We are on MS Teams!

#HISQIConnect
MS Teams – some housekeeping notes

- You will not be able to use your mic or camera in a Live Event, but you will be able to see and hear the presenters.

- At present, it is not possible to interact with other attendees via chat, but you can upvote by ‘liking’ any submitted questions you’d particularly like to see put to the speaker.

- Please use the Q&A function to submit your questions for the speaker. These will need to be moderated so it may take a minute or two for your question to show up in the live chat.

- This session will be recorded and by taking part you consent to this.

- A recording of this session and resources covered will be made available following the session date.
How to use the Q&A Function

The Q&A Panel shows up when you click on the icon shown on the top right-hand side of your screen.
How to use the Q&A Function

1. Submit your question using the text box shown

2. Submitted questions show up in your **My Questions** tab here. Once approved, it will show up in the Featured panel.
How to use the Q&A Function

You can like your favourite questions!

A summary of resources covered will be made available along with the recording after the session.
OUR AUDIENCE REACH

1300+ Organisations

89 Universities & Colleges

#HISQIConnect
OUR GLOBAL REACH
QI CONNECT TEAM

QI Connect Chair: Ruth Glassborow
Director of Improvement HIS

Admin & Certification: Carmen Forrest

Session Manager: David Elder

Event Producer: Jess Yuill

Resources Lead & Q&A Moderator: Sophie Anderson
REMEMBER TO TWEET AS YOU LEARN!

#HISQIC

@ConnectQi
The Courage of Compassion for High Quality Health and Care

Michael West
Lancaster University and The King’s Fund, UK
Compassion in Health and Care

- Compassion from anaesthetists vs sedatives – patients calm but not drowsy. 50% lower requirement for opiates post surgery and shorter stay.
- Patients randomly assigned to compassionate palliative care survived 30% longer
- Diabetes – optimal blood sugar control 80% higher; 41% lower odds of complications
- HIV patients 33% higher adherence to therapy and 20% lower odds detectable virus;
- 21 RCTs large improvements in service-user depression, anxiety, distress and wellbeing
Compassionate leadership for compassionate health and care services

- **Attending**: paying attention to staff – ‘listening with fascination’
- **Understanding**: shared understanding of what they face
- **Empathising**
- **Helping**: taking intelligent action to serve or help

People management and engagement

- Staff views of leaders → patients’ views of care quality
- Staff satisfaction → patient satisfaction
- High work pressure → less compassion, privacy, respect.
- Poor staff well-being → poorer performance (and £)
- Good HRM practices → lower patient mortality

Myths of Compassionate Leadership

- Loss of commitment to purpose and performance
- Performance management will be seen as bullying
- Always taking the easy, consensus way forward
- Not being able to challenge the status quo
- Integrated working will be controlled by whoever has most power
- A focus on individuals and not institutions
<table>
<thead>
<tr>
<th>Compassionate Leadership</th>
<th>Effective Leadership</th>
<th>Inclusive Leadership</th>
<th>Collective Leadership</th>
<th>System Leadership</th>
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<tbody>
<tr>
<td><strong>Attending</strong></td>
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<td><strong>Empathising</strong></td>
<td><strong>Helping</strong></td>
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<tr>
<td>• <em>Direction</em> A clear, shared, inspiring purpose or vision</td>
<td>• Clear, shared, inspiring purpose or vision</td>
<td>• Everyone has leadership responsibility</td>
<td>• Shared vision and values</td>
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<tr>
<td>• <em>Alignment</em> Clear goals for people and teams aligned and springing from the vision</td>
<td>• Positively valuing difference</td>
<td>• Shared leadership in teams</td>
<td>• Long term objectives</td>
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<td>• <em>Commitment</em> Developing trust and motivation</td>
<td>• Frequent face to face contact</td>
<td>• Interdependent leadership - working together across boundaries</td>
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<td>• Continuous commitment to equality and inclusion</td>
<td>• Consistent leadership style</td>
<td>• Constructive and ethical conflict management</td>
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<td>• Clear roles and strong teams</td>
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<td>• Mutual support and altruism across boundaries</td>
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ABC of Core Needs at Work

- Manageable and safe workloads
- Effective line management/supervision
- Continuous learning & QI for all

- Effective multi-disciplinary team work
- Compassionate and inclusive leadership, at all levels
- Supportive, compassionate culture

- Voice and influence for all
- Justice and fairness
- Flexible, protective work patterns
- Good working conditions

- Autonomy and Control: Influence and ‘voice’ within a just, supportive culture

- Belonging: Effective inclusive team working and compassionate cultures

Focus on re-building the team

- Re-unite as a team
- Embrace new ways of working
- Take time out to reflect
- Reunite around shared purpose and a new direction
- Accept that the future is uncertain
- Value different experiences and manage conflict positively
- Promote Belonging
- Celebrate Success
Teams are more productive, effective and innovative to the extent that they routinely take time out to reflect upon their objectives, strategies, processes and environments and make changes accordingly.

Tannenbaum & Cerasoli, 2013, Human Factors
Psychological Safety

- Shared Vision, Values and Objectives
- Reflexivity, Innovation and Learning
- Frequent, Positive Contact
- Valuing diversity, difference and conflict
- Mutual Support, Compassion and Humility

Compassionate Leadership

Trust

Innovation

Effective Team-Working

Leaders practising self compassion

- **Attending**: paying attention to myself – ‘listening with fascination’
- **Understanding**: understanding the challenges we face
- **Empathising**: *caring for ourselves*
- **Helping**: taking intelligent action to help ourselves
Thank you!
Any Questions?

#HISQICConnect
Next Time…

Scottish Government Wellbeing Session
Thursday 29th October,
3.00 – 4.00 PM UK Time

#HISQICConnect
WATCH AGAIN

Online:
http://www.healthcareimprovementscotland.org/our_work/clinical_engagement/qi_connect.aspx

YouTube:
https://www.youtube.com/channel/UCUjQOmqJ9d_DzhoeKxo7S_Q

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