



ENABLING QUALITY IMPROVEMENT IN PRACTICE

Tower Hamlets Our Latest Newsletter (03/12/2018)



EQUIP loves real life heroes

A few nights ago I watched The Incredibles 2 at home. Eating pumpkin cupcakes and under a duvet – don't judge me. And it got me thinking, and reading, about heroes. And the power of heroes. The real ones, not the ones that can make ice bridges and throw fire balls. Some quite interesting stuff has been written about human heroes. It's no wonder that we are so enthralled by the make-believe ones. (Or by Barak Obama and Oprah Winfrey, in my case.) Prof Scott Alan, of the University of Richmond, explains what heroes do for us:

1. **Heroes produce an emotion called "elevation":** a mix of awe, reverence, and admiration for a morally beautiful act. An emotion is described as similar to calmness, warmth, and love. *Awwwwwww...*
2. **Heroes heal our psychic wounds.** Like when our ancestors used to sit around a fire and tell stories instead of seeing a life coach, hero stories calm people's fears, buoy spirits, nourish hopes, and foster important values of strength and resilience. Yep, storytelling, the world's oldest and cheapest therapy.
3. **Heroes nourish our connections with other people:** by, again, sitting us around the fire, and role modelling our most treasured values and connections.
4. **Heroes show us how to transform our lives:** because only when we heroically risk through change and growth in our own lives do we reach our full potential. And heroes show us, inspire us to do just this, overcome adversity for greater gain. If you don't believe me, just watch The Incredibles 2.

5. **Heroes turn us into heroes ourselves.** This happens through generativity (dang, that's a mouthful), where people give back to the society that has given them so much. When adults are experiencing both elevation (point 1) and generativity, witnessing a heroic act makes them believe they are capable of heroic acts themselves. Which, of course, they are. HelLOOOO...

Now. We know we have about one trillion heroes in this borough. I sat next to one of them in a meeting earlier today. But today, we're going international. And throwing out a few names you might want to look up if you're in the mood for heroic inspiration.

1. **Edwards Deming:** the American statistician who helped Japanese industry recover after World War II. The legitimate father of Quality Improvement.

"People are entitled to joy in work". Hear, hear!

Florence Nightingale: you might not marry her to QI straight away, but what she did was exactly to use data to change process and the environment – a total QI pioneer.

"Rather, ten times, die in the surf, heralding the way to a new world, than stand idly on the shore."

Batalden, of the Institute of Healthcare Improvement: a man who has spent his life understanding what "quality improvement" is, and how can it transform healthcare.

"Everyone in healthcare has two jobs when they come to work; to do their work and to improve it."

Don Berwick. My personal favourite. A man whose hand I shake, and then avoid washing for a week. Key in a million ways, including the design and processing of Obamacare.

"Competition makes things come out right. Well, what does that mean in health care? More hospitals so they compete with each other. More doctors compete with each other. More pharmaceutical companies. We set up war."

Wait a minute, let's talk about the patient. The patient doesn't need a war."

Brent James: someone who actually did all the things we talk about. Who sat down with the likes of Deming, and designed Intermountain Healthcare, based on the principle of always doing the right thing by the patient.

"Trash flows downhill – be the barrier that stays at the bottom to catch the trash and throw it to the side, so that leadership can be enacted by those doing the good work."

(He actually uses a much heavier word than "trash", but I am taking artistic liberties so as to not offend sensitivities.)

Ok, I'm also going to cheat and do double quote from Don Berwick – because this one is just too good to miss: *"I don't blame anybody – they're just doing what makes sense and we have to change what makes sense."*

Touchy feeling part of our comms, DONE. But Clemence will kill me if I sign out without reminding everyone of our next available SDI sessions:

SDI blurb

Want to understand more about what makes you tick and what happens when things aren't going well? How about communication with colleagues when sometimes it's hard to get where you're all coming from? Ask for an SDI session for your practice team: if you can't remember what this is, read here about [Strengths Deployment Inventory or SDI](#).

ACTION FOR YOU: New dates available are **31st January or 21st February**. Sessions available AM and PM on both days. We need to know if practices would like to have a session and the we will use the remaining slots to arrange drop in sessions. If you or anyone in your practice is interested – **please let Clemence know (clemence.cohen@nhs.net) in the next 2 weeks** and we can start planning dates.

Lastly, a piece of wisdom from Thor:

"Our ancestors called it magic but you call it science. I come from a land where they are one and the same."



Chris Hemsworth. Sorry, I mean

Virginia