The 13th International Clinical Microsystem Festival

A clinical microsystem is a theoretical notion for the smallest value creating element of health care. It is the small group of staff who regularly work together with persons/patient to achieve best possible care. The patient is included in the team per definition – just as shared goals and information systems.

All professions and functions that support health development for persons, patients and populations

It’s all about people!

Learning community

12 countries

Armenia, China, Denmark, France, Italy, The Netherlands, Singapore, Slovenia, Sweden, Switzerland, UK, USA
What is an organization?
"Organization is a set of people who share many beliefs, values and assumptions and encourage them to make mutually-reinforcing interpretations of their own acts and the acts of others"
Smircich & Stubbard, 1985, p 727

"Organizations are nets of collective action, undertaken in an effort to shape the world and human lives. The contents of the action are meanings and things (artefacts). One net of collective action is distinguishable from other by kinds of meanings and products socially attributed to a given organization. Czarniawska-Joerges, 1992, p 32"

"Organizations are entities developed and maintained only through continuous communication activity-exchanges and interpretations aiming its participants…. As interacting participants organize by communicating, they evolve shared understandings around issues of common interest, and so develop a sense of the collective "we". Schall, 1983, p 560"

As a frame of reference:
David Cameron 227 000 000
Barack Obama 488 000 000
Stefan Löfven 304 000
• 70 - 75 % of change initiatives fail (Beer & Nohria, 2000; Haines, Aller-Stead & McKinlay, 2005; Senturia, Flees, Maceda, 2008)

• 70 % of studied TQM-initiatives in Europe failed (Burnes, 2009)

• 90 % of culture change in studied cultural change initiatives failed (Rogers, Meehan & Tanner, 2006)

From: Hallencreutz, 2012

A3 report, Affinity diagram, Arrow diagram, Balanced scorecard, Benchmarking, Box and whisker plot, Box and whisker plot template, Brainstorming, Cause-and-effect/Ishikawa/fishbone diagram, Cause-and-effect/Ishikawa/fishbone diagram template, Cause analysis tools, Check sheet, Check sheet template, Control chart, Control chart template, Critical incident, Data collection and analysis tools, Decision matrix, Design of experiments, Design of experiments, template, Eight disciplines, Evaluation and decision-making tools, Failure mode effects analysis, Failure mode effects analysis template, Fishbone/Ishikawa/cause-and-effect, diagram, Fishbone/Ishikawa/cause-and-effect diagram template, Five S (5S), Five whys and five hows, Flowchart, Flowchart template, Force field analysis, Gage repeatability, Gantt chart, Gantt chart template, Histogram, Histogram template, House of quality, Idea creation tools, Impact effort matrix, Kano model, Matrix diagram, Mistake-proofing, Multivoting, Nine windows, Nominal group technique, Pareto chart, Pareto chart template, Plan-do-check-act (PDCA) cycle or plan-do-study-act cycle, Problem concentration diagram, Process analysis tools, Process decision program chart, Project planning and implementation tools, Quality function deployment, Quality plans, Relations diagram, Relations diagram template, (Relations diagram instructions, Scatter diagram, Scatter diagram template, Seven basic quality tools, Seven new management and planning tools, SIPOC+CM diagram, SMART matrix, Spaghetti diagram, Stratification, Stratification template, Success and effect diagram, Survey, Tree diagram, Value stream mapping, Voice of the customer table.
"Organization is a set of people who share many beliefs, values and assumptions and encourage them to make mutually-reinforcing interpretations of their own acts and the acts of others"  
Smircich & Stubbard, 1985, p 727

"Organizations are nets of collective action, undertaken in an effort to shape the world and human lives. The contents of the action are meanings and things (artefacts). One net of collective action is distinguishable from other by kinds of meanings and products socially attributed to a given organization. Czarniawska-Joerges, 1992, p 32

"Organizations are entities developed and maintained only through continuous communication activity-exchanges and interpretations aiming its participants…. As interacting participants organize by communicating, they evolve shared understandings around issues of common interest, and so develop a sense of the collective "we". Schall, 1983, p 560

A3 report, Affinity diagram, Arrow diagram, Balanced scorecard, Benchmarking, Box and whisker plot, Box and whisker plot template, Brainstorming, Cause-and-effect/Ishikawa/fishbone diagram, Cause-and-effect/Ishikawa/fishbone diagram template, Cause analysis tools, Check sheet, Check sheet template, Control chart, Control chart template, Critical incident, Data collection and analysis tools, Decision matrix, Design of experiments, Design of experiments, template, Eight disciplines, Evaluation and decision-making tools, Failure mode effects analysis, Failure mode effects analysis template, Fishbone/Ishikawa/cause-and-effect diagram, Fishbone/Ishikawa/cause-and-effect diagram template, Five S (5S), Five whys and five hows, Flowchart, Flowchart template, Force field analysis, Gage repeatability, Gantt chart, Gantt chart template, Histogram, Histogram template, House of quality, Idea creation tools, Impact effort matrix, Kano model, Matrix diagram, Mistake-proofing, Multivoting, Nine windows, Nominal group technique, Pareto chart, Pareto chart template, Plan-do-check-act (PDCA) cycle or plan-do-study-act cycle, Problem concentration diagram, Process analysis tools, Process decision program chart, Project planning and implementation tools, Quality function deployment, Quality plans, Relations diagram, Relations diagram checklist, Relations diagram template, (Relations diagram instructions, Scatter diagram, Scatter diagram template, Seven basic quality tools, Seven new management and planning tools, SIPOC+CM diagram, SMART matrix, Spaghetti diagram, Stratification, Stratification template, Success and effect diagram, Survey, Tree diagram, Value stream mapping, Voice of the customer table.
Name badge

Annika Nordin
Region Jönköping County
SWEDEN

Chosen seminars
A Coaching hike
Seminars: A1, B1, C1
Scientific

My microsystem
My microsystem:
TRUST A
Where to meet your Microsystem:

**Conference room**

**Originalet:**
- HOPE
- PRIDE
- HONESTY
- LOVE

**Lunch area:**
- LOBBY CAFETERIA

---

Where to meet your Microsystem:

**Conference room**

**Visionen:**
- HAPPINESS
- SOLIDARITY

**Conference room**

**Balansen:**
- TRUST

**Conference room**

**Dialogen:**
- KINDNESS

**Lunch area:**
- Same rooms as above
“Sometimes we speak the same language, but do not understand one other. Sometimes we do not speak at all – and still understand one other. As good leaders we ask when we don’t understand”
• What is your name?
• Where do you come from?
• Where do you work?
• What do you work with?

The 13th International Clinical Microsystem Festival

Welcome to our learning community!
Name badge

Chosen seminars: A Coaching hike
Seminars: A1, B1, C1
Scientific

My microsystem: My microsystem: TRUST A

Where to meet your Microsystem:

Conference room
Orinalet:
- HOPE
- PRIDE
- HONESTY
- LOVE

Lunch area:
- LOBBY CAFETERIA
Where to meet your Microsystem:

**Conference room**
- **Visionen:**
  - HAPPINESS
  - SOLIDARITY

- **Balansen:**
  - TRUST

- **Dialogen:**
  - KINDNESS

**Lunch area:**
- Same rooms as above

---

**Festival March 3 2016**

- 09.00 - 09.15 Opening Day 2
- 09.15 - 10.15 Block B Parallel seminars
- **10.15 - 10.45** MORNING REFRESHMENTS
- **10.45 - 11.45** KEYNOTE 3: Ung Cancer - Erik Fransson
- **11.45 - 12.15** My microsystem
- **12.15 - 13.30** LUNCH
- **13.30 - 14.30** Block C Parallel seminars
- **14.30 - 15.00** AFTERNOON REFRESHMENTS
- **15.00 - 16.00** It’s all about people, ending of the Festival
Where to meet your Microsystem:

Conference room Visionen:
- HAPPINESS
- SOLIDARITY

Conference room Balansen:
- TRUST

Conference room Dialogen:
- KINDNESS

Lunch area:
- Same rooms as above
HUG RAG

• new picture
Your relative position at the X-axis?

Your relative position at the Y-axis?

Your position in the living sociogram!

Your position at the X-axis?

Your position at the Y-axis?

Your relative position at the X-axis?
The time you have been engaged in the field of quality improvement

The main approach in your organization; a top-down vs. a bottom-up.
The main approach in your organization; individual work vs. teamwork.

How person centred is your organization?

To what extent is person centeredness an important future strategic issue in your organization?
**X-axis** = The view of life in a ranking from mere survival to the quality of life, trust and self-realization. The further to the right the more important is the freedom of the individual.

**Y-axis** = The traditional values with religious beliefs and respect for authority at Origo and secular, rational values at the endpoint.

How is the culture in your organization?
Is the culture of your organization consistent with the culture of your country, according to the cultural map?