Facilitating A Culture of Innovation Across Health Care

Spirals of Connectedness for Multiple Transformations from Workplace to System
What will I cover?

• Short film “About Us”
• Provide 4 illustrative case study examples of our work in action
• Provide space for creative conversations with participants
Key examples of our collaborative work

1. Creating caring cultures at the front line
2. Transforming services in Urgent and Emergency care
3. Creating place based and person centred workforce models for future innovations in care delivery
4. Using creative approaches to enhancing health and well being in our communities

@ECPDCarolyn, @ECPD3, @KimManley8, @HIC16, #WHIS16
1. Creating Caring Cultures at the Front Line

- FONS commissioned review
- Development of Shared Purpose Framework
- “We Care” Values Campaign
- Clinical leadership initiatives in the workplace
- Leadership Academy
- QII Hub
- Impact on patient safety and quality
- Communities of Practice collaborative networks

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Community Led Fellowship Initiatives

Kent, Surrey Sussex Learning Disability Community of Practice

Live well for longer

https://kentlivewell.wordpress.com/

@WeLDNurses, @KandMLDCoP
Improving child health and welfare through Health Visiting

**Aim** was to support development of

- Full individual potential as practitioners
- Team effectiveness
- Research and innovation skills to transform the future of care delivery

**Impact**

- Quality of care experienced by service users. e.g. emotional touchpoints video
- Promotion to team leaders because demonstrate team leadership skills and realise the importance of developing effective workplace cultures that value staff, retain students and deliver quality services
- Potential to influence the local/national agenda e.g. 3-8 model
- Inclusion of project approaches and tools in education programmes for HVs

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International Community of Practice
End of Life Care

• Working with local authority public health and NHS sexual health services to design, implement and evaluate an EU funded public health, social media and clinical training project to increase the number of HIV tests in Kent, Medway and Picardy (France)

http://create.canterbury.ac.uk/13527
• Working with managers from local nursing and care homes to value the end of life care skills they already had
• Upskill staff with the end of life care skills they needed
• Put appropriate policies and support systems in place to
• Enable residents to die where they felt safest and most cared for i.e. in the home

Working with various hospice partners to co-create a bespoke, open access, online learning package on advance care planning and communication skills for end of life care
2. Transforming Urgent and Emergency Care Services

System Enablers
- Whole pathway commissioning-integrated information & funding systems
- Interdependent partners across primary, secondary & tertiary care
- Leadership, expertise and collaborative ways of working
- Staff recruitment and retention strategies that attend to competence, role clarity, empowerment and support
- Public information for navigating the system

Specific Workforce Enablers
- Clinical systems leadership
- Single career and competence framework (Assess Treat SORT)
- Work based facilitation of learning, development and improvement
- Shared curriculum content across Universities and Further Education Colleges

A whole systems approach to integrated urgent and emergency care

Inputs
- Timely care at time of crisis in the right place
- Prevent loss of life or ongoing illness
- Improvements in mortality and quality outcomes
- Consistent approach to care experienced across regional communities and population
- Positive work based culture that enables person-centred, safe & effective care
- Effective use of resources reducing duplication of effort

Outcomes
3. Place Based Workforce Demand Modelling

- Need to end supply side modelling
- Safe staffing = supply+ demand+ capacity
- Understanding what we have currently got based on high quality evidence
- Reflect multidimensional complexity of care
- Focus on the person and local health population needs
- Understand the cost of what is being missed and how to do things differently
- Health and care focus not disease and quick fix
4. Using Creative Approaches to Health and Well Being

- Public health interventions with impact
- Vulnerable and harder to reach groups
- Social Prescription
- Building capacity for self management and resilience

Silver Song Clubs
- Delivered by Sing For Your Life on a model developed by the Sidney De Haan Centre
- Groups of older people meet in community centres to sing and make music - including those with dementia and their carers
- Led by experienced facilitators supported by volunteers
- Currently above 40 groups across S.E. & Northern England, Italy, Finland, Western Canada

Review into Street-Connected Children Featured by Cochrane

‘Interventions to promote reintegration and reduce harmful behaviour and lifestyles in street connected children and young people’.

The Totally Touchable Project: a tactile arts project for sight impaired adults

Celebrating artists’ extraordinary talent

Know Me: the use of poetry as a tool in the delivery of person-centred care
Wednesday 21st January 2015 – 5pm to 7pm
Venue: Canterbury Christ Church University - Laud Building - LG05

MASTER CLASS WITH LEAH THORN
(HOSTED BY THE ENGLAND CENTRE FOR PRACTICE DEVELOPMENT)

Biography

Leah Thorn is a spoken word poet, who is published through performance, film and anthologies in England and the United States and leads innovative poetry workshops, predominantly in the Mental Health System and in the Criminal Justice System. As a result of a two year prison residency, Leah compiled, edited and produced 'release', an anthology of poems and limericks by and for women in prison, exploring how expressive writing can help to address the emotional distress that underlies self-harm.

In 2012 she undertakes a Winston Churchill Travel Fellowship visiting women's correctional facilities across the United States with dance and theatre companies and in 2013 she receives a Royal Society for Public Health Special Commemoration Award for her contribution to Creative Arts and the Criminal Justice System.

Leah’s facilitation style is rooted in her own writing and performance practice and in a background of psychology and peer counselling. She has an MA in Creative Writing & Personal Development from Sussex University.

Overview

Aims
To demonstrate the use of poetry as a tool for:

- self-reflection, expression and re-evaluation about yourself and your practice
- development of clear and concise communication about things that are important to you and your practice
- managing stress and maintaining wellbeing
- promoting person-centred care, particularly for women and for people living with dementia and their family members.

Leah will share examples from her work in the field of dementia care and crime and justice, with a view to helping you think about how you can use creative expression in your own life, learning, practice and work to provide a sense of wellbeing that contributes to the provision of person-centred, safe and effective integrated care services.

There will be an opportunity to try out a writing activity and collaborate in creating a group poem. And to

Empowering and making the invisible VISIBLE

I’m an old age, all age woman, no way past my use-by date. Walking in ancestral women’s footsteps, I am an archive on legs, the shifting self of myself, embracing unpredictability, me now and me in the traces of all the selves I have been.

I’m a time traveller, alive to life, I embody time, provide testimony, me, I’m a radical, lyrical, womanist legacy.

Women’s blood memory speaks in me.
Golden Nuggets

• It’s all about people, partnership and building strong relationships

• Strong platforms for change need social media and reliable technology

• Practice developers surface practice patterns that help/hinder progress

• Innovation catalysts are key

• Sustainable innovation requires systems leadership, connected and networked learning

• Systematic collection of evidence of impact involving all stakeholders

• Strong political leadership is crucial

• Learning and development essential platform for transformation

@ECPDCarolyn, @ ECPD3, @HIC16
Thank you for listening

• What positive statements would you like to make about innovation?
• What concerns do you have about innovation?
• What questions would you like this summit to answer?