



**Name:**

## ***Patient Safety Improvement Group Meeting***

***#HRT1615***

***19-20 October 2016***

***Novotel on Collins, Melbourne***

# **PARTICIPANT WORKBOOK**

The purpose of Health Roundtable meetings is to share ideas and shorten the search for answers. We aim to ensure you leave with one good idea to improve patient care to take back to your health service.

That idea needs to fit in with your organisation's strategic objectives, and this workbook is designed to help you collect a number of ideas and then screen them for suitability for your health service. The workbook contains the following:

- Some information about The Health Roundtable
- Agenda and the list of registered participants and their contact details
- Our approach to change management & action planning – using the John Kotter Harvard Business School 8 Stages of Change Model
- A simple action planning template to help you reach your destination
- Meeting evaluation form to provide feedback on improving our processes

We recommend that you and your colleagues from your health service work together to complete an action plan before you leave.

Enjoy the meeting and listen for one key idea from your colleagues that will make your life easier, improve patient care, and improve your health service!

***THE HEALTH ROUNDTABLE TEAM***

## The Health Roundtable ... An Innovation Clearinghouse since 1995



- ✓ Non-profit membership group
- ✓ Honour Code
- ✓ 89 Health Services
- ✓ 155 Facilities
- ✓ Share problems
- ✓ Share solutions
- ✓ Provides informal network
- ✓ Non-political

### Our Honour Code

- ✓ No member shall criticize the performance of other member hospitals, or use any of the information to the detriment of a fellow member.
- ✓ No external distribution of data or conclusions based on Health Roundtable data is made without the unanimous consent of all participants.



However, we encourage you to celebrate your innovations and share your own data publicly!

### Not registered on the HRT website yet? Never looked before?

Click “Create Account” on the <http://www.healthroundtable.org> website—and use your health service email address to set up your account. An e-mail verification will be sent, once you receive this click the link to access the HRT Website.

The screenshot shows the top navigation bar with a yellow banner: "Click here for 2014 Innovations presentations!". The main header includes "THE HEALTH ROUNDTABLE - Promoting Innovation in Healthcare" and buttons for "Join Us", "Attend Event", and "Get News". A breadcrumb trail reads "You are here: Join Us » Home » Welcome". Below is a secondary navigation bar with "Welcome", "Services", "Calendar", "Members", "Sponsors", and "Governance". The main content area features a video testimonial with a "Watch" button and a login form with fields for "Username:" and "Password:", a "Login" button, and links for "Create Account" and "Retrieve Password".

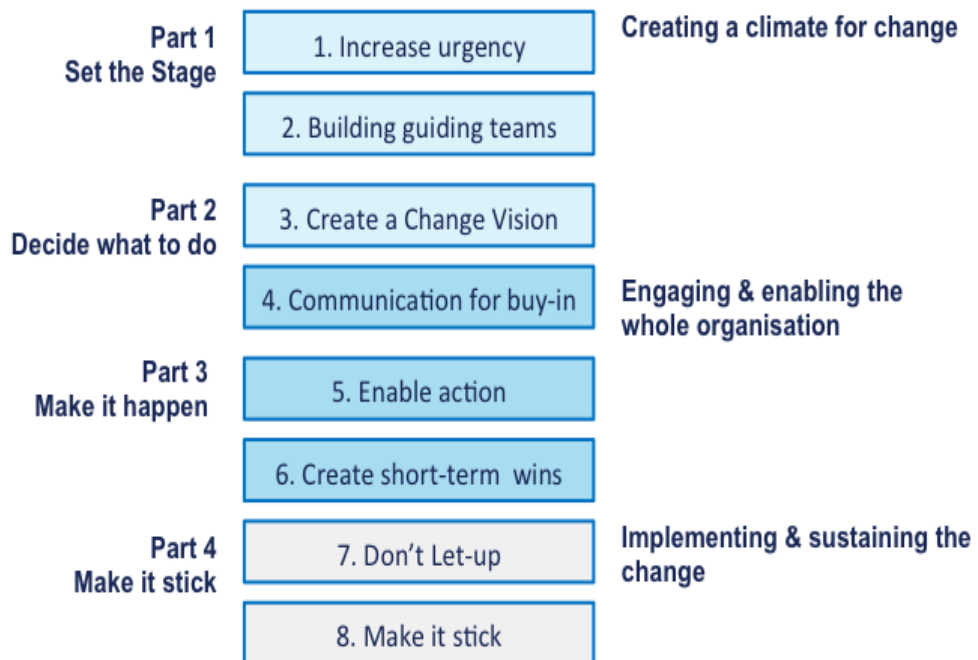
# Agenda

| Wednesday 19 October 2016 |  |
|---------------------------|--|
| 7.15 – 7.30am             | Registration for Optional Masterclass – Health Roundtable data   |
| 7.45 – 8.30am             | <b>Breakfast Meeting</b> – Optional Masterclass – Health Roundtable data<br>Understanding Health Roundtable bench-marking, innovation and improvement resources  |
| 8.30 – 9.00am             | Registration (Arrival Tea and Coffee)  |
| 9.00 – 9.30am             | Welcome and Introductions  |
| 9.30 – 10.30am            | <b>SETTING THE STAGE</b> Raj Behal, Chief Quality Officer and Associate Dean for Quality, Stanford. <i>What does culture have to do with patient safety? How health organisations can maximise learning from adverse events</i>                                  |
| 10.30 – 11.00am           | Morning Tea  |
| 11.00 – 11.45             | <b>SETTING THE STAGE</b> Rohan Cattell, Improving Mortality Measures: Updates on HSMR methodology and day of admission mortality. Small group discussion   |
| 11.45– 12.30              | <b>SETTING THE STAGE</b> Gail Prileszky, 2016 Highlights-Patient Safety Reports and Survey. Small group discussion   |
| 12.30 – 1.30pm            | Lunch  |
| 1.30 – 2.00pm             | <b>SETTING THE STAGE</b> Stephen Walker, Associate Medical Director, Cognitive Institute –The People Side of Safety and Reliability  |
| 2.00 – 3.00pm             | <b>DECIDE WHAT TO DO</b> Each facility to present one innovation poster on an initiative to improve patient safety in the past 2 years.<br>Marketplace: Share and Steal! bring your protocols, education packs, Apps and gadgets etc.                            |
| 3.00 – 3.30pm             | Afternoon Tea  |
| 3.30 – 4.15pm             | <b>DECIDE WHAT TO DO</b> Top 3 poster presentations voted by the delegates as the most useful ideas – A five minute presentation from each with discussion and questions   |
| 4.15 – 5.00pm             | <b>DECIDE WHAT TO DO</b> Health Service team action planning – Deciding how transformational change can occur and develop a clear vision of the change activities that are needed  |
| 5.00pm                    | Day One, Meeting Concludes   |
| 6.30pm                    | Group Dinner (Optional) Mezzos, 35 Little Bourke St, Melbourne, Vic  |
| Thursday 20 October 2016  |  |
| 8.15 – 8.45am             | Arrival Tea and Coffee   |
| 9.00 – 9.30am             | Welcome and reflections from day one   |
| 9.30 –10.00am             | <b>THOUGHT STARTER Gary Tonkin</b> -New Zealand patient safety initiatives   |
| 10.00– 10.30am            | <b>MAKE IT HAPPEN 1</b> - Key Roundtable innovations from Australia & NZ   |
| 10.30 – 11.00am           | Morning Tea  |
| 11.00 – 11.45pm           | <b>MAKING IT HAPPEN 2</b> – Turning issues into action • Small group discussion on how to communicate for understanding and buy-in • Removing barriers – Getting input on the key issues for your service • Empowering others to act • Producing Short term wins |
| 11.45 – 12.30pm           | <b>MAKING IT HAPPEN 3</b> - DON'T LET UP CREATING A NEW CULTURE • A gallery walk of A3 action plans will start this session taking recommendations from your peers • Teams to then refine their Aim statements and action plans.                                 |
| 12.30 – 1.30pm            | Lunch  |
| 1.30 – 2.30pm             | <b>MAKING HAPPEN 4</b> Teams to then refine their Aim statements and action plans.   |
| 2.30 – 3.00pm             | Decide on a theme for 2017 and closing remarks   |
| 3.00pm                    | Meeting Ends   |

# The Eight Step Process for Successful Change

Adapted from John Kotter & Dan S Cohen (The Heart of Change Field Guide)

The Health Roundtable uses the Kotter Change Management Model, consisting of an eight-step process to help you lead and implement more successful change.<sup>1</sup>



## Part 1 – Set the Stage

### Step 1. Increase urgency

What is the data telling you? What is the gap in performance?

What are the sources of complacency?

What are the key risks?

What are the impacts of current performance on the organization/department/staff/patients?

<sup>1</sup> 2005, Dan S Cohen & John P Kotter, The Heart Of Change Field Guide

## Part 1 – Set the Stage - Step 1. Increase urgency

### WHAT DOES YOUR BURNING PLATFORM LOOK LIKE?

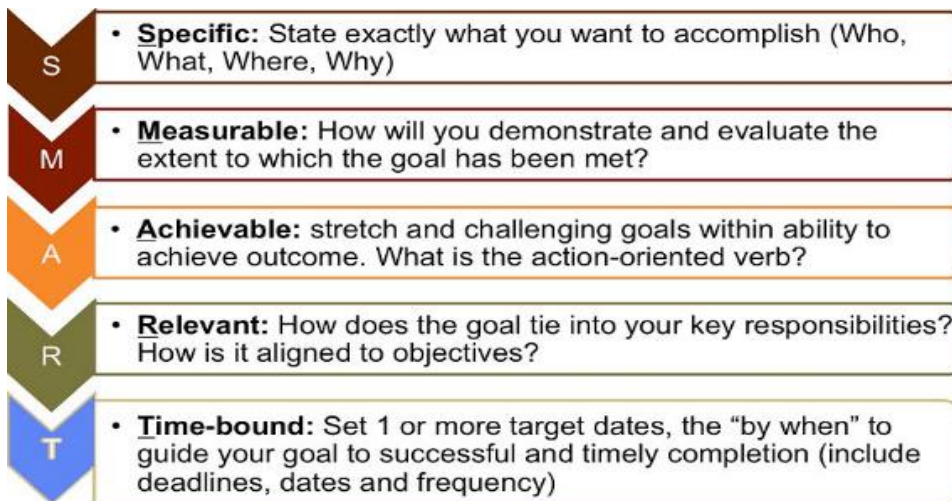
Draw a picture of the contributory factors –

- External stressors (seasonal variation, regulations, demand)
- Systems & Processes (non-standard processes etc.)
- Management (Resource allocation, policies, training etc.)
- Culture (speaking up, behaviours)
- Human Factors (Fatigue, memory lapse, biases)
- Hazards

## Part 2 – Decide what to do

### Step 3. Create a Change Vision & Strategy

What is your SMART goal or target?



| <b>Part 2 – Decide what to do</b><br>Step 3. Create a Change Vision & <u>Strategy</u> |  |
|---|--|
| <b>Strategy / Innovation / Idea Linked to our Goal</b>                                | <b>Details of service implementing</b> |
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**Other Ideas for us to consider not linked to our Goal**

| Part 2 – Decide what to do<br>Step 3. Create a Change Vision & <b>Strategy</b> |                                 |
|--|---------------------------------|
| Other Ideas we liked   | Details of service implementing |
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**Part 1 – Set the Stage**

**Step 2. Building Guiding Teams**

What mix of skills do you need for your guiding team? (Controller, Director, Supporter, Influencer)

Who is in your guiding team?

**Part 3 Make it Happen**

**Step 4. Communication for Buy-in**

What strategies do you have for communicating your vision? Marketing & Branding

Who do you need to communicate with?

What does your vision for the future look like – Draw a picture



**Part 3 – Make it Happen**

**Step 5 – Enable Action**

What are the barriers to implementation?

What are the key risks to manage?

What objections may you get & how will you respond?

What are the key steps in the first week?

What key actions in weeks 2-3?

What are the key actions to be complete by the end of the first month?

How will you celebrate success?

**Part 3 – Make it Happen**

Step 6 – Create short term wins

| Short term win | Measurement of Change | National Standard | By Who | By when | % complete |  |  |  |
|----------------|-----------------------|-------------------|--------|---------|------------|--|--|--|
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## Thought Starters

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