



Open Forum with Helen Bevan, NHS Horizons

18 November 2019

Rydges (Grand Space), 75 Featherston St, Wellington

PROGRAMME

TIME	SESSION
8.15am	Registration opens
9.00am	Mihi whakatau Peter Jackson, Te Āti Awa
9.10am	Welcome from the Commission Dr Janice Wilson, chief executive, Health Quality & Safety Commission
9.20am	<p>Session one: How virtual collaboration can ignite improvement Helen Bevan, chief transformation officer, NHS Horizons</p> <p><i>Virtual collaboration is a key way we can achieve large-scale improvements in the future. It enables us to involve many more people in our improvement efforts, engage consumers, families and whānau in ways that are less daunting and intimidating, involve clinical colleagues without taking them away from their jobs, increase diversity, make better-quality decisions and get better, quicker outcomes.</i></p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • <i>build familiarity with the core principles of virtual collaboration and understand how it can be combined with other approaches for faster, better outcomes</i> • <i>identify how diverse groups in the virtual space can take ownership for generating ideas, solving problems, agreeing direction and planning actions</i> • <i>develop a sense of how virtual collaboration methods can be applied in their own settings.</i>
10.00am	Morning tea
10.30am	Session one continued
12.00pm	Lunch

12.45pm	<p>Session two: Scaling down AND scaling up</p> <p>Helen Bevan</p> <p><i>This session will follow an advanced improvement methodology that is being tested in multiple countries. It aims to achieve the combined goals of improving care or health for a large population of people (scaling up) in a way that feels highly personalised for each person (scaling down).</i></p> <p><i>Participants will:</i></p> <ul style="list-style-type: none"> • <i>add methods to their improvement toolkit for working at the smallest scale (improvements for individual patients) and the largest scale (a whole population of patients) at the same time</i> • <i>set aims for improvement based on both scaling up and scaling down</i> • <i>take account of both perspectives right from the start of an improvement project</i> • <i>explore systems to meet the different needs of diverse patient groups.</i>
2.45pm	Afternoon tea
3.15pm	Session two continued
4.15pm	<p>Wrap-up</p> <p>Gillian Bohm, chief advisor quality & safety, Health Quality & Safety Commission</p>
4.30pm	Forum ends