

Delivering the NHS Impact Framework: Creating and Leveraging a Management System

An Audience with Dr. Gary Kaplan

This is a no-fee conference featuring Gary Kaplan, CEO Emeritus Virginia Mason Franciscan Health and moderated by Virginia Mason Institute's Executive Director Wendy Korthuis-Smith, with the following Special Guests:

- Dr. Kathy McLean OBE – Chair at University Hospitals of Derby and Burton NHS Foundation Trust (Previously Executive Medical Director and Chief Operating Officer, NHS Improvement)
- Adam Sewell-Jones – CEO East & North Hertfordshire NHS Trust
- Professor Andy Hardy – CEO University Hospitals Coventry and Warwickshire NHS Trust
- Dr. Chris Turner – Civility Saves Lives

AGENDA

0930 Coffee on Arrival

1000 Welcome and Opening Remarks: Professor Hardy and Simon Wright

1010 Human Factors and Civility: Dr. Chris Turner, (VMI/PSC)

1125 Investing in your Future -Creating and Leveraging a Management System: Dr. Kaplan + Q&A

1220 LUNCH & Networking

1315 Reflections from 20 yrs. of International Compassionate Leadership-Dr. Kaplan + Q&A

1415 BREAK

1430 Panel Question Time: Compare Wendy Korthuis-Smith with guests Prof Hardy, Dr. Kaplan, Dr. McLean, Adam Sewell-Jones, covering the themes of:

- Clinical Burnout
- Modern Leadership
- Service Sustainability
- System Change
- Civility & Equity

1600 Coffee & Networking: Book signing with Dr. Kaplan

1700 close

The event is limited to 150-200 Invited guests.

Outcomes from the Day:

Human Factors and Civility: understanding the impact of behaviours on the people we work alongside and care for. The importance of equity and how language can empower and support psychological safety. Recognising the power differentials that can exist between service users and providers and bridging these gaps.

Investing in your Future - Creating and Leveraging a Management System: Showcasing how to deliver the NHS Impact framework and build a culture of continuous improvement by building a shared purpose and vision, investing in people and culture, developing our leadership behaviours and building improvement capability. Demonstrating this with real world examples and evidenced practise.

Reflections from 20 yrs. of International Compassionate Leadership: Sharing the stories and key moments which have helped to define an internationally celebrated pioneer in leading improvement and creating the safest services and care for over 20 years at Virginia Mason and showcasing the work from across over 200 healthcare organisations and systems. An honest and thought-provoking journey through a remarkable man's journey to build the safest healthcare organisation in the world.

Panel Question Time: The opportunity to hear the panel of international experts speak to the big issues facing healthcare today, sharing their experience and helping to identify some solutions to support the work ahead across the NHS.

Networking: The opportunity to meet NHS leaders from across the physical and mental health communities and have discussions that build support networks and create opportunities to share learning and knowledge.

Book signing with Dr. Kaplan: The opportunity to meet Dr. Kaplan and access a complimentary copy of the internationally successful book about the Virginia Mason journey, showcasing how to build the aspects which form and make a quality management system possible.