I know! Let's have an UNCONFERENCE!

Yeah! A REALLY DIFFERENT unconference!!
“See what the service-user sees”
Thoughts – how to approach

If you were a service user, which aspect(s) of care delivery and service provision would be important to you in your healthcare system? (You may list more than one)

Examples:

- Attentive to your needs and what you say
- Continuity and consistency in care provision
- Competency of the care / service provider
What is important to you?

Which aspect(s) of care service delivery would you hope to see change in your healthcare system?

Examples:
- Timeliness
- Health issues
- Medicine
- Continuity, coordination
- Friendliness
- Private room
- Hope
What is important to you?

If you are discharged home after hospitalisation, what is important to you regarding the transition?

Examples:

• That you/family members would know who to contact when you need help

• That you/family members are involved in the care planning

• That service providers in hospital and in the community have proper transfer of information
A "po" is an idea which moves thinking forward to a new place from where new ideas or solutions may be found

• “Most of us are trapped within the rigid confines of traditional ways of thinking, limited by concepts which have been developed simply for the purpose of arriving at the ‘right’ answer”
• PO is a device for changing our ways of thinking: a method for approaching problems in a new and creative way
• *PO: Beyond Yes and No* is the basic primer of a revolutionary new system of thinking

5 stage thinking

simplicity

@HelenBevan

##HACWEnergisingForChange
The Fundamental Law of Conventional Conferences

“The sum of the expertise of the people in the audience is greater than the sum of expertise of the people on stage”

Dave Winer

Source of image: www.citynet.com
| **Traditional event** | **Unconference** |
|----------------------|----------------|--|
| The agenda is pre-set | People set the agenda |
| One way learning style with Q&A | Based on discussion |
| People sit in rows or round tables | People sit in a circle |
| Networking between sessions | Networking the whole time |
| Hard to leave the session once it starts | Encouraged to find the right session |
| Absorbing information | Connecting to action |

Source: adapted from @BCPSQC
The unconference: 4 principles and a law

Principles:
1. Whoever comes are the right people
2. Whatever happens is the only thing that could have happened.
3. When it starts is the right time
4. When it's over it's over

The Law is known as the Law of Two Feet: "If you find yourself in a situation where you are not contributing or learning, move somewhere where you can."
Our unconference process

• Following the Universal Studios experience this morning, think about a topic that you would like to explore with other people
• It should be a topic that you want to take action on over the next twelve months
• Raise your hand and we will bring you a sheet
Four keys to collaboration

• Lean into discomfort
• Listen as an ally
• State your intent
• Share your “street corner”

Source: Judith Katz and Fred Miller
What’s our approach to change?

**Deficit based**
- **what is wrong?**
- solve problems
- identify what we need to improve
- fill gaps and deficiencies

**Strength based**
- **what is strong?**
- work with our existing assets and resources
- amplify what works
  - “positive deviants”
“Dotmocracy”

- One person from each group should stand by their sheet.
- Each person has four dots.
- We are voting for the “one big idea” that offers the best potential for change.
- You can give all your dots to one idea or one dot each to four ideas.
- You can’t vote for your own idea.
- Switch the “standing” person halfway so they can vote.

Time available: 15 minutes

Source of image: blog.strategyzer.com
commitment

/nəˈmɪtmənt/
noun.
Staying loyal to what you said you were going to do long after the mood you said it in has left you.
What a great unconference!

Yeah! Now let's go grab some dinner!