



# **NZ Chapter Meeting**

## **(HRT1515)**

**22-23 September 2015, Pullman Auckland, NZ**

### **MEETING NOTES**

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Thought starter - Sir David Dalton ..... 1

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- Culture & Behaviour (3)
- High reliability (2)
- Standardisation of process is key
- Transparency & openness (4)
- Patient bedside whiteboard “what matters to me” (3)
- Convince the CE to use visibility to metrics that actually mean something
- Knowing how we are doing informs us and leads to improvement
- Avoiding variation
- Teams identifying what they haven’t done well that day
- Devolving decision making and continuous improvement to frontline staff
- Visibility and authenticity of leadership (2)
- Making values and purpose/goals clear and having the right mindset (2)
- Listening to patient and families
- Integrated care
- Ranking and progress support and feedback of leaders
- Accountability up front
- Lead by example (what you pay attention to)
- Safe, clean and personal
- Values-based recruiting
- Digitisation offers safety, efficacy, efficiency, transparency
- Undercover boss every month
- Allied health seen as a part of health care delivery
- Connecting the individual to the annual plan