Welcome to QI Connect
with Becky Margiotta

We will be starting the session very shortly
Welcome to QI Connect with Becky Margiotta

We are having some technical issues, but will be starting the session as soon as we can
An ISQua approved resource
<table>
<thead>
<tr>
<th><strong>Housekeeping Notes</strong></th>
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<tbody>
<tr>
<td>Please use the Q&amp;A function to submit your questions for the speaker.</td>
</tr>
<tr>
<td>This session will be <strong>recorded</strong> and by taking part you consent to this.</td>
</tr>
<tr>
<td>In the event of technical issues on our end, please bear with us and we will work to bring the session back at the earliest opportunity.</td>
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<tr>
<td>A recording of this session and resources covered will be made available following the session date.</td>
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How to use the Q&A Function

1. Click on the Q&A Icon on the top right of your screen
2. Submit your questions via the Q&A tab*.
3. Like your favourite questions to make them more visible to the chair.

*These will need to be moderated so may take a moment or two to show up on the Featured Qs.

@HISQIConnect
In 2021, we had 5,378 participants engaged with our sessions from 27 countries.

Approximately 1300+ organisations have engaged with QI Connect since we began in 2014.

This includes 89 Universities & Colleges.
REMEMBER TO TWEET AS YOU LEARN!

@HISQIConnect

Or use the hashtag: #HISQIConnect
Becky Margiotta
Co-founder & Owner,
Billions Institute
Jacqueline Morton
Head of Quality Improvement
Southern Health & Social Care Trust
Northern Ireland
Any Questions?

@HISQICconnect
Next Time...

Dr Steven Shorrock
Chartered Psychologist &
Human Factors Specialist

Thursday 15th September 2022
3.00 – 4.00 PM UK Time

@HISQICo
WATCH AGAIN

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 in to 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 @HISQICConnect or emailing hcis.QIConnect@hcs.net to be added to our mailing list.

Forthcoming sessions

<table>
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<tr>
<th>Presenter</th>
<th>Organisation</th>
<th>Session name</th>
<th>Date</th>
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<tbody>
<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>
</tr>
</tbody>
</table>

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

Online:  http://www.healthcareimprovementscotland.org/our_work/clinical_engagement/qi_connect.aspx
YouTube:  https://www.youtube.com/channel/UCUjQOmqJ9d_DzhoeKxo7S_Q
Six Questions You Must Ask to Succeed at Spread and Scale
please write into the chat:
what is something you admire - or loathe - that has already successfully been spread or scaled?
Who We've Trained

We have trained thousands of change leaders from every nook and cranny of the social sector on how to design and lead large-scale change.
How can I get all these people to do what I want them to do?
How can I help all these people to do what *they* want to do?
orchestrating the loss of control of thousands of creative people who are moving in the desired direction
101,628 PEOPLE HOUSED

WE CAN END HOMELESSNESS
Hilo kicks off 100,000 Homes Campaign

A homeless man wakes up under the Suisan bridge in Hilo. (Photo courtesy of Sally Lundburg)
six questions you **must** answer:

- what will you spread/scale?
- how much, by when?
- how will you get leverage?
- how does your team need to detox first?
- how are you most likely to subconsciously sabotage the effort?
- how can you liberate yourself and the rest of your team to contribute from your genius?
six questions you **must** answer:

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- **how can you liberate yourself and the rest of your team to contribute from your genius?**
“Instead of falling in love with your solution, fall in love with your problem.”

- Dr. Christine Ortiz Guzman
How do I fall in love with my problem?

- do you understand the problem your solution seeks to solve at all five levels of oppression & liberation?
- you have eliminated all problematic narratives in describing the problem?
- you fully understand your relationship with the people experiencing the problem?
- you feel confident your solution actually solves the problem?
six questions you **must** answer:

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“Some is not a number, soon is not a time.”
- Dr. Don Berwick
Improvement ≠ Unleashing

Prototype ----- Pilot ----- Spread/Scale
process vs outcome

70% of clinics implementing some process measure by June 2022

versus

we will prevent blindness for 2,000 patients by June 2022
sometimes leaders are “given” an aim

sometimes when they run the inherited through our aims parameters, they could actually achieve something much more ambitious

connect to the heart - does it solve the problem you care most about?
let's talk about urgency quickly

there is some just-right amount of urgency that's an art and a science to discovering.
six questions you **must** answer:

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How to Get From Here to There?

TRAINING
How to Get From Here to There?

HERE (TODAY)

PAYMENT

THERE (AIM)
your new mission, should you accept it:

- Raise **awareness**
- Build **will**
- Transfer **skill**
“Tight on aims. Loose on everything else.”
- Dennis Wagner
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White Supremacy Culture – Still Here

Tema Okun | May 2021

For a more extensive exploration of this article, go to http://www.whitesupremacyculture.info/

Active links are available on website.

A Short History of the Original Article

This article is an update of the original White Supremacy Culture article published in 1999. While I wrote the words on the pages that became the White Supremacy Culture article all those years ago, I want to make it clear that I do not consider the original article, or the website that is an extension of the article, my work. I feel a sense of stewardship rather than ownership. The article was informed by my decade of experience facilitating racial equity workshops and work at that time, starting with my original colleague the inestimable James Williams and followed by a 12-year partnership with Kenneth Jones. I was deeply steeped in my own learning curve over the course of that decade. In addition, I was fortunate to be mentored by Sharon Martinas, who was organizing the The Challenging White Supremacy Workshop series; Sharon was the one who advised me to include antidotes. I also attended a People’s Institute for Survival and Beyond workshop in the Bay (one of many I was lucky to attend). This workshop was co-facilitated by Daniel Buford, a lead trainer at PISAB at the time the original article was written. He was doing extensive research on white supremacy culture and linguistic racism and you will see the portions that he informed both on the original article and here marked by an asterisk.

The original piece also built on the work of many others who informed the curriculum and training that Kenneth and I were leading at the time as well as colleagues in the work with us. They are listed in the end notes as well as on the website.

I will also say that the original article was my one and only experience of producing something that came through me (see endnotes for the whole story). The original article, the updated website, and the work I continue to do is in honor and memory of Kenneth, who helped me become wise about many things and kept me honest about everything else. I love him and miss him beyond words. His laugh, his caring, his wisdom are with me always.
Qualities of Regenerative and Liberatory Culture
Norm

Perfectionism
Mistakes are seen as personal, reflect badly on the person - the person is seen as a mistake.
Little time for learning.

Norm

Comprehensiveness
Continual research and writing that leads nowhere.
Creating multiple reports, groups, committees that are working in isolation and don't build on each other's work. Vision, values and goals that no one can remember nor easily refer to in a meeting.

Norm

Paternalism
No consultation or transparency in decision making. Taking over campaigns, mediating and facilitating others.

Shift The Context Deck
more from tema okun:
six questions you **must** answer:

- does your solution need any tweaks to become truly worth scaling?
- how can your solution be easier for others to adopt?
- how can you get your organization healthy enough to scale?
- what’s your endgame?
- **how are you most likely to subconsciously sabotage the effort?**
- how can you liberate yourself and the rest of your team to contribute from your genius?
You won’t make progress “out there” until you take full ownership of everything going on “in here.”

- Becky Margiotta
you already know this, but...

- you will get criticized
- you will get blamed
- you will feel overwhelmed
- you will have to make difficult decisions
- you will be tempted to micromanage
- you will get seduced by dependency narratives
- you will feel unappreciated
- you will want credit for your work
- people will think you’re trying to get credit for their work
- people will project their unhealed childhood wounds onto you
- people will feel envious of your success
- people will actively undermine your success
let’s talk about urgency quickly

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if you could stop doing one thing related to your work - never ever do it ever again - what would you let go of?

think it then ink it
• managing people or projects
• keeping track of how much money we’ve spent
• deciding whether or not people can/should go on vacation
• networking & nurturing partnerships
• managing complicated relationships with national partners
• research/analysis
• envisioning a different future
• inspiring people to take a risk and try something new
• giving keynotes
• imagining where we need to be in the future - 6 months ahead
• creating space for others to shine/flourish in their genius
time for q&a
how do you know when you are in?

are you pushing or being pulled?