Calling from the UK?
Please dial: **0800 012 1327**
Enter participant pass code: **879 371 40 #**

Calling from outside the UK?
Please check the email sent with your log in details to access our global dial in codes and enter: **879 371 40 #**

Don’t see your country on the global list?
Please dial: **+44 1296 480 180.**
Enter the participant passcode: **879 371 40 #**

Please check with your provider to confirm call charges.

***Press *0 to speak to an operator if you are having any technical difficulties***
TIPS FOR A SUCCESSFUL WEBEX

Use the **chat box** to ask questions and get involved in discussions.

If you’re having technical difficulties message the BT Call Manager via the WebEx chat function, or press *0 on your telephone.
If you want to get involved in the conversation, please click on the Chat icon circled in red.

Select **all participants** from the drop down menu, type your message then click send!
WHERE ARE YOU JOINING US FROM?

Please click on the pen icon, circled in red above....
WHERE ARE YOU JOINING US FROM?

Please click on the arrow icon, circled in red above....
CLICK ON YOUR LOCATION....
QI Connect: our reach

985 organisations

September 2018

@HISQIConnect
COMPETITION TIME…
OUR GLOBAL REACH
CONGRATULATIONS!
NEW ORGANISATIONS…

Academic Health Science Network
North East and North Cumbria

CANCER INNOVATION CHALLENGE

Ontario
Health Quality Ontario

CARING HOMES

Manchester Local Care Organisation
Leading local care, improving lives in Manchester, with you

NORTH OF SCOTLAND COLLABORATIVE
Developing a Common Purpose

Norfolk and Norwich University Hospitals
NHS Foundation Trust

Alberta College of Speech-Language Pathologists and Audiologists
Hear. Speak. Connect.
NEW ORGANISATIONS (CONT)...

Northern Health and Social Care Trust

Nutshell

Orkney Islands Council

Saskatchewan Health Authority

Simon Community Scotland

ScotGEM

Scottish Graduate Entry Medicine

South Warwickshire NHS Foundation Trust
NEW ORGANISATIONS (CONT)…
All territorial NHS Boards across Scotland are now linking in!

Golden Jubilee National Hospital
Patients at the heart of progress
77 UNIVERSITIES
A NEW COLLEGE....
LEARNING TOGETHER..... AGAIN ... AND AGAIN...

View recordings of previous QI Connect sessions
You can find information on our previous speakers and view recordings of sessions at the links below.

### 2018

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<tr>
<th>Presenter</th>
<th>Session name</th>
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<tr>
<td>JD Polk</td>
<td>NASA's role in the 2010 Chilean Miners Rescue</td>
<td>25 January 2018</td>
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<tr>
<td>Nivah Shah</td>
<td>Standardisation is innovation... Discuss</td>
<td>22 February 2018</td>
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<tr>
<td>Al Mulley</td>
<td>Realistic Medicine: Whose decision is it anyway?</td>
<td>29 March 2018</td>
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### 2017

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<tr>
<th>Presenter</th>
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<tbody>
<tr>
<td>Chris Ham</td>
<td>Reforming the NHS from within</td>
<td>26 January 2017</td>
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<tr>
<td>Jaldeep Prabhoo</td>
<td>Fruugal innovation: How to do more (and better) with less</td>
<td>21 February 2017</td>
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<tr>
<td>Emmanuel Gobillot</td>
<td>All person care is a whole system concern</td>
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### 2016

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<th>Presenter</th>
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<tr>
<td>Jo Bibby</td>
<td>Innovations in healthcare: Lessons and insights from The Health Foundation</td>
<td>22 February 2016</td>
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<tr>
<td>Geoff Mulgan</td>
<td>Innovation for Healthcare</td>
<td>19 April 2016</td>
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<tr>
<td>Maxine Power</td>
<td>Taking Improvement to scale in 2016</td>
<td>26 May 2016</td>
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<tr>
<td>Derek Feeley</td>
<td>Innovation and integration</td>
<td>30 June 2016</td>
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<tr>
<td>Gene Nelson</td>
<td>Learning through co-production: A model for improving health outcomes, healthcare services, and research</td>
<td>27 July 2016</td>
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<tr>
<td>Steve Spear</td>
<td>High velocity edge</td>
<td>29 September 2016</td>
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<tr>
<td>Peter Lachman</td>
<td>Leading and networking for change</td>
<td>27 October 2016</td>
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<tr>
<td>George Kerwin</td>
<td>Leading health system transformation toward population health and population management</td>
<td>10 November 2016</td>
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<td>Tim Brown and guests</td>
<td>Innovation and design</td>
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<td>David Grayson</td>
<td>Quantum collaboration: The Ki: Asutree experience down under</td>
<td>30 January 2015</td>
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<tr>
<td>Beth Lilia</td>
<td>How to engage the cystic society in creating a person-centred health care system: The use of methods from social movement</td>
<td>23 February 2015</td>
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<tr>
<td>Robert M Weachter</td>
<td>The Digital Doctor, Hope, Hyde and Harm at the Dawn of Medicine's Computer Age</td>
<td>26 March 2015</td>
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<td>Martin Marshall</td>
<td>How relevant is improvement science to general practice?</td>
<td>28 April 2015</td>
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### 2014

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<th>Presenter</th>
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<tr>
<td>Mike Buis</td>
<td>Why is it that doctors don't get the quality and safety agenda? A look at the issues</td>
<td>29 January 2014</td>
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<tr>
<td>Goran Henrik</td>
<td>Absent community and stronger clinical performance: Why integration is a must</td>
<td>25 March 2014</td>
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<tr>
<td>Frank Federico</td>
<td>Throwing the switch for change</td>
<td>21 May 2014</td>
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<tr>
<td>Rocco Perla</td>
<td>Making the Patient the Fundamental Unit of Analysis</td>
<td>18 June 2014</td>
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<td>Nick Barber</td>
<td>Evaluating Improvement</td>
<td>28 August 2014</td>
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<td>Helen Bewan</td>
<td>Being a great change agent: How to rock the boat and stay in it</td>
<td>23 September 2014</td>
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<td>Mike Richards</td>
<td>Inspection &amp; regulation as a driver for quality improvement: the new CDC approach</td>
<td>30 October 2014</td>
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<tr>
<td>Elaine Inglesby-Burke</td>
<td>Nursing: Our promise to learn, our commitment to act</td>
<td>27 November 2014</td>
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The QI Connect series now features as an approved resource within ISQua’s Fellowship Programme
Q.health.org.uk or @theQcommunity
QI CONNECT TEAM

Series Chair: Dr Brian Robson
Medical Director

Series Manager: Jennifer Graham
Programme Manager

Registration: Michelle De Felice

Project Officer
Jessica Yuill

Admin/Certification: Carmen Forrest

Twitter analytics: Alex Stirling
Richard Norris
Visiting Fellow
University of Edinburgh Academy of Government

@RichardNorris17
REMEMBER TO TWEET AS YOU LEARN!

#HISQIConnect

Follow us: @HISQIConnect
Roy Lilley
Commentator, broadcaster & writer, Academy of Fabulous Stuff

@RoyLilley
ROY LILLEY
QUALITY IS NOT WHAT YOU THINK IT IS
A TRUE STORY
QUALITY IS SIMPLE
SIX THINGS
• FIGURE OUT WHAT YOU’RE DOING
• IS IT WHAT YOU WANT?
• PUT THINGS IN PLACE TO MAKE SURE YOU GET IT
• ALL THE TIME
• EVERY TIME
• UNTIL YOU DON’T WANT IT ANY MORE.....
START WITH THE PATIENT AND WORK BACKWARDS
THE MOST DAMAGING THING YOU CAN DO IS INSPECT
71% of doctors said CQC inspections add to fear and worry amongst staff. Only 9% said the inspections take system pressures into account.

BMA Survey
Sept '18
Almost everything I have ever done in healthcare management has been wrong.
SHOW PEOPLE WHAT GOOD LOOKS LIKE AND THEY WILL ALWAYS GET ON AND DO IT BETTER
THE POWER OF POSITIVE DEVIANCE
Positive Deviance is based on the observation that in every community there are certain individuals or groups whose uncommon behaviors and strategies enable them to find better solutions to problems than their peers, while having access to the same resources and facing similar or worse challenges.

POSITIVE DEVIANCE
THE ACADEMY OF FABULOUS STUFF
Hello and welcome to the Academy of Fabulous Stuff

Thanks to a lot of hard work, enthusiasm and effort, last year your support made FabChange Day probably the most successful we've seen.

More pledges, more ideas and following the #Doathon-Day, more ideas into action, shared across the NHS. You have told us you want to make it even better by turning it into a week of change, focussing on the real changes that are inplace, building on the #Doathon outcomes that can be replicated across the NHS.

With your help, we want to act on your comments and suggestions to take FabChange Day to a new level. Read more about what's coming up here.

Latest News from the Academy of Fabulous Stuff

The evolution of a social change movement - from ChangeDay to ChangeWeek by Helen Benan and Roy Lilley
18 Mar 2017 | 0 Comments
The evolution of a social change movement - from ChangeDay to ChangeWeek Thanks to a lot of hard work, enthusiasm and effort, last year your support made FabChange-Day probably the most successful we've seen. [...] The NHS wasn't held to ransom... if you exclude Microsoft
15 May 2017 | 0 Comments
Maureen struggled back from Sainsbury's, Friday; shed the weekly shop, put it in the back of the car, ready for home at the end of the day. She collapsed at her desk. There [...] Roy Lilley and the FabAmbassador journey
02 May 2017 | 0 Comments
About a year ago today some new kids came onto the block... our Academy Ambassadors. Volunteers who all share the same vision: finding out what good looks like and sharing it. As the Academy has [...]

March Award winners
26 April 2017 | 0 Comments
The results of the March award voting are in. 5127 Award http://fabhissuff.net/2017/02/05/new-ward-strikes-to-end-paramyosin-4-candies Award http://fabhissuff.net/2017/03/21/soothing-patients-anxiety-experiences/ TNT Award http://fabhissuff.net/2017/03/14/doyoustillcapaign-launch-puh-staff-cutting-costs not-care/ HME Victory Award http://fabhissuff.net/2017/04/04/introduction-blue-zimmer-frames-patients-dementia/ Penguin Award http://fabhissuff.net/2017/03/30/hs-launches-ict-first-app-review-web-site-to-stroke-brain-injury-theory.co.uk/ [...]

Search

Watch Fab Stuff on Periscope

Watch out for us on Periscope - this button will change to "LIVE" when we're broadcasting.

Subscribe to updates

Enter your email address to subscribe and receive notifications of new posts.

Categories

#BHSHospitals (1)
#BrainTumourWarrior (4)
#CVTFitTransformTogether (13)
#EveryVanguardWeek (65)
#heetsonwardsViewReview (1)
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5yr forward view for mental health year on (11)
7 day services (26)
Active communities (115)
Admission avoidance (71)
ANL (2)
Richard Norris
Visiting Fellow
University of Edinburgh Academy of Government

@RichardNorris17
ANY QUESTIONS FOR ROY?
Fiona Godlee
31 October 2018
4-5 pm UK time
GET READY.... FOR GLASGOW 2019!

Glasgow
27-29 March 2019

Call for speakers is now open until 3 July 2018

Save the date: Registration opens August 2018

@HISQIConnect
### QI CONNECT 2018: INNOVATION & INTEGRATION

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<th>Title and Additional Information</th>
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<tr>
<td>25 January</td>
<td>Dr JD Polk</td>
<td>NASA Chief Health &amp; Medical Officer</td>
</tr>
<tr>
<td>22 February</td>
<td>Dr Nirav Shah</td>
<td>Former Senior Vice President &amp; Chief Officer for Clinical Operations Kaiser Permanente</td>
</tr>
<tr>
<td>29 March</td>
<td>Professor Al Mulley</td>
<td>Managing Director, Global Health Care Delivery Science Professor of Medicine, Geisel School of Medicine The Dartmouth Institute</td>
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<tr>
<td>26 April</td>
<td>Atul Gawande</td>
<td>Surgeon, Writer &amp; Public Health Researcher</td>
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<tr>
<td>31 May</td>
<td>Toby Cosgrove</td>
<td>Former President &amp; Chief Executive, The Cleveland Clinic</td>
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<tr>
<td>21 June</td>
<td>Danielle Martin</td>
<td>Physician, health care administrator &amp; an associate professor, University of Toronto</td>
</tr>
<tr>
<td>30 August</td>
<td>Brene Brown</td>
<td>Scholar, author, and research professor, University of Houston, Graduate College of Social Work</td>
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<tr>
<td>27 September</td>
<td>Roy Lilley</td>
<td>Health policy analyst, writer, broadcaster and commentator</td>
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<tr>
<td>31 October</td>
<td>Fiona Godlee</td>
<td>Editor in Chief, BMJ</td>
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<tr>
<td>29 November</td>
<td>ePatient Dave</td>
<td>Cancer survivor and expert in the meaningful use of health IT</td>
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