



Request for Contribution to the Health Service Leadership Academy's Leading Care Programmes

June 2017

Background

The Health Service Leadership Academy

This year a new Leadership Academy is being launched to help develop a better, more patient focused, more efficient and compassionate health service. The Leadership Academy will develop the leadership our patients, carers, service users and communities deserve by supporting leaders at every level in health and across every sector in healthcare.

The evidence is clear; better leadership leads to more engaged staff which leads to safer more compassionate care. By developing our leaders at all levels we create the opportunity for our health service to be more efficient, effective, creative and responsive to changing needs, and to deliver a high quality, safe and compassionate service.

Leading Care I and Leading Care II will be the first in a suite of programmes that will be offered through the Leadership Academy. They leverage the content of two flagship programmes developed by the NHS which are now being adopted by international health systems and other industries around the globe. These two award winning programmes are being adapted for the Irish context and are being delivered in partnership with KPMG and the IMI.

The Leading Care Programmes

Leading Care I is a 12 month programme which has been specifically designed to develop and challenge senior leaders. Designed with National and International experts in health and organisational performance, the programme offers support and learning to build personal resilience, confidence and capabilities.

Leading Care II is a Masters level programme* for those who are looking for development and stimulation to rapidly improve their service and enhance their leadership capability.

Both programmes use a blended learning experience and are delivered through an online virtual campus (which will include eLearnings, scenarios, case studies, videos and academic papers), through face-to-face residentials and in the case of Leading Care I, including a Viva assessment.

*Subject to Validation

Your involvement

Both programmes start with the patient/service user/carer's experience and cannot be delivered without their involvement. This means we are looking for your contribution to:

- ▶ User Videos – Sharing your views and experiences (see Section 1 for more information)
- ▶ Residentials – Sharing your patient/service user/carer story (see Section 2 for more information)

This is a great opportunity for you to influence the healthcare leaders of the future and to:

- ▶ Ensure that the patient/service user/carer's voice is central to developing health services
- ▶ Ensure patient/service user/carer's needs are at the heart of everything we do

1. User Videos

Description

In order to meet the learning objectives of the programmes, and offer participants the best possible learning experience, KPMG are looking for a number of patients, service users and carer representatives to be involved in a series of videos. These videos will be used solely for the purposes of the learning and development of participants in the Leadership Academy.

Themes

The following is a non-exhaustive list of themes we are seeking these videos to cover:

- ▶ Your understanding of leadership in the health service and any specific experiences
- ▶ What you would like to see from future leaders of the health service
- ▶ Experiences of the health service and your perspectives on the benefits of engaging with patients/ service users/carers
- ▶ Experiences of service improvements with the health service you have benefited from or experienced
- ▶ A positive health service experience following a traumatic accident / incident
- ▶ The impact of effective team work in the health service and how this has positively impacted on the care received
- ▶ Evidence of the health service values in action and improvements in the standard of care you experienced

Suggested Process and Timeline

It is expected that each video would be recorded during a half-day session in the KPMG offices (IFSC, Dublin – near Connolly train station) with a professional film crew, during July and August 2017, depending on availability.

Expression of Interest

Please tick any boxes below which might interest you, along with which day of the week you are available to attend and time of day.

Video Theme	Interest?	Suitable days of week					Suitable time of day	
		Mon	Tues	Wed	Thur	Fri	AM	PM
Experiences of the health service and what they would like to see from future leaders of the health service								
Experiences of the health service and offer perspectives on the benefits of engaging with service users								
Experiences of health service and specifically with service improvement in the healthcare system								
Understanding of leadership in the health service as a service user								
Emotive video discussing very positive health service experiences following traumatic accident/incident								
Discussion of how the impact of effective team work in the health service has impacted (positive) on the care received by the patient								
Describing evidence of the health service values in action and improvements in standard of care you experienced								

Additional comments on your availability or area of interest

2. Residentials – Patient/Service User/Carer Story

Description

As part of the patient/service user/carers being at the heart of the programmes, the first residential interaction for participants is designed to include a patient/service user/carers story. This involves a patient/service user/carers representative talking about their healthcare needs and experiences in a confidential and intimate setting. Each room will have a facilitator so that patients/service users/carers are looked after and the discussion with participants is managed at all times.

Key questions could be; *How did you feel? What were the good and bad things that happened? What one thing would improve your experience of care and treatment?*

Having listened to the patient/service user/carers story, participants will respond by discussing what could be changed and how. *What are the challenges here for health service leaders? How can patients/service users/carers be more closely involved in shaping the identified improvements?*

Patients/service users/carers are invited to comment on participants' responses. *What do you think of the ideas that have come forward? How well do you think the members of the group listened to you and to each other?*

Suggested Process and Timeline

We would require patient/service user/carers representatives to be involved in a half day residential session (likely 9:30am – 1pm including lunch) in October or November 2017. The residential sessions will take place in Dublin.

Expression of Interest

If you are interested please tick any boxes below, along with which day of the week you are available to attend and the time of day:

Activity	Interest?	Suitable days of week					Suitable time of day	
		Mon	Tues	Wed	Thur	Fri	AM	PM
Patient/Service user/Carer Story	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact Details

If you are interested in participating in the programmes please fill in your contact details below.

Name

Address

Email Address

Phone Number

Please specify if you have specific dietary or access requirements/needs

Next Steps

Please complete this request by the 28th of June 2017 and return by email to Mila Whelan (mila.whelan@hse.ie). Please note shortlisting may apply if the numbers expressing an interest exceed the number required. KPMG will be in touch with those shortlisted to discuss their involvement in more detail.

Many thanks for your support as we work towards building a better health service for all.