Clinical Microsystem Thinking
Micro Mastery; The gems from Gouda

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Content

Communication
Where are we now?
Next steps?

Patient as Partner

Organise learning moments, learning community

Movie 1
The Gouda situation

Movie 2
Patient as Partner

Movie 3 examples
1. Dialyse
2. Geriatric
3. Pediatric

How to start a movement like Patient as Partner
The Gouda situation, movie.

Patient as partner, The movie
How to start and support a movement like Patient as Partner?

1. Commitment of the board and management
Focus on microsystem, helpful: management review/strategic plan

2. Programme leader and change team
The success of any kind of social epidemic is heavily dependent on the involvement of people with a particular and rare set of social gifts. These people are described in the following ways: connectors, mavens and salesman¹.

¹ Law of the few, Malcolm Gladwell, 2000

3. Coaches and improvement sessions
- Don’t implement, spread on interest and enthusiasm
- Start small in the microsystems
Example 1: Dialysis department.

Example 2: Geriatrics department. This is me.
Example 3 Pediatric department. Safe FIKA

Organise learning moments, learning community

‘If you want to be among the best – you have to be the best improver’

Agneta Jansmyr, CEO Jönköping County Council

- Whiteboard sessions
- Training coaches
- Knowledge cafes
- Changeteam = process learning
- Festival Patient as Partner
Communication

Briefings, interviews/articles in staff magazine, intern website

Where are we now?

125 coaches, 52 departments/wards
> 300 quality improvements
Next steps

- Involve the doctors
- Turn our quality improvements in measurable results
- Maintain our movement and keep on learning

Questions?

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