WebEx Quick Reference

- Please use chat to "All Participants" for questions
- For technology issues only, please chat to "Host"
- WebEx Technical Support: 866-569-3239
- Dial-in Info: Communicate / Join Teleconference (in menu)
- All lines will be muted during the presentations, please chat in questions and comments to All Participants
Where to find resources from this call series?

Visit the IHI Europe Team webpage at http://www.ihi.org/regions/Europe.
Then click on ‘Resources’ listed in the left sidebar.
Thank you — for all you do everyday
Thanks to Year 4 HIAE Members and partners in Europe

IHI Health Improvement Alliance Europe

http://www.ihi.org/Engage/collaboratives/Health-Improvement-Alliance-Europe/Pages/default.aspx
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Head of Europe and Latin America
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Susan Hannah
Senior Director, Europe Region and Strategic Partners
Institute for Healthcare Improvement
Guest Presenters

Kate Slemeck
Chief Executive Officer,
Royal Free Hospital,
Royal Free London NHS Foundation Trust

Jason Leitch, MPH
National Clinical Director,
Healthcare Quality and Strategy,
Scottish Government;
IHI Senior Fellow
On the chat...

• In max 3 words, describe the kind of leadership you have seen displayed most often by healthcare leaders during COVID
Trust Covid-19 Positive and Suspect patients (source: daily sitrep)
COVID19 Executive Structure

- Workforce
- Critical Care
- Surge Planning
- Infection Control
- Communications
- Estates, Equipment and Supplies
- Clinical Advice

COVID19 Executive
Supporting Staff

Examples of how we’ve responded by doing what matters

- All staff isolating/unwell care are called at home and we send boxes of food to those who are finding it difficult to go shopping
- Set Up Free@the Free – a free pop up supermarket on RFH site and Community Chests at Barnet, fairly distrustig fresh food and donations to thousands of staff daily.
- Project Wingman
- Staff Support Line offering psychological support
- Free food in the canteen and free parking
- Royal Free Nurses song!

Free@theFree – RFH Pop-Up Supermarket

It’s not really about the food for me, it’s about the fact that I feel cared for by my organisation.
Listening, Learning, Adapting

**Phase 1**
 Learning from our staff about our phase 1 response
 Planning improvements for the future

**Capturing innovation & learning within teams & services**
 ‘No going back’ - Highlighting improvements / new ways of working and remodelling for the future

**Ask, listen and do what matters most**
 Encouraging teams to continue to ask staff and patients WMTY and feeding this back into the organisation
Reflections on leading in a pandemic

Professor Jason Leitch
National Clinical Director
Scottish Government

@jasonleitch
Mission: To reduce deaths from coronavirus, to reduce non-virus harms for the population, and to keep health and care staff safe and supported

Open & Transparent Communication
- Clear, concise messaging
- Sharing information openly to all
- Use of different communication channels
- Adaptive and authentic in an ever-changing situation

To deliver clear, accountable leadership in a pandemic

Creating a safe culture
- Taking personal responsibility for issues
- Supporting National Leaders’ key messaging
- Modelling leadership behaviours

Reflective Practice & Support
- Keep a clear focus on the mission at all times
- Set up a core team of trusted colleagues
- Network with others and give mutual assistance
- Understand & utilise everyone’s ‘strengths
- Personal resilience – connect to what’s important
Lessons for the Future....

- NHS and care homes working closely together
- Putting the safety of staff at the forefront
- Technical innovations – virtual consultation and virtual visiting
- Human behaviour – we taught a generation of young people to wash their hands...
- Talking about death in a new way
- Flexibility of workforce - people working outside their spheres
Webex Poll

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Next week’s webinar

Tuesday 26 May at 16:30 UK/17:30 CET (please note this is a different day of the week and time of day than previous calls in the series)

Systems Thinking: primary care and care at home during COVID