



# QI TALK TIME

Building an Irish Network of Quality Improvers

**The Focus of Person-centredness – Enabling  
Everyone to Flourish**

**1pm Tues April 2nd  
2019**

**Connect**

**Innovate**

**Improve**

# Speakers

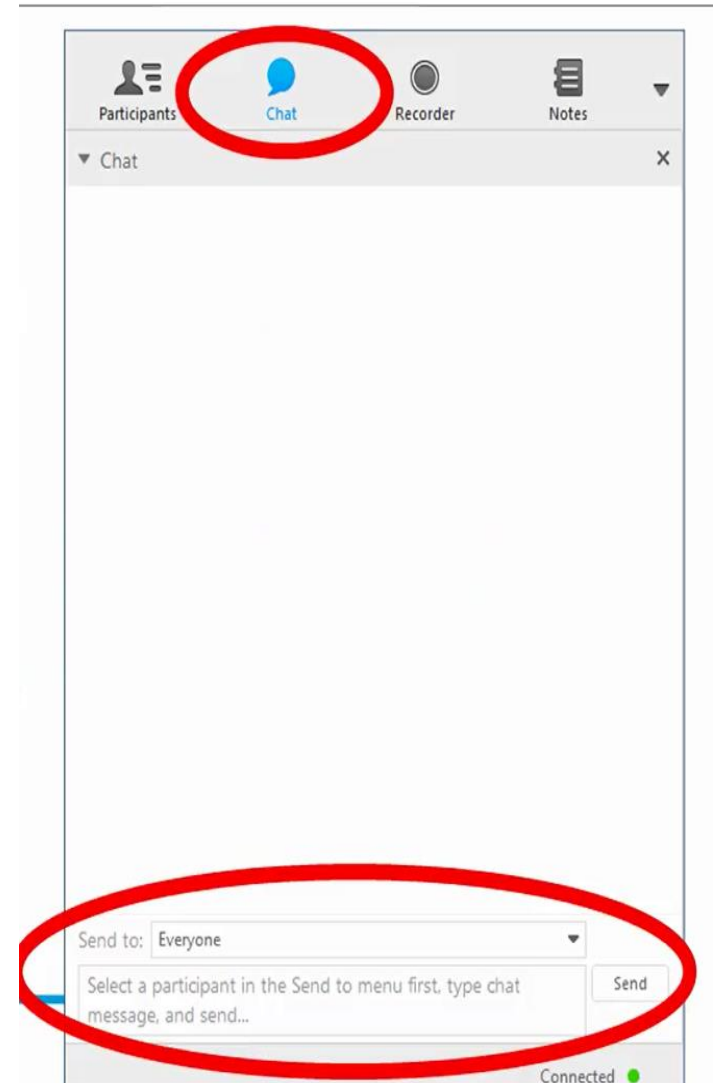
**Margaret Codd and Lorna Peelo-Kilroe** are both lead facilitators on the National Programme to Enable Cultures of Person-centredness (NPECP). Margaret is in the HSE National Quality Improvement (NQI) Team and Lorna works between the NQI Team and the Office of Nursing and Midwifery Services Director. Both develop and provide the NPECP with academic partners from Queen Margaret University. Lorna and Margaret would like to share some information about the focus of person-centredness that transforms workplace cultures and enables everyone to flourish.

**Anita Whyte** was a participant on the 2017 National Programme to Enable Cultures of Person-centredness. She has worked in the HSE for 24 years. In that time she has acquired a vast amount of experience working in HR, Finance, HR Corporate and Legal services. Anita moved to HSE Disability Services recently and is now working in Social Inclusion – Addiction Services. Anita is passionate in her belief that in order for us to be our best we need to look at ourselves first. Anita will share some experiences of her person-centred journey.

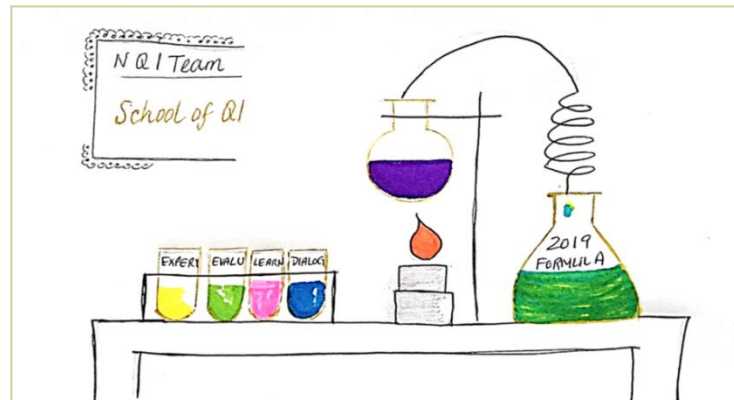
**Anne Claffey** Senior Speech & Language Therapist, graduated from Trinity College Dublin with a BSc in Clinical Speech & Language Studies in 2009. The majority of her clinical experience has been in acute hospital settings, and she has worked in her current role in the Regional Hospital Mullingar since 2015. Her interest in Person Centred cultures and care originated through working with people with dementia in hospitals. She completed further studies in Person Centred Dementia Care prior to her involvement in the 'Enhancing Person Centred Cultures' Programme.

# Instructions

- Interactive
- Sound:  
Computer or dial in:  
**Telephone no: 01-5260058**  
**Event number: 845 991 609 #**
- Chat box function
  - Comments/Ideas
  - Questions
- Keep the questions coming
- **Twitter: @QITalktime**



# The focus of person-centredness: enabling us all to flourish



Lorna Peelo-Kilroe and Margaret Codd

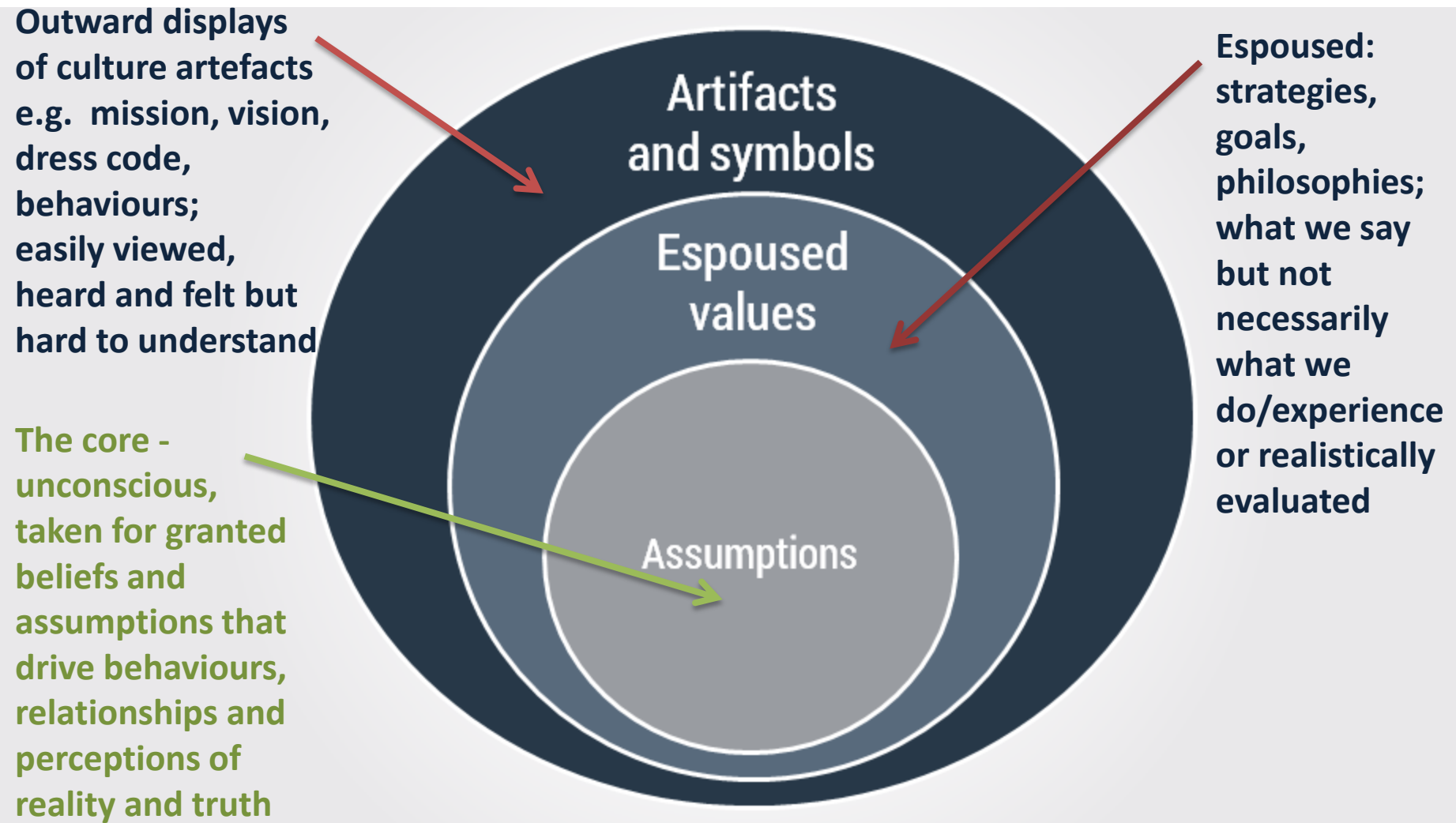


Seirbhís Sláinte  
Níos Fearr  
á Forbairt  
Building a  
Better Health  
Service  
National Quality Improvement Team



Office of the  
Nursing & Midwifery  
Services Director

# Approach to Culture - Edgar Schein



# Workplace culture merry-go-round



# Assumptions = unconscious practices and actions





# Unconscious practice/actions then become routines





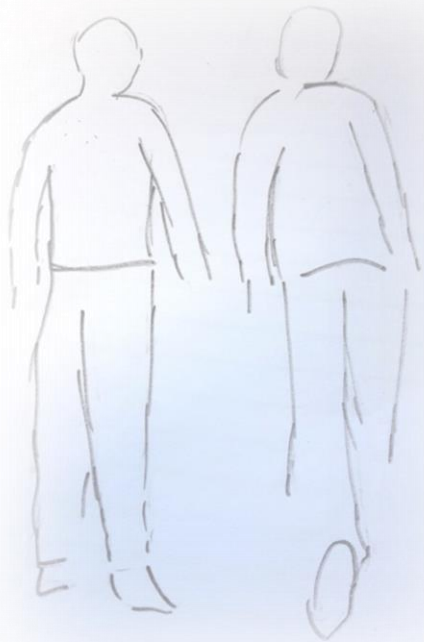
# Routines then become rituals



Rituals then become fixed and  
accepted/assumed to be  
'the only way'



# To get off the merry-go-round of assumptions we need to .....

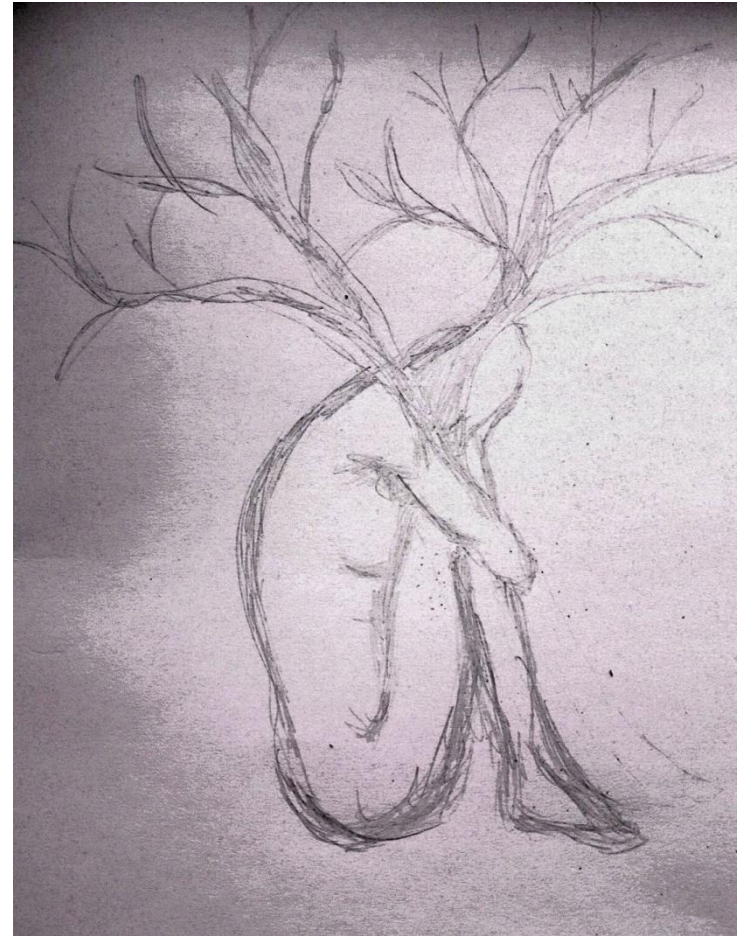


- Engage in **conscious practice** with **ME +YOU +US** to unpick and discover our reality
- ..in a **non-judgemental** way
- ...with structures, processes & ways of being that enables us to **co-create** the culture we want and **us all to flourish**

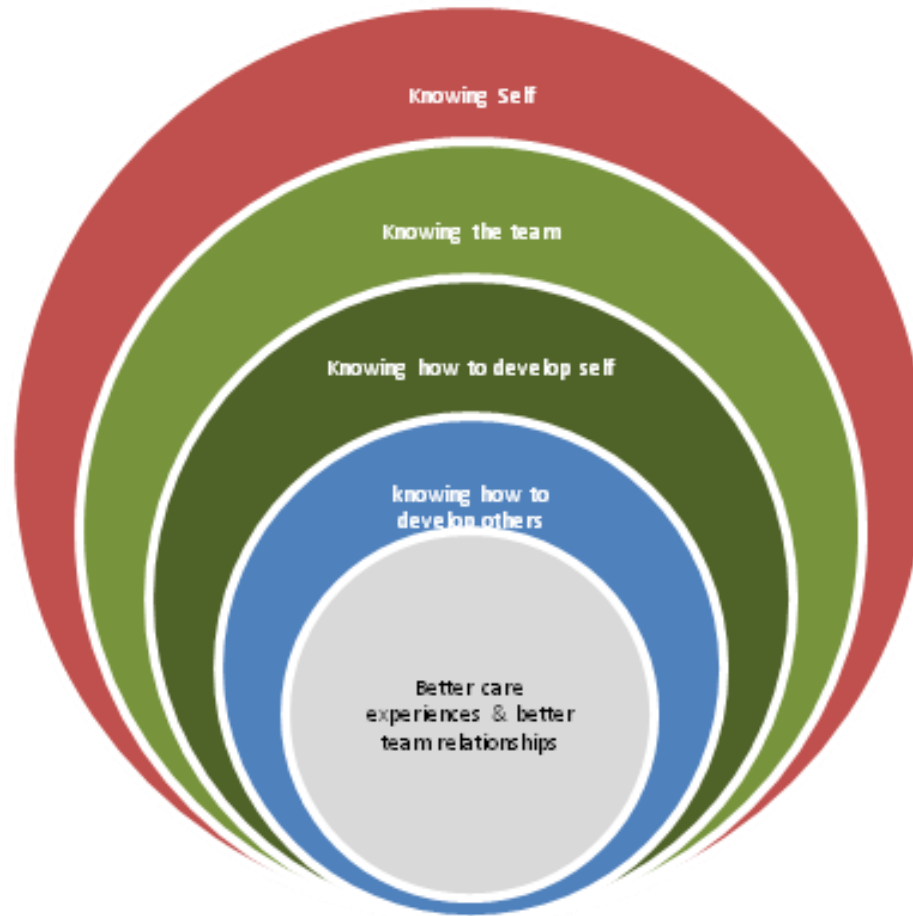
# What has flourishing go to do with it?

1. Need to be challenged
2. Need to feel connected
3. Need to have a level of autonomy
4. Need to be able to be ourselves in and out of work

(Gaffney, 2011)

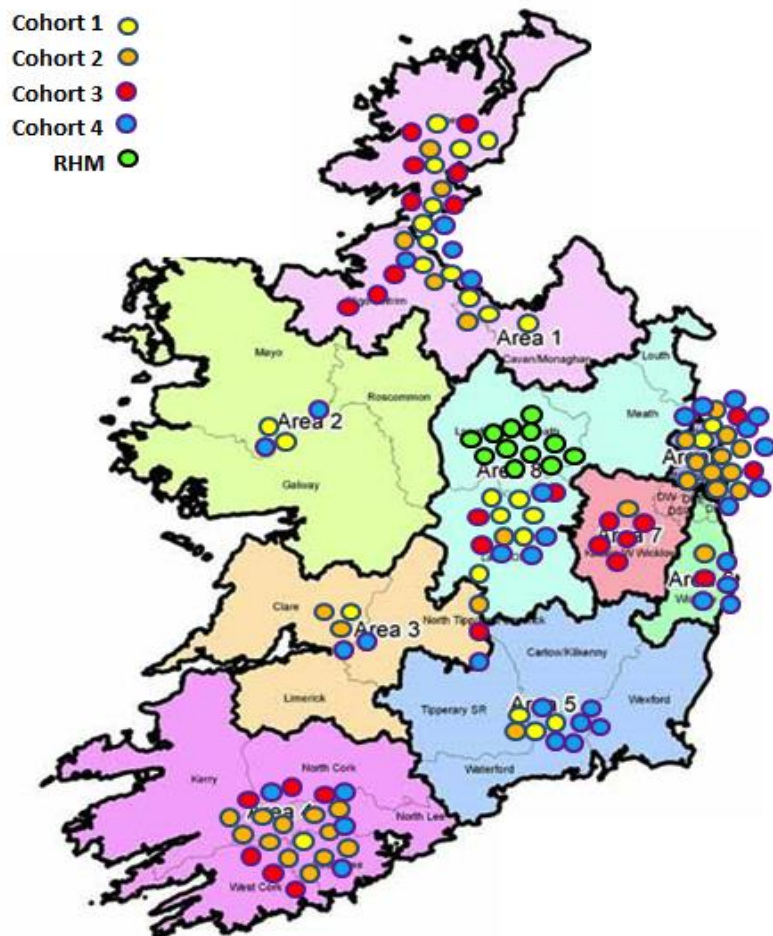


# Programme Conceptual Framework





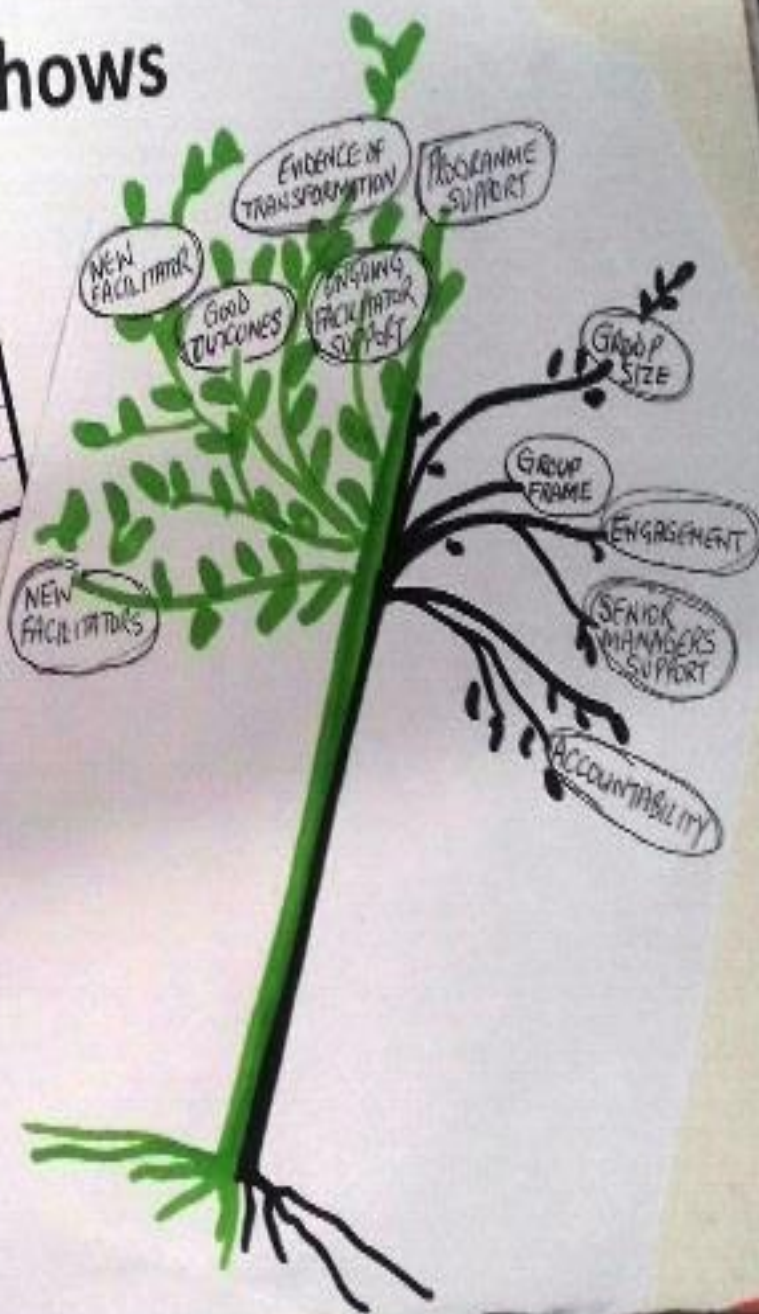
# Who, what is involved?



- Participants must be nominated & supported by their organisations
- Year long programme
- Next call out in April 2019

# What the evidence shows

5 THEMES	Cohort 1		Cohort 1	
	Midpoint	Endpoint	Midpoint	Endpoint
Consciousness raising				
Transformation/flourishing/bringing to life				
Developing facilitation skills and knowledge				
Sharing responsibility for person-centredness				
Learning and doing				





# Culture work is slow work

Needs time and patience to give it a fair chance!



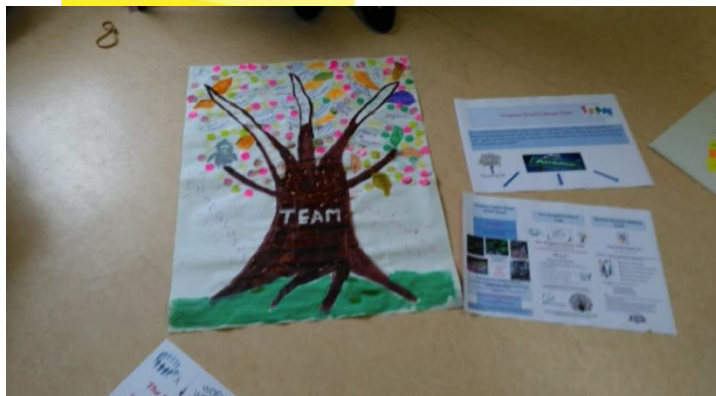
# Regional Hospital Mullingar



HSE national programme to enable cultures  
of person-centredness 2019

# Let us Meet The Team...

## The team



HSE national programme to enable cultures  
of person-centredness 2019

TEAM

INCLU SIVE





# How it works?

Outdoor Space  
Team  
'OPEN TEAM'



Hospital Culture  
Club



Shared Decision  
Making Team



TEAM  
INCLU SIVE



# What difference has it made?



Outdoor Space  
Team  
'OPEN TEAM'

Hospital Culture  
Club

Shared Decision  
Making Team



HSE national programme to enable cultures  
of person-centredness 2019

**National  
Quality Improvement Team**



**Strategic Plan 2019 - 2021**

This draft plan is developed to facilitate engagement with stakeholders on how the National QI Team can support you and services in your role in improving quality

<https://www.hse.ie/eng/about/who/qid/aboutqid/strategic-plan-2019-2021.pdf>

**We would value  
your feedback  
please have a  
look on the link  
provided**



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QITalktime page

**Next QI Talktime:**

**Tuesday 30<sup>th</sup> April 1pm**

**Falls – Health and Social Care Improvement stories**

Thank you from all the team

@QITalktime

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