- 1 **Learning from inside the Boundaries**
- 2 **Going outside the Boundaries**
- 3 **Going Deep – it's safe to ask hard questions**
- 4 **Cross-cultural humility and curiosity**
- 5 **Art and Nature**
- 6 **Building Bridges**
- 7 **Constant Reflection**

We believe opening our horizons to experience diverse systems is essential to adapting to a changing world and becoming the leaders that are needed to transforming health systems to achieve more equity, sustainability and wellbeing for all

THANK YOU



Dr Dena
VAN DEN BERGH



@inspired2leadQH



Anette
NILLSON



@AnetteNilsson99