An ISQua approved resource
We are on MS Teams!
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.
1300+ Organisations

89 Universities & Colleges

#HISQICOnnect
OUR GLOBAL REACH
QI CONNECT TEAM

QI Connect Chair: Ruth Glassborow
Director of Improvement HIS

Sophie Anderson
Michael Canavan
David Elder
Carmen Forrest

Marie-Claire Stallard
Jess Yuill
Catriona MacMillan

Lynsey Robertson

Special thanks to:
REMEMBER TO TWEET AS YOU LEARN!

#HISQIConnect

@ConnectQi
Suzie Bailey
Director of Leadership & Organisational Development
The King’s Fund
Leading beyond Covid – time for a leadership detox?

Suzie Bailey, Director of Leadership and Organisational Development

QI Connect 26th November
What have you learned during 2020?

What will your leadership be in 2021?
Coronavirus: the terrible drama of the UK’s deadliest day

Wednesday, April 8 saw the highest death toll from the first wave of Covid-19 in the UK. Six months on, Christina Lamb talks to the families and frontline workers who will never forget that dreadful time
Donald Crowther
RIP 8th April 2020

Brother
Husband
Dad
Grandad
Father-in-law
Friend
Neighbour
The pandemic has impacted on everyone
“The pandemic has exposed and amplified underlying inequalities in society. Health inequalities are the result. Tackling the social causes of health inequalities is even more urgent now.”

Professor Sir Michael Marmot
‘The greatness of a community is most accurately measured by the compassionate actions of its members’

Coretta Scott King
Appreciating key workers
Kindness in our communities
What did we hear from leaders in wave 1?

'Restless Leadership’
• A sense of renewed purpose – from Covid and wider social events
• Transformational change has been shown to be possible

Reset or Re-imagine?
• A continuum of responses from BAU to a fundamental re-imagining of the assumptions that health and care systems are founded on
Leading virtually
Road to Renewal for Health and Care

1. A step change on inequalities & population health
2. Lasting reform for social care
3. Putting the workforce centre stage
4. Embedding & accelerating digital change
5. Reshaping the relationship between communities & public services

Global workforce crisis
What is the workforce data telling us?

36% considering leaving profession
RCN Survey August 2020

44% nurses/midwives unwell due to work related stress
NHS staff survey (England) 2019

25% nurses 31% midwives of FTE days lost: anxiety, stress, depression, other psychiatric condition May 2020 (England)

Over 43,000 (12%) vacancies 2019 data on NHS provider organisations

What is the workforce data telling us?
Workforce race inequalities – NHS in England

'A long way to go': ethnic minority NHS staff share their stories

Let the light come streaming in

- Care staff have been a beacon of hope
- Grasp the learning from COVID-19
- Eliminate structural and interpersonal inequalities, exclusion and abuse
- Recognise people need autonomy and control of their work, a greater sense of belonging and to have support
- Need to address chronic excessive workloads
- Learning from all four countries of the UK and beyond – we are part of a global leadership community
Learning from the four nations of the UK
Self care and resilience during Covid-19: Fatima Khan-Shah
https://www.youtube.com/watch?v=Dil1UhvJI4o
Looking to 2021?
Why do you do the job you do? What matters to you?

How do you describe what you do?

Has it changed in 2020? Implications for 2021

Do you enjoy your work? If not, why? What could help?

What is it like to work with you?
Self care
The real work is culture
The ABC of core needs

**Autonomy**
- The need to have control over one’s work life, and to be able to act consistently with one’s values
  - Authority, empowerment and influence
  - Justice and fairness
  - Work conditions and working schedules

**Belonging**
- The need to be connected to, cared for by, and caring of colleagues, and to feel valued, respected and supported
  - Teamworking
  - Culture and leadership

**Contribution**
- The need to experience effectiveness in work and deliver valued outcomes
  - Workload
  - Management and supervision
  - Education, learning and development

https://www.kingsfund.org.uk/publications/courage-compassion-supporting-nurses-midwives
Your leadership beyond Covid?
More reflective
Greater emphasis on teamwork and teaming
More collaboration & nurturing relationships
Innovation is for every day
Kindness

"What do you want to be when you grow up?"

"Kind," said the boy

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https://www.charliemackesy.com/#the-book
Humility

“I just think it's so important not to take yourself too seriously.”

Kamala Harris
Hope

S.Bailey@kingsfund.org.uk
@bailey_suzie
Amanda Langsley
Associate Director
of Organisational Development & Learning
NHS Lothian
Any Questions?
Stephen Trzeciak & Anthony Mazzarelli

Wednesday 27th January 2021, 3.00 – 4.00 PM UK Time
QI Connect WebEx series

Healthcare Improvement Scotland is currently hosting an exciting line up of monthly WebEx sessions presented by an exceptional global faculty.

Established in 2014, QI Connect provides clinicians with the opportunity to learn from national and international leaders in the field of improvement and innovation. Our reach is global – healthcare professionals from more than 60 countries link into our QI Connect sessions each month.

Join our sessions from the comfort of your own desk, or catch up on one of our recordings afterwards, to learn from national and international leaders in quality improvement.

Keep up to date with information about future QI Connect sessions by following us on Twitter @HISQIConnect or emailing hcs.QIconnect@hscs.net to be added to our mailing list.

Forthcoming sessions

<table>
<thead>
<tr>
<th>Presenter</th>
<th>Organisation</th>
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<tr>
<td>Sir Harry Burns</td>
<td>Public speaker</td>
<td>Wellbeing – what is it and what causes it?</td>
<td>29 July 2020</td>
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View recordings of previous QI Connect sessions

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

2020

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

YouTube: https://www.youtube.com/channel/UCUjQOmgJ9d_DzhoeKxo7S_Q

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