



ACI NSW Agency
for Clinical
Innovation

Personal Reflections on the Challenges

Whole of Hospital Masterclass
Brighton-le-Sands
Monday, July 21, 2014

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Agency for Clinical Innovation

Initial Thoughts

- Why are we here?
- KPIs and patient care
- The power of stories
- Not the first time!
- Sustainability vs short term goals
- People matter
- Reverse historical thinking at all levels of management
- Leadership vs management

Initial Thoughts

- Improved patient flow requires an acceptance of the impacts of each point of patient care on all the other points
- Unleashing the power of the clinical redesign approach
- Ongoing commitment and continual improvement
- Respect, trust and confidence
- Visibility

Good leadership

- Clear communication
- Actions more important than words
- Consistent in all relationships
- Aware of personal impact
- Prepared to listen, incorporate new ideas
- Create a great team
- Hold people accountable

Good leadership

- Continually focus on creating an environment for success
- Allow mistakes
- Need to identify talent and coach/nurture/support
- Needs investment – WOH team, CEC, ACI are resources to support

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