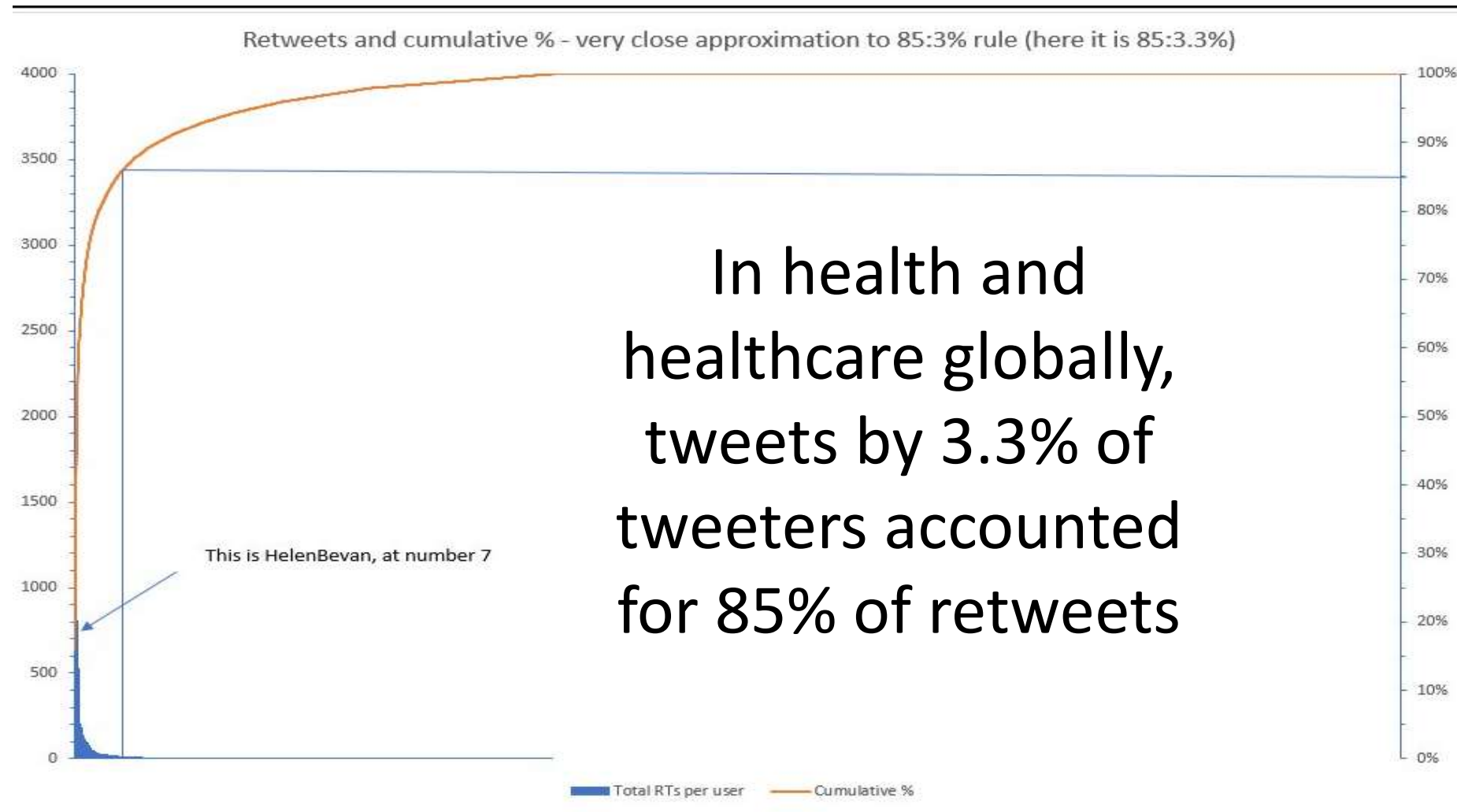


Find the 3%: meet Mandy Carney, Head of Patient Flow at Yeovil Hospital

- “Knows everyone in the hospital”
- “Everyone follows Mandy on Facebook”
- The go-to person for advice
- Mandy makes sense of things and reduces ambiguity for people
- Mandy presents her own monthly award “the Carney cup”



The 3% rule also appears true for social media



Source: research by Graham MacKenzie using Node

Most of the 3% are NOT the formal leaders

Formal leaders typically make up **12%** of an organisation and drive conversations with **55%** of other people

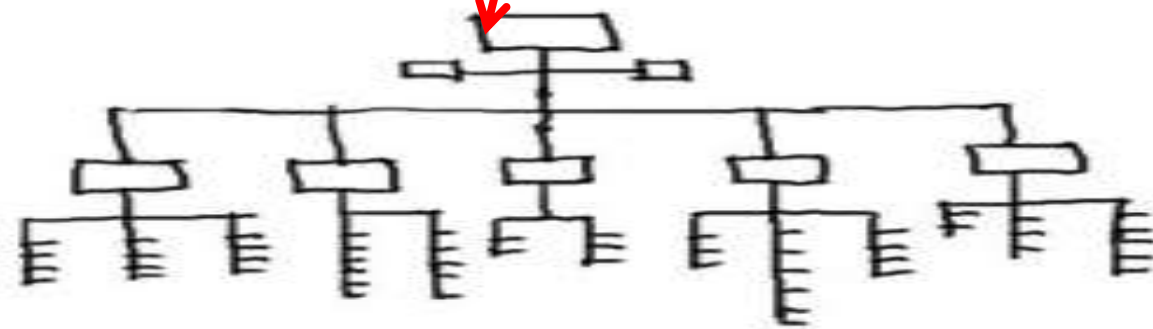


Source: Innovisor

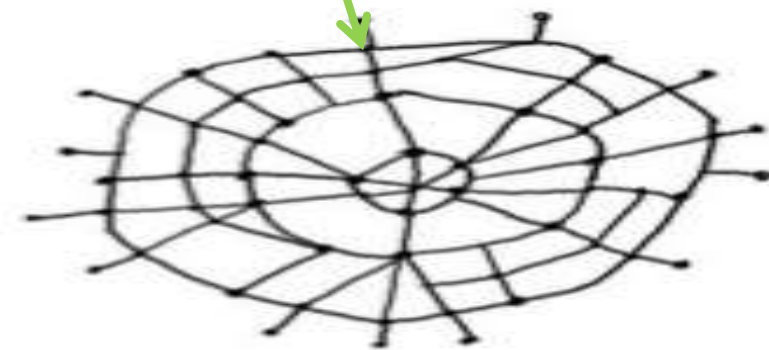
As senior leaders, we are less influential than we think

If we want to get the same level of influence through **top down change** as **the 3%** get, we need **four times** more people

Source : Jeppe Hansgaard

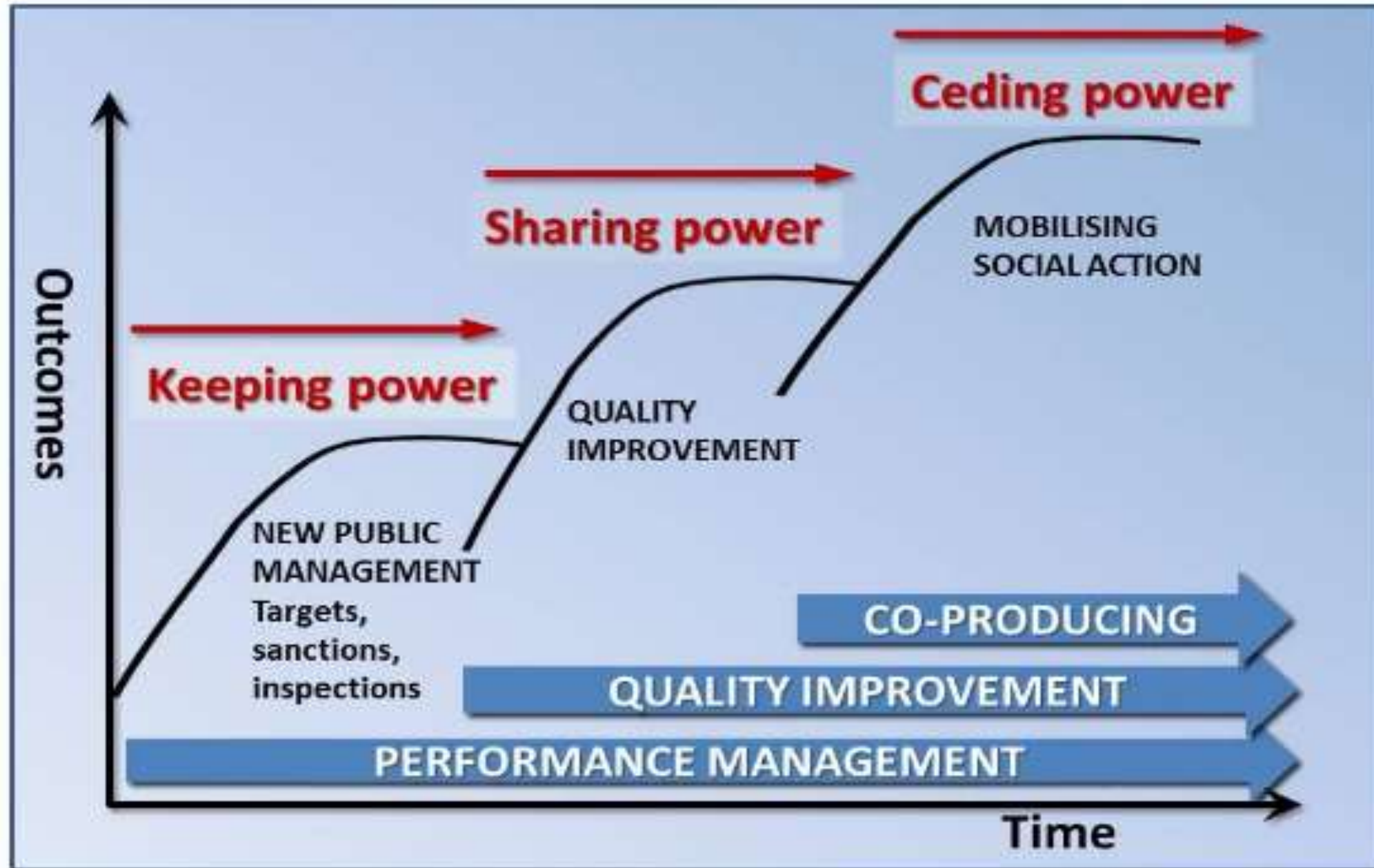


Designed for **DIVISIONS**



Designed for **CONNECTIONS**

Getting to the Third Curve



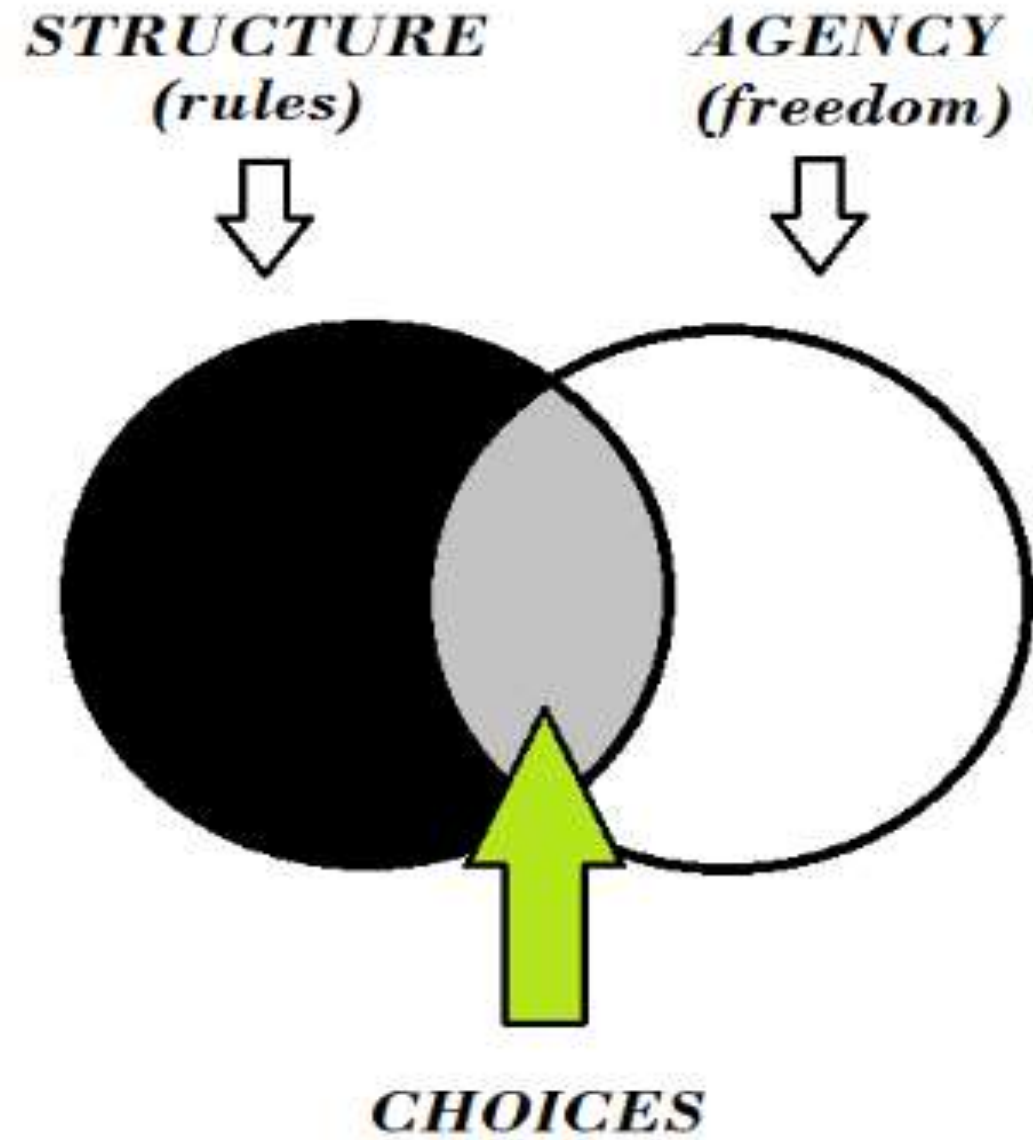


3 BIG ideas:

to create system change

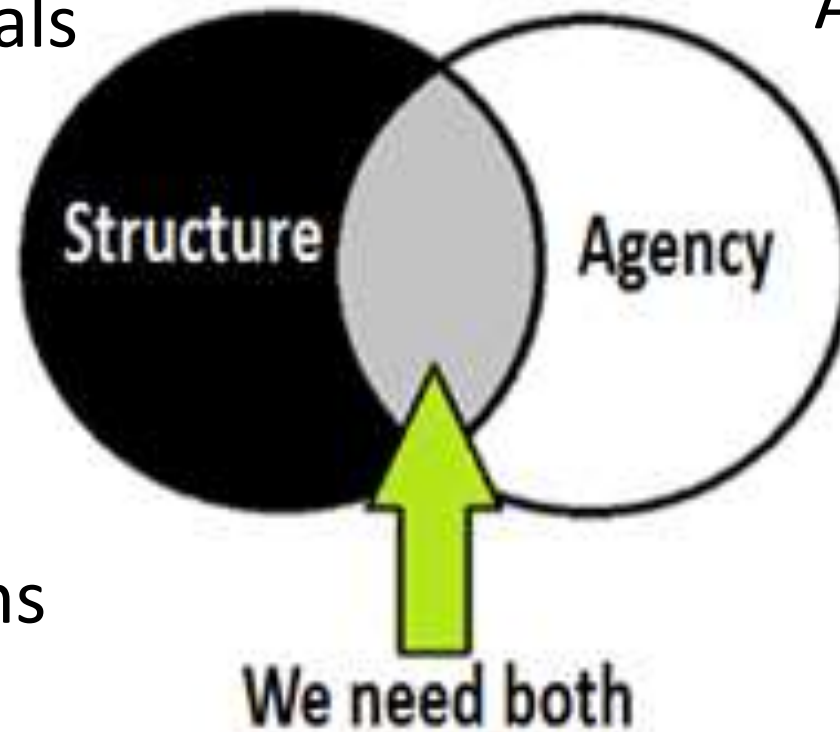
#3

#Three: Focus on structure AND agency



The design dilemma at the heart of change

Restructuring
Performance goals
Compliance
Regulation
Competition
Programme
Management
Incentive systems



Activation
Ability to make choices
Capability
Leaders everywhere
Social action
Solidarity
Social movements

The predominant approach in recent years has been **STRUCTURE**
but globally there is a big shift towards **AGENCY**

Want to break the rules,
make a change...
but don't know
where to start?

Join the



**School for
Change
Agents**

HORIZONS

2018 School Dates:

- Thursday 15th February
- Thursday 22nd February
 - Thursday 1st March
 - Thursday 8th March
- Thursday 15th March

Live sessions 15:00 to 16:00 GMT
via live webinar.

Can't attend the live sessions?
Each webinar is recorded and made
available on our website.

- Five modules
- Absolutely free
- Handbook and study guides
- Guided Social Learning
- Meet fellow change agents from all over the world

More info:

<http://theedge.nhs.uk/school>

✉ england.si-horizons@nhs.net

🐦 @Sch4Change #S4CA

End PJ paralysis



Wearing pyjamas longer than you need to can make you feel vulnerable.

Being mobile helps you recover more quickly from illness and injury.

So we'll be encouraging you to get out of bed when you're well enough, get out of those PJs, and get moving.

On Friday 24th March

our staff are wearing PJs to understand how it feels to be a patient.

 **#endPJparalysis** 

"You don't have to take your clothes off..."



For people over 80 –
10 days in a bed ages muscles by 10 years
One week of bed-rest results in 10% muscle loss
Loss of strength could make the difference between dependence and independence

Get dressed – Get moving!

#endPJparalysis

Addenbrooks

“Because we want to, not because we have to”

Top tips for a Red & Green pharmacy

1. Prepare TTDs the day before discharge
2. Have TTD visits with ward pharmacy teams early in the day
3. Hospital discharge systems (doctors boxes) require more time to prepare so practice these
4. Nurses may POD check TTDs & use TTD packs and remember patients may have their regular medicines at home
5. When changing your patient please ensure they have their supply of medicines with them and know how to take them

Red & Green Challenge
#100dayredgreenchallenge

The NHS social millionaires

- #EndPJparalysis, #Red2Green and #last1000days are about creating social millionaires
- Each day we undertake a million acts of kindness to
 - Value patient time
 - Have no red days
 - Offer dignity, autonomy
 - Remind us with why we came into healthcare

Nottingham University Hospital

End PJ paralysis
get up get dressed be active



Peter Kennell @PeterKennell · 2h
Meanwhile @NCHd find more food for thought from our guru @BrienDolan - #Red2Green isn't a 'management' activity...

RED GREEN

"Red to Green is not a 'management' activity, it's an intrinsic desire to seek better, to stand up and be proud of why you came into healthcare"

- Brian Dolan

#Red2Green
#Last1000days

Last 1000 days/ End PJ Paralysis

Elaine Inglesby-Burke
Group Chief Nursing Officer



5 HOSPITAL

Campaign to 'end PJ paralysis' saved 710,000 hospital days

21 AUGUST, 2018 | BY [JO STEPHENSON](#)

A national campaign to end “pyjama paralysis” has helped reduce falls and pressure ulcers and cut the length of time people spent in hospital, according to an evaluation.



1. Investors vs buyers / framing
2. New power vs old power
3. Agency vs Structure



1. Investors not buyers / framing

- Palliative care is synonymous with EOL/death
- To improve the end, you have to improve the beginning
- Do not want to prepare for death, but want to prepare for journey ahead

2. New power not old power

- Bereaved caregivers have a lot of useful advice, but have not been asked

3. Agency over Structure

- Focus attention on training clinicians, but not on patients and families
- Caregivers as future change agents ; grey tsunami → grey army

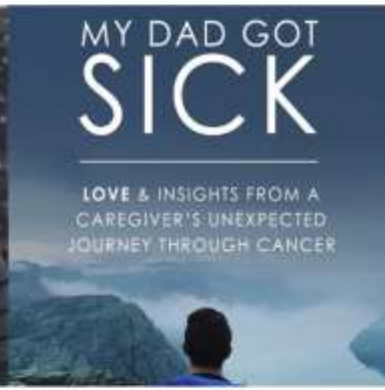


FACES OF CARING

HOME | STORIES | SHARE | ABOUT



A community to share deeply human stories and advice for facing serious illness.





"I urge you: please, do everything you can with your loved one today. You will regret it if you don't."



"All I can say is be present, it is so hard to journey with loved ones. Remember the little things that matter. Focus on quality, laughter and tears"



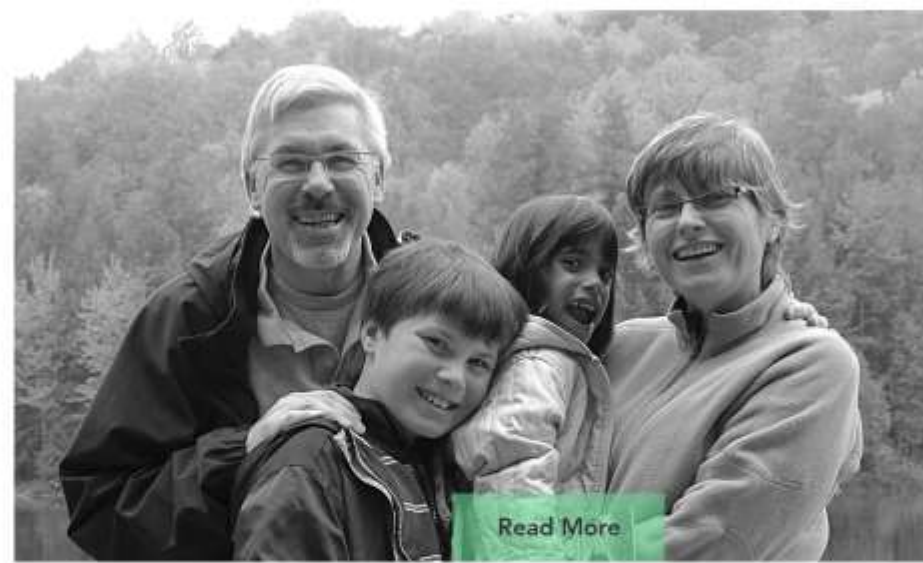
"I learned that caring for my mom also meant caring for my dad. "



"I realized I had to find someplace to just tell the whole story of what happened. So I did."



"You don't choose to become a caregiver, it just happens. The hardest thing is to find the balance in between the good times and the bad. "



"My other big takeaway is simple. The palliative discussion should not be left for when active care is over."

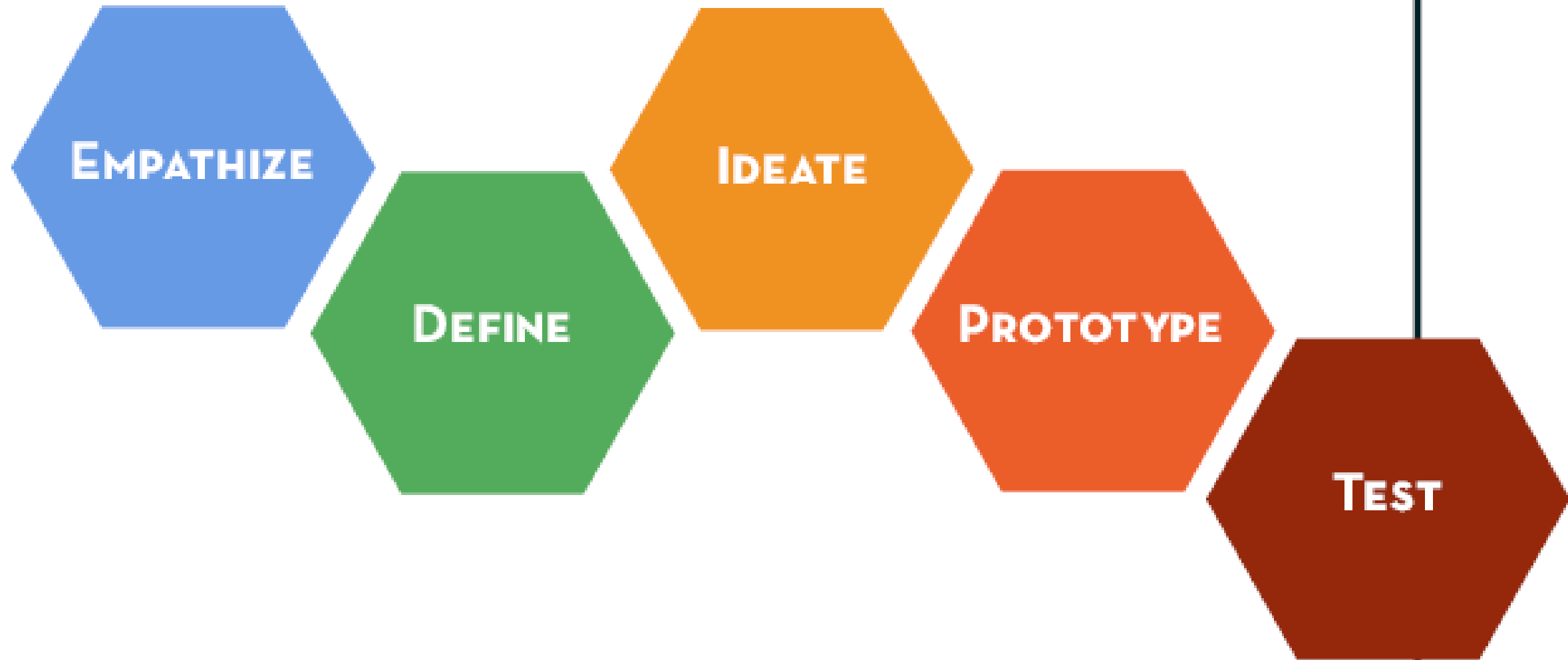
How does this apply
to your work?:
3 practical tips



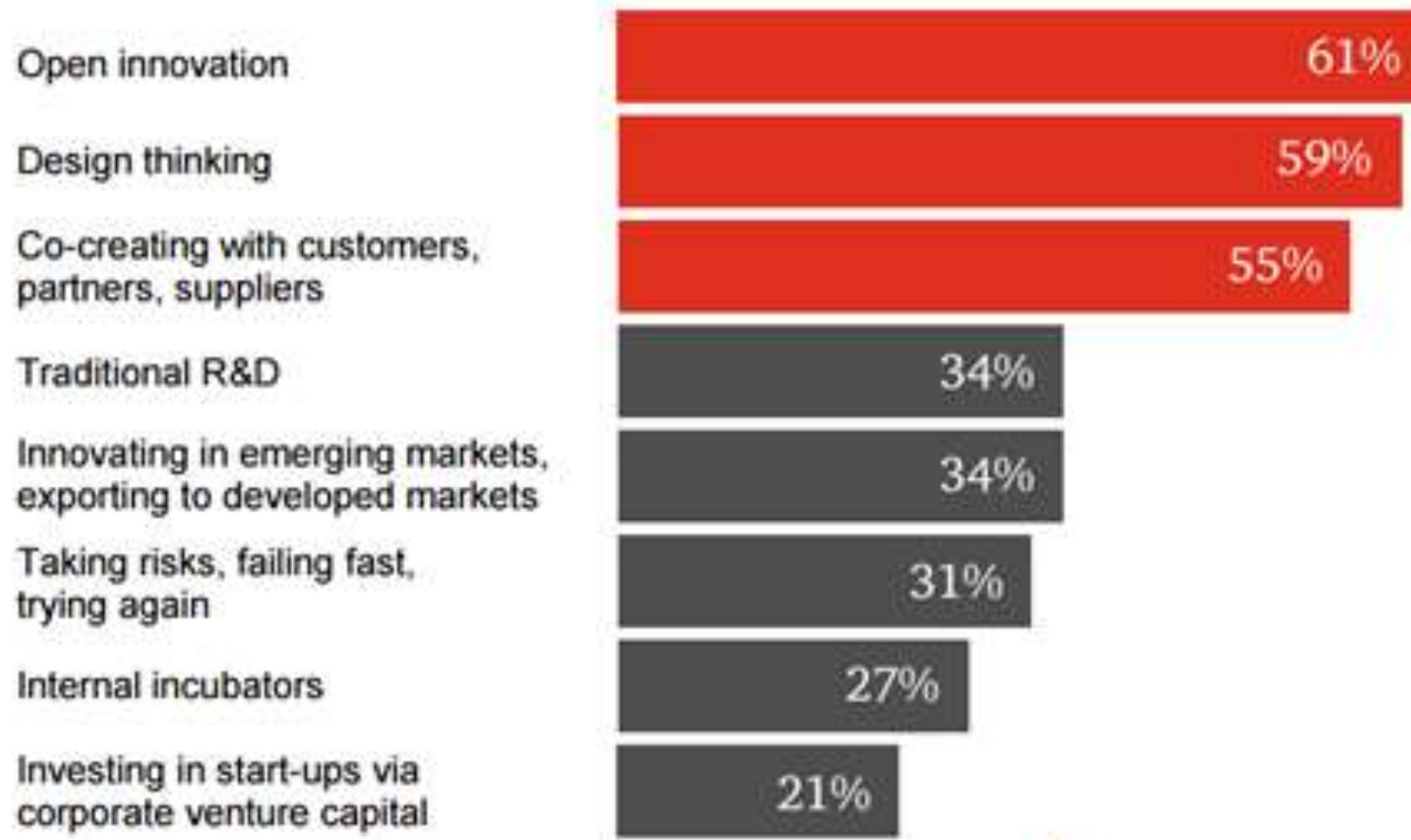
How does this apply
to your work?:

#1

Design Thinking / Co-Design



Collaborative innovation methods (“at the edge”) are outpacing traditional R&D



Source: PWC Innovation benchmarking survey

How does this apply
to your work?:

#2