EASIER INC

# Recovery & Reinvention

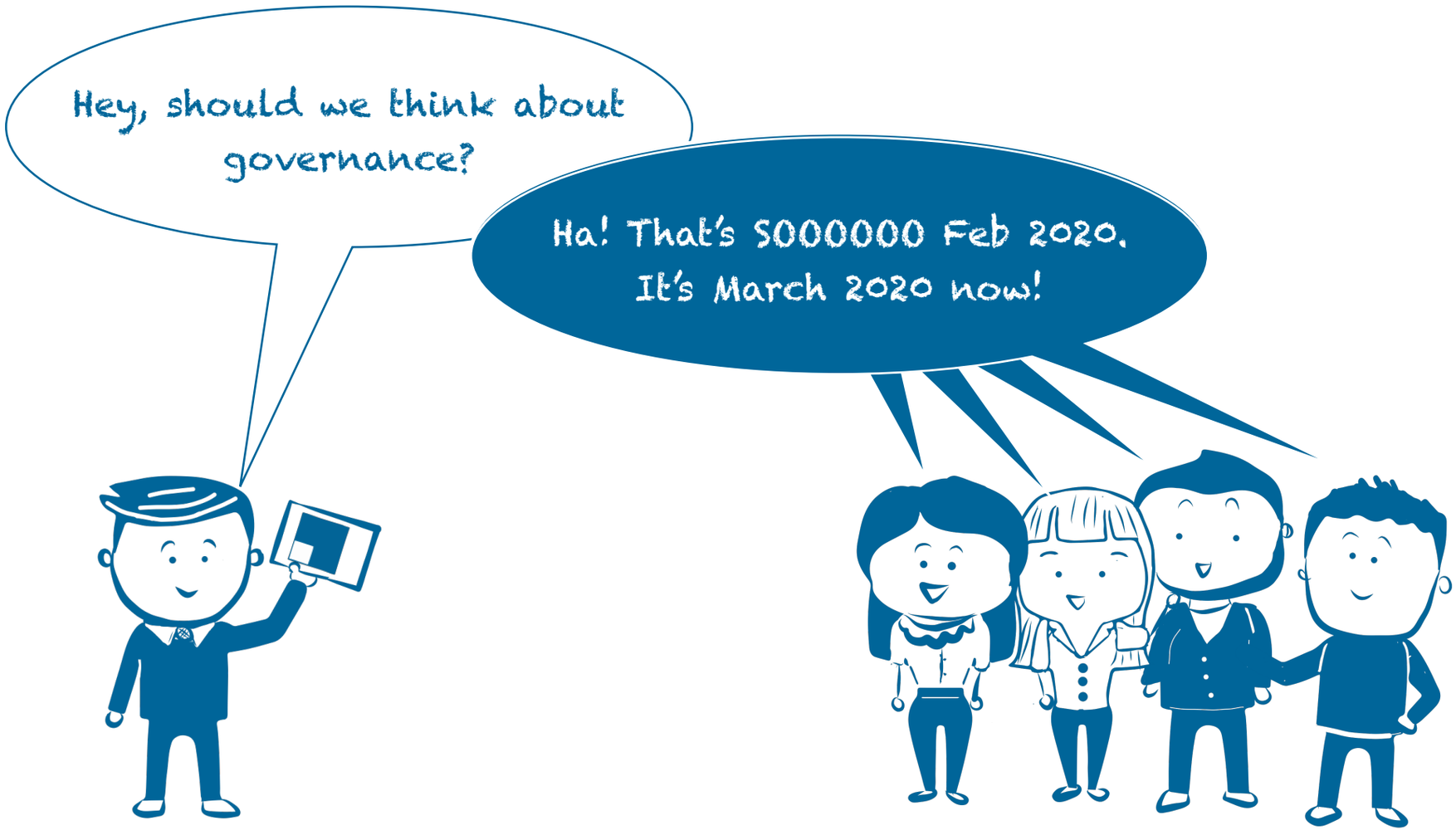
## *IN PRACTICE*

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# Welcome

- Silver linings
- Tough times
- Strengths to build on

# Stories


Hey, should we think about governance?
Ha! That's SOOOOOO Feb 2020. It's March 2020 now!

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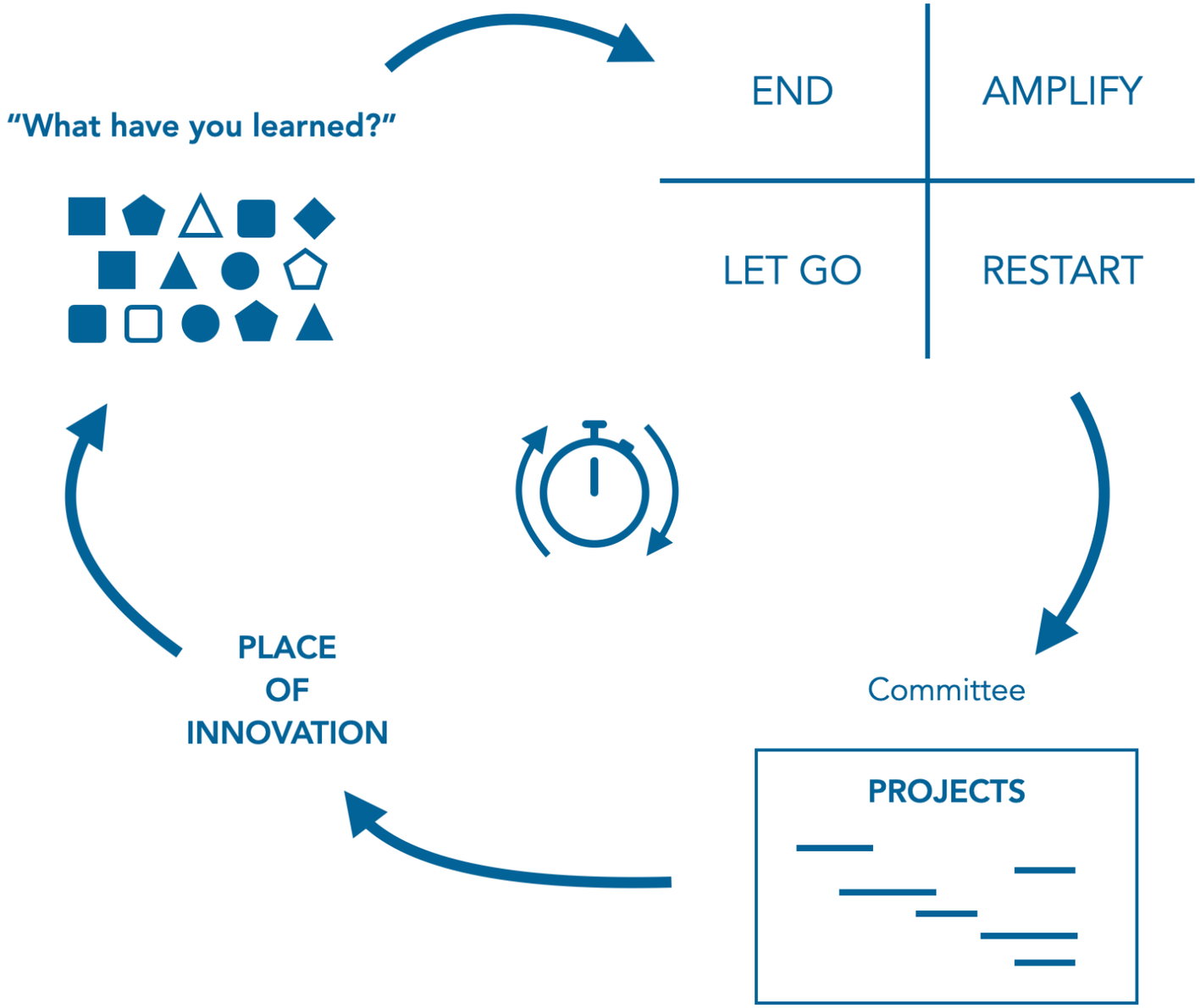
## Breakout / 7 mins

# What are your ‘silver lining’ stories?

# Themes

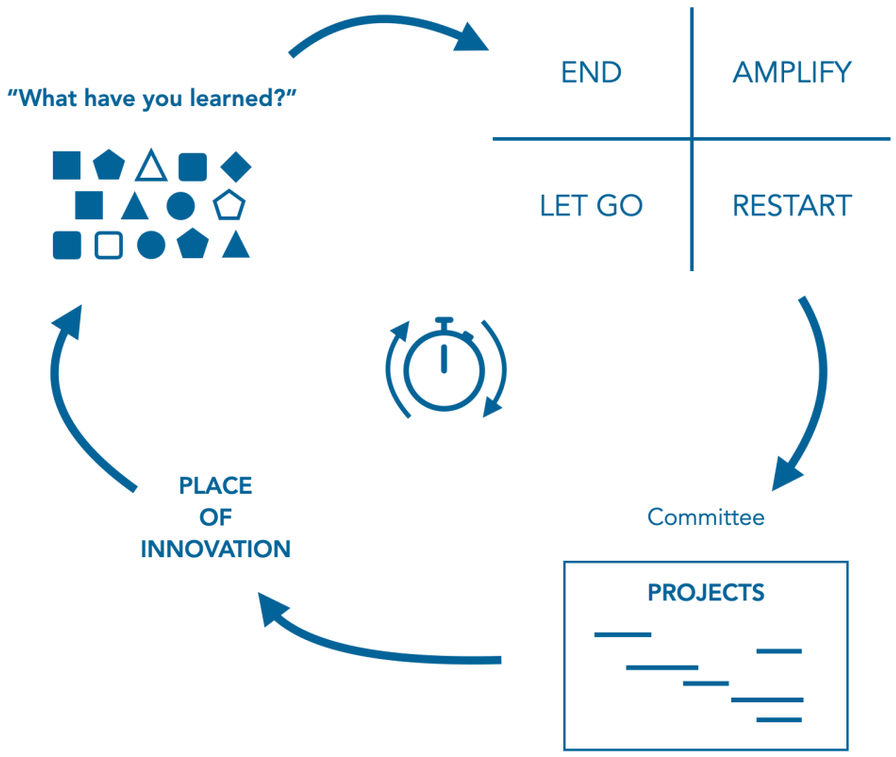
- Fog
- Friction
- Fellowship

# A new normal?


"What have you learned?"
END
AMPLIFY
LET GO
RESTART
Committee
PROJECTS
PLACE
OF
INNOVATION

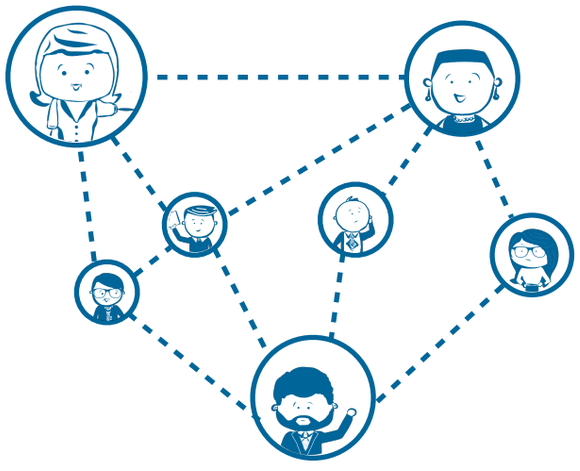
# Risks

- Focus
- Locus
- Bandwidth

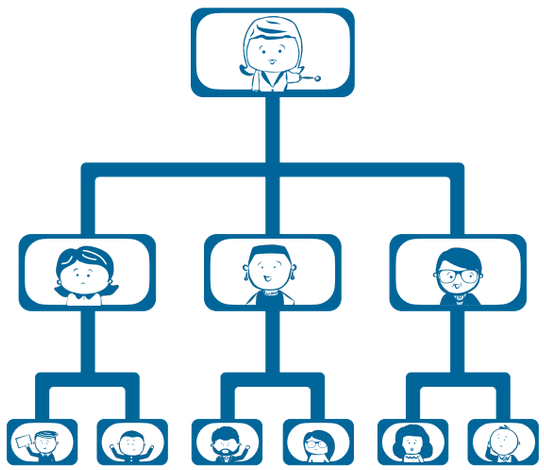


# What if…

Sense
&
Respond



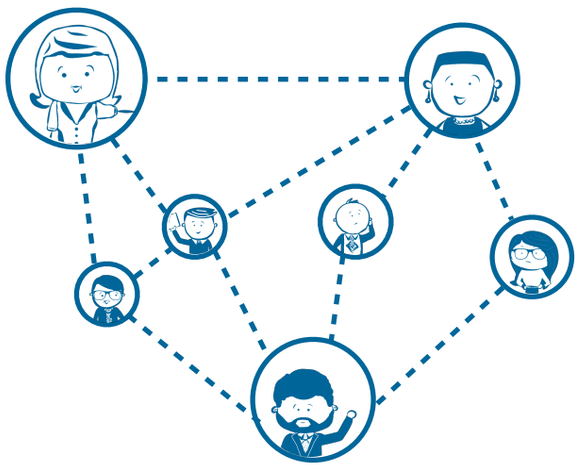
**over**



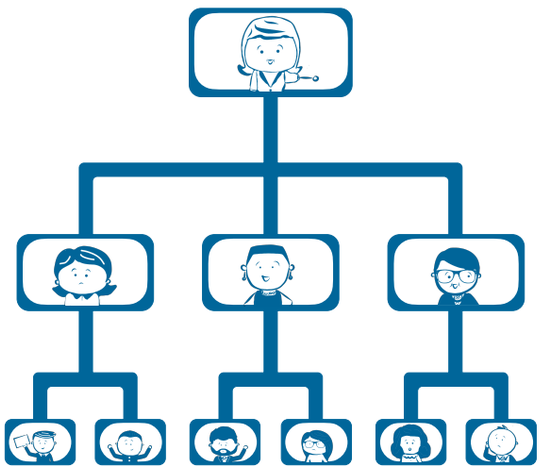
Capture
&
Cascade

# Sharing learning and innovation

Relationships,
platforms,
pooling & pulling



**over**



Reporting,
specifications,
projects & pushing

# But how?

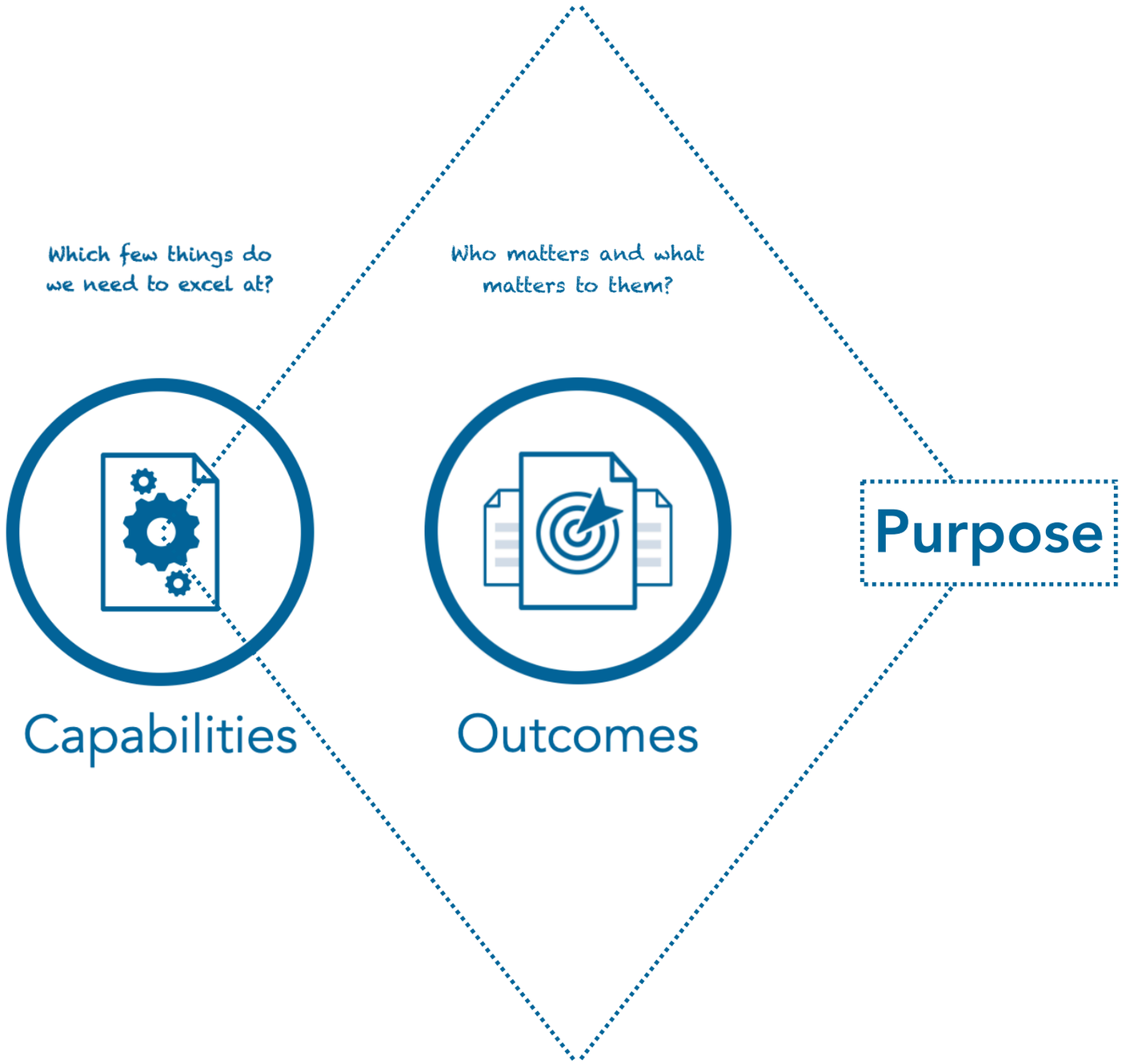
# Purpose

Who matters and what matters to them?



Outcomes

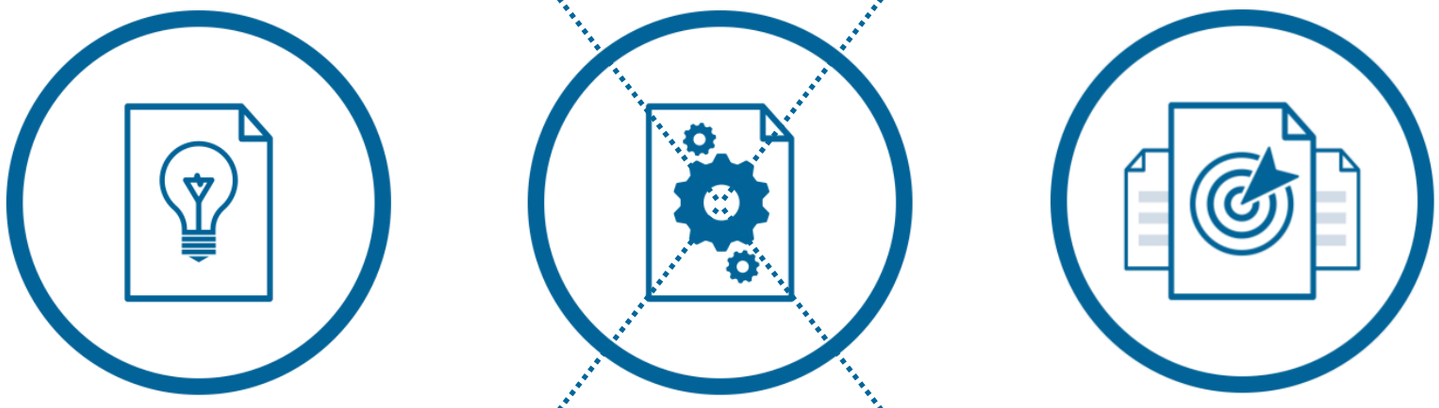
Purpose


Which few things do we need to excel at?
Who matters and what matters to them?
Purpose
Capabilities
Outcomes

What makes doing these things hard?

Which few things do we need to excel at?

Who matters and what matters to them?



Patterns

Capabilities

Outcomes

**Purpose**

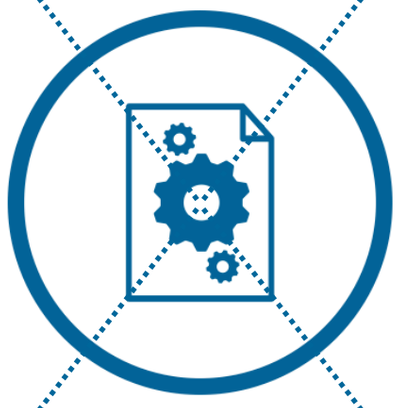
Priorities

What makes doing these things hard?



Patterns

Which few things do we need to excel at?



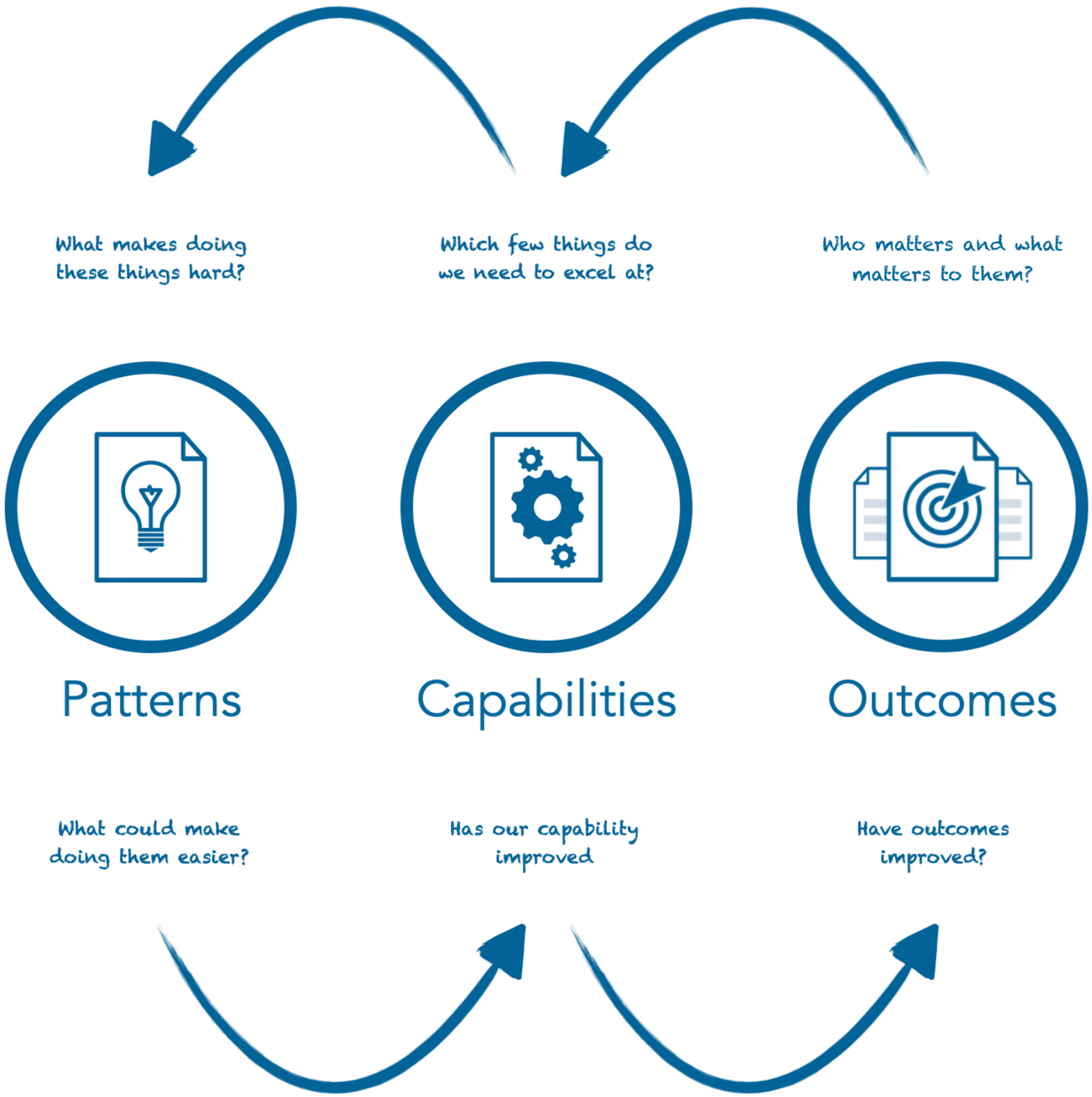
Capabilities

Who matters and what matters to them?



Outcomes

Purpose


What makes doing these things hard?
Which few things do we need to excel at?
Who matters and what matters to them?
Patterns
Capabilities
Outcomes
What could make doing them easier?
Has our capability improved
Have outcomes improved?

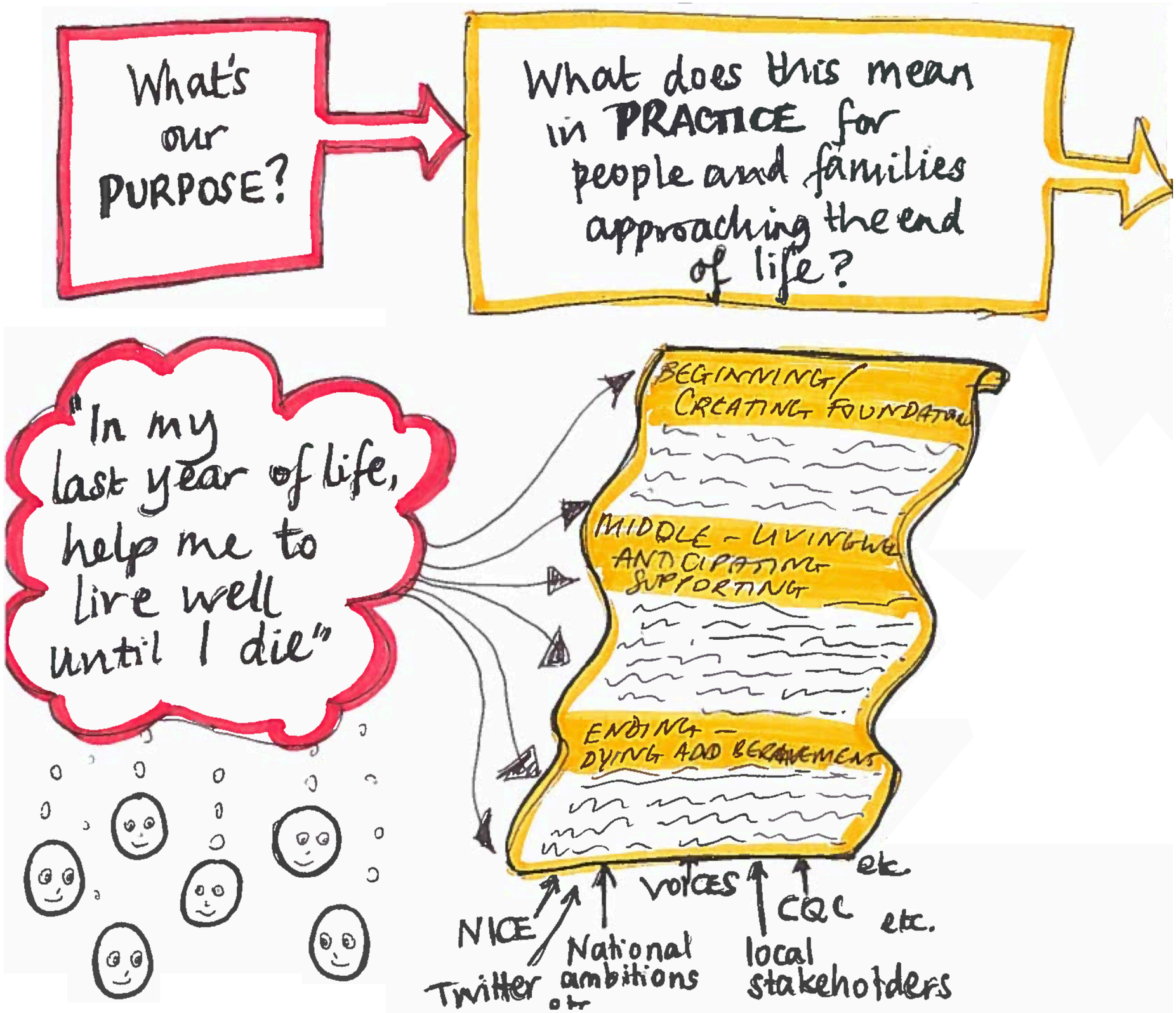
# Saskie Dorman - Consultant in Palliative Medicine

"Clinical teams are navigating a maze of national quality indicators"

*Ruth Tholby, Assistant Director of Policy & Catherine Turton, Senior Analyst, Health Foundation (BMJ, November 14, 2019)*

- CQC - 5 domains, 23 KLOE, 47 pages.
- NICE - 20 quality standards.
- National Audit of Care at the End of Life (hospitals) - 48 questions, 3 domains + an organisational survey and quality survey.
- RCGP Daffodil standards - 8 areas, 30 questions.
- National ambitions for palliative and end of life care - 6 ambitions, 8 foundations, 34 building blocks.


What's our PURPOSE?
"In my last year of life, help me to live well until I die"


What's our PURPOSE?
What does this mean in PRACTICE for people and families approaching the end of life?
"In my last year of life, help me to live well until I die"
BEGINNING / CREATING FOUNDATIONS
MIDDLE - LIVING WELL AND ANTICIPATING SUPPORTING
ENDING - DYING AND BEREAVEMENT
NICE
Twitter
National ambitions
Voices
CQC
local stakeholders
etc.
etc.

What's our PURPOSE?

What does this mean in PRACTICE for people and families approaching the end of life?

What are NECESSARY and SUFFICIENT to achieve this?

"In my last year of life, help me to live well until I die"

BEGINNING / CREATING FOUNDATION

MIDDLE - LIVING WELL AND DYING WELL SUPPORTING

ENDING - DYING AND BEREAVEMENT

6 CORE CAPABILITIES

validated with Stakeholders

NICE

Twitter

National ambitions

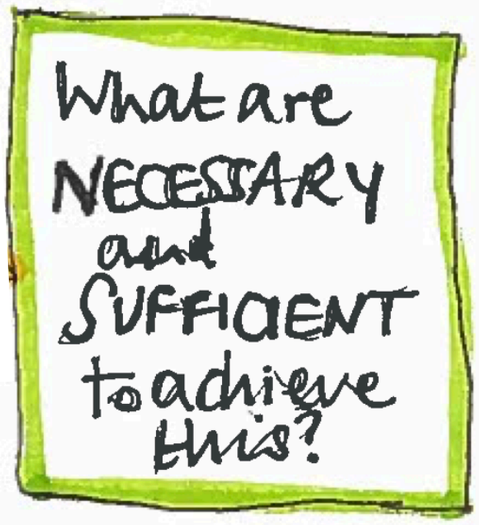
etc.

voices

local stakeholders

CQC

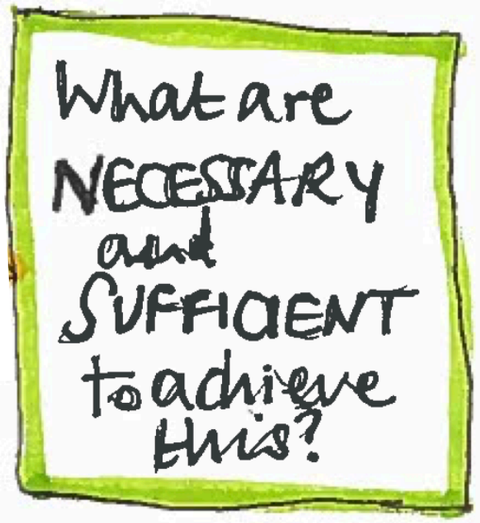
etc.



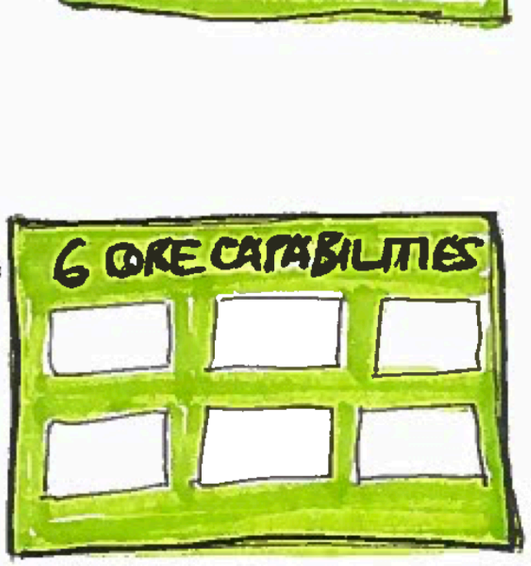

1. *RECOGNISING.*
2. *COMFORTABLE.*
3. *UNDERSTANDING & ANTICIPATING.*
4. *WHAT REALLY MATTERS.*
5. *LIVING WELL.*
6. *SUPPORTING THROUGH ILLNESS.*
7. SUPPORTING THOSE CLOSE.





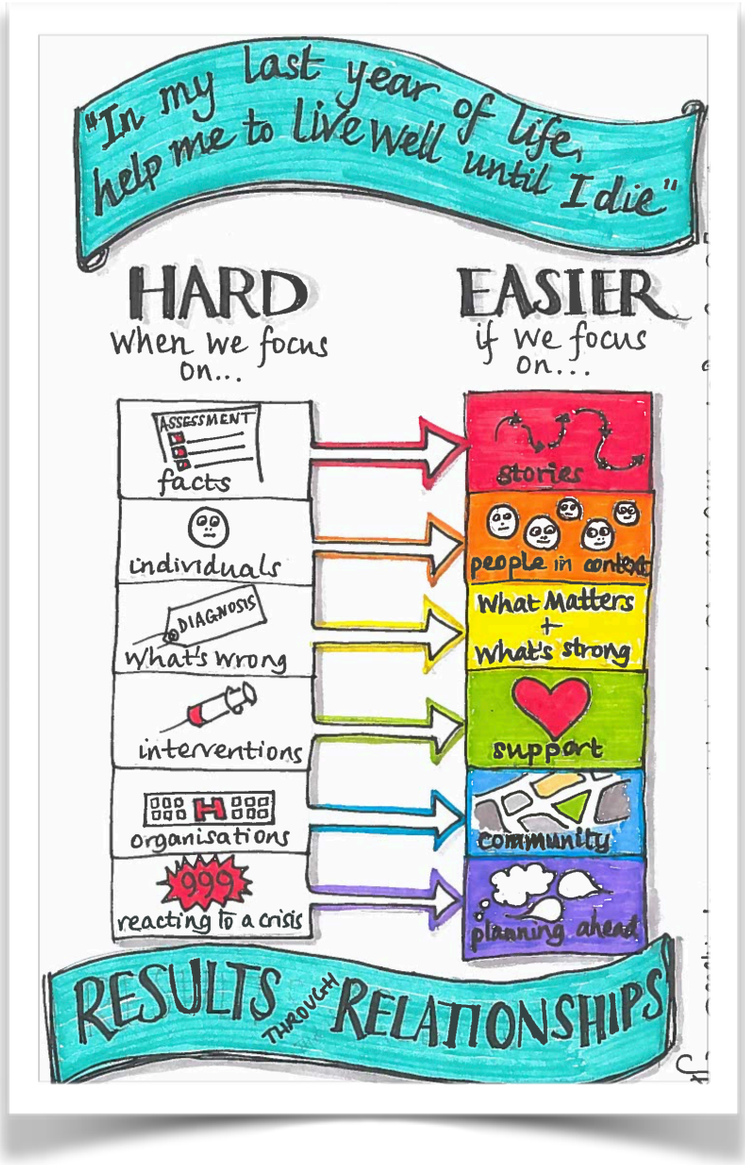



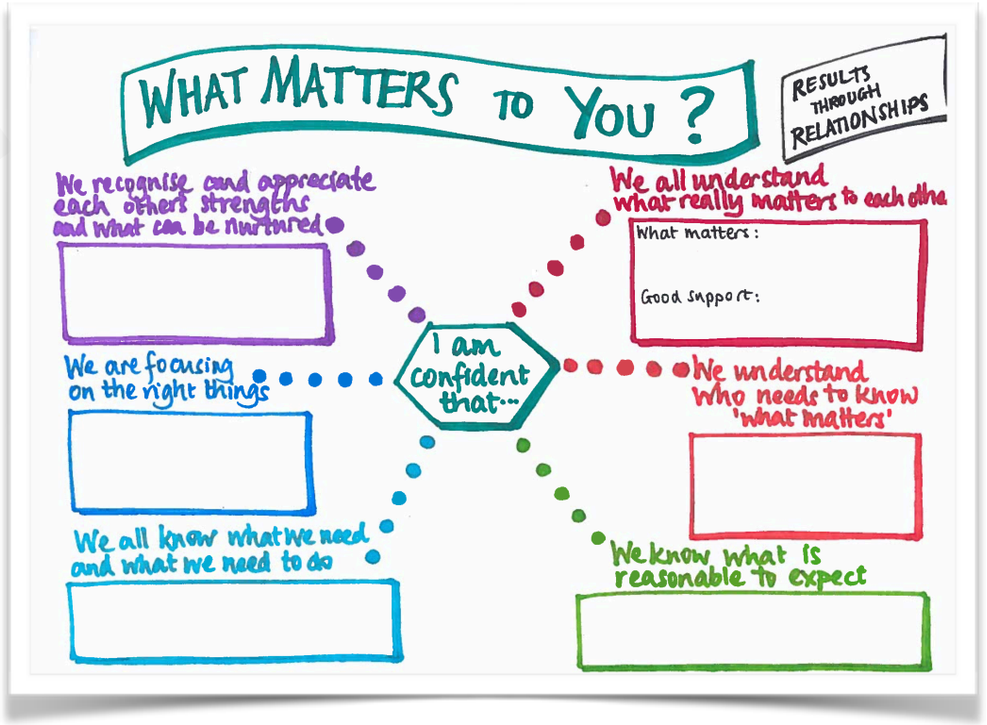

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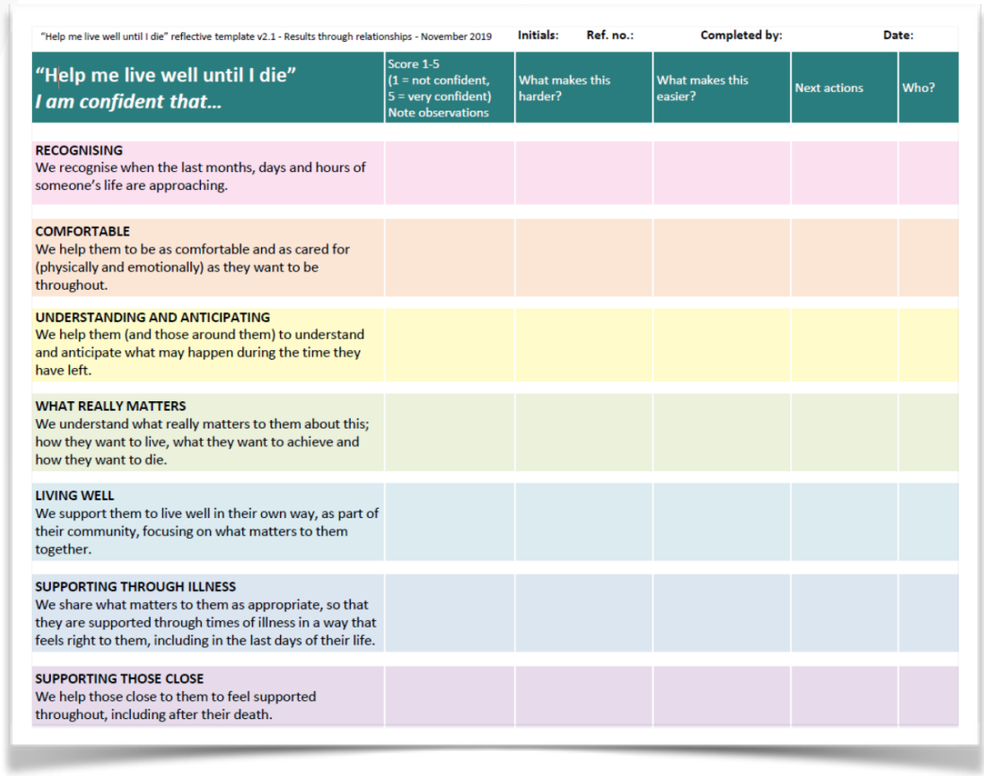



validated with stakeholders



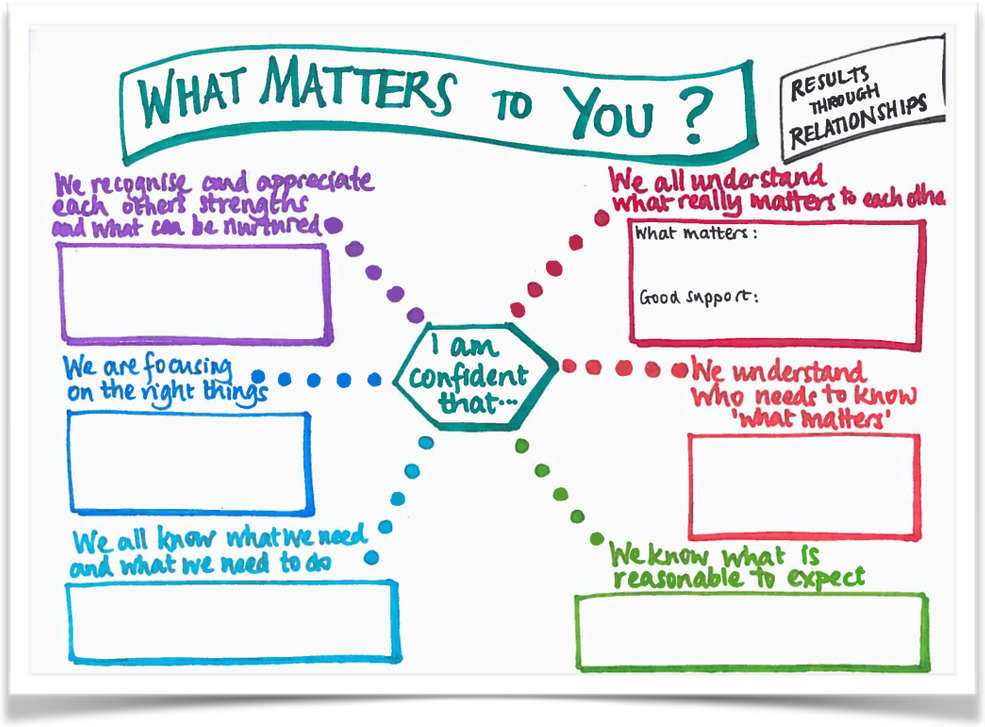


"Help me live well until I die" reflective template v2.1 - Results through relationships - November 2019 **Initials:** **Ref. no.:** **Completed by:** **Date:**

| "Help me live well until I die" *I am confident that...* | Score 1-5 (1 = not confident, 5 = very confident) Note observations | What makes this harder? | What makes this easier? | Next actions | Who? |
|---|---|---|---|---|---|
| **RECOGNISING** We recognise when the last months, days and hours of someone's life are approaching. | | | | | |
| **COMFORTABLE** We help them to be as comfortable and as cared for (physically and emotionally) as they want to be throughout. | | | | | |
| **UNDERSTANDING AND ANTICIPATING** We help them (and those around them) to understand and anticipate what may happen during the time they have left. | | | | | |
| **WHAT REALLY MATTERS** We understand what really matters to them about this; how they want to live, what they want to achieve and how they want to die. | | | | | |
| **LIVING WELL** We support them to live well in their own way, as part of their community, focusing on what matters to them together. | | | | | |
| **SUPPORTING THROUGH ILLNESS** We share what matters to them as appropriate, so that they are supported through times of illness in a way that feels right to them, including in the last days of their life. | | | | | |
| **SUPPORTING THOSE CLOSE** We help those close to them to feel supported throughout, including after their death. | | | | | |

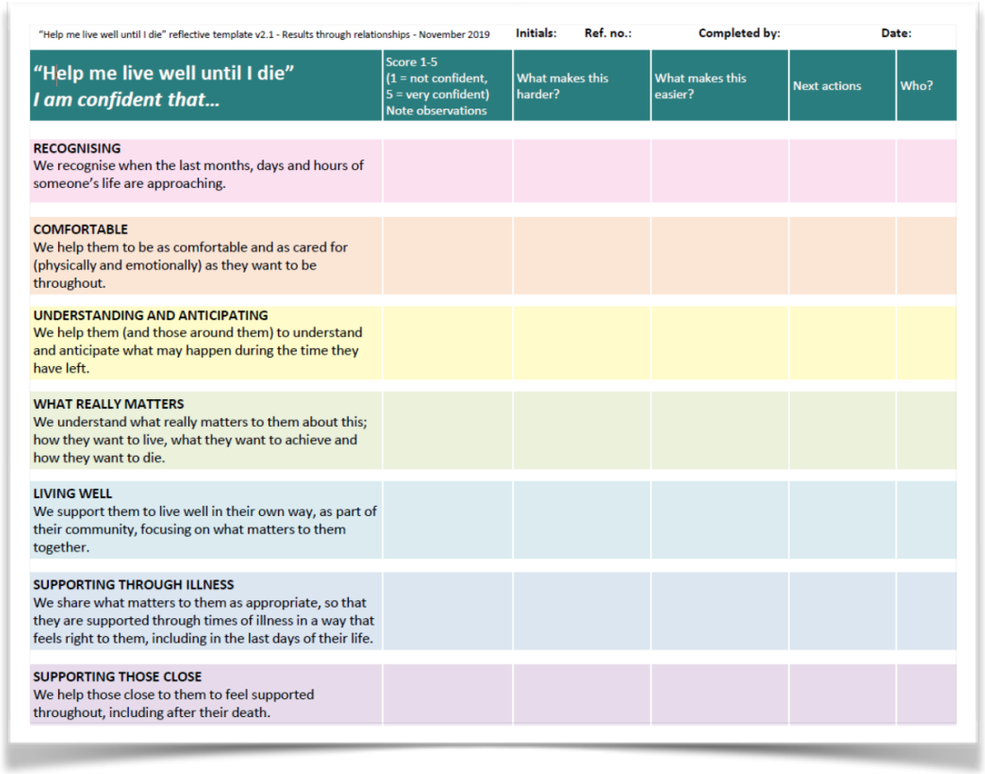



"I think people are much more engaged, they've got some ownership over it… and people feel very relaxed to comment, make suggestion, considerations, experiences that they've had in similar situations…"

*Beverley Lee, Consultant in Palliative Medicine*

*"Because we've done it for a little while our mind-set has changed… what's lovely is every week we seem to hone it a little bit more and change it slightly, so it's becoming – it's this evolving process that just...is working. I think it's the best thing we've done as a team in our meetings."*

*Amanda Bethell, Hospital Palliative Care Nurse Specialist*

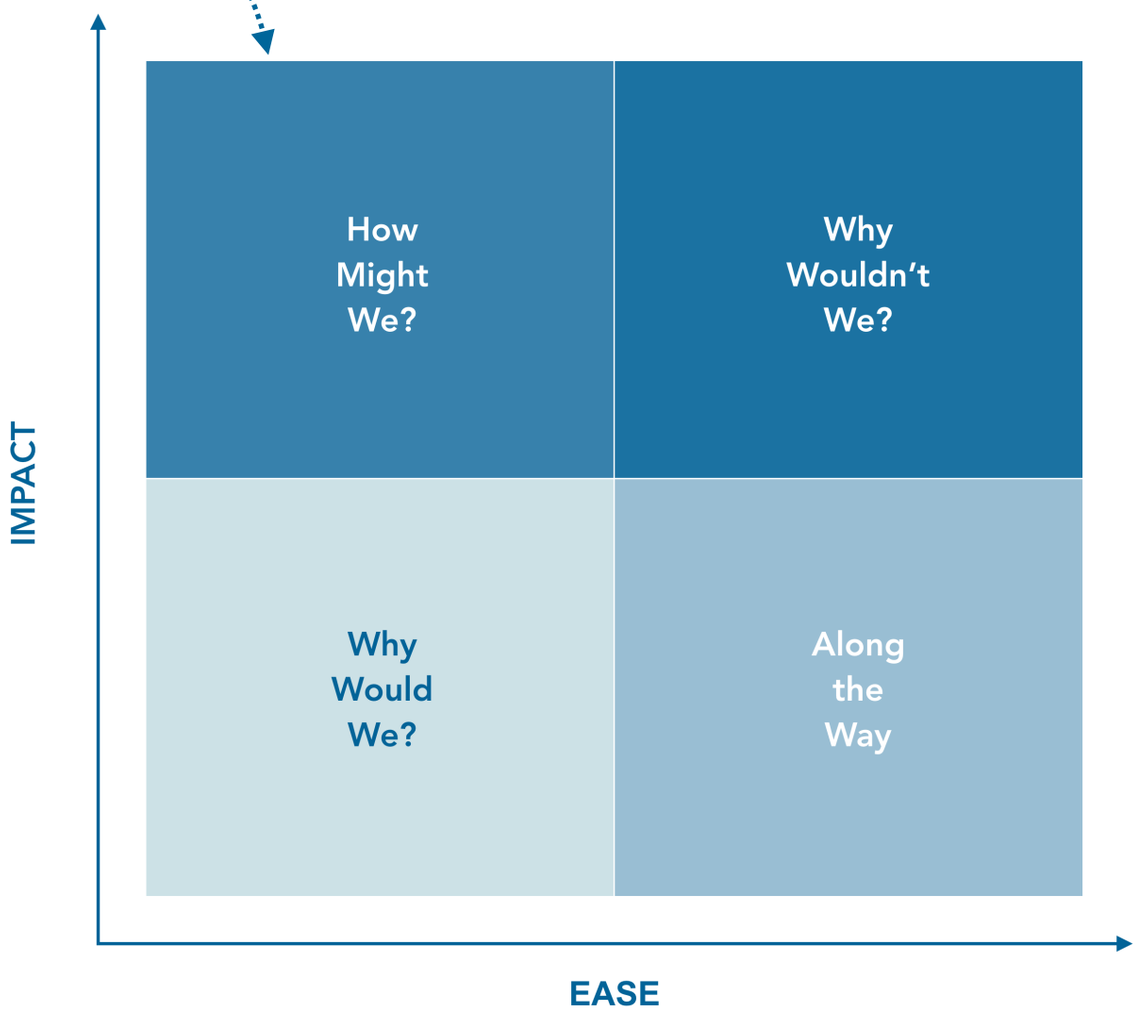


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"In my last year of life, help me to live well until I die"
HARD
When we focus on...
EASIER
if we focus on...
ASSESSMENT
facts
individuals
DIAGNOSIS
What's wrong
interventions
organisations
999
reacting to a crisis
stories
people in context
What Matters + What's strong
support
community
planning ahead
RESULTS THROUGH RELATIONSHIPS

## Prototype?


How Might We?
Why Wouldn't We?
Why Would We?
Along the Way
IMPACT
EASE

Prototype?

***Easier* Commissioning & Contracting**
Achieving results through relationships.

***Easier* Funding & Finance**
Cost transparency where no-one pays a price.

***Easier* Performance & Assurance**
Generative learning for real improvement.

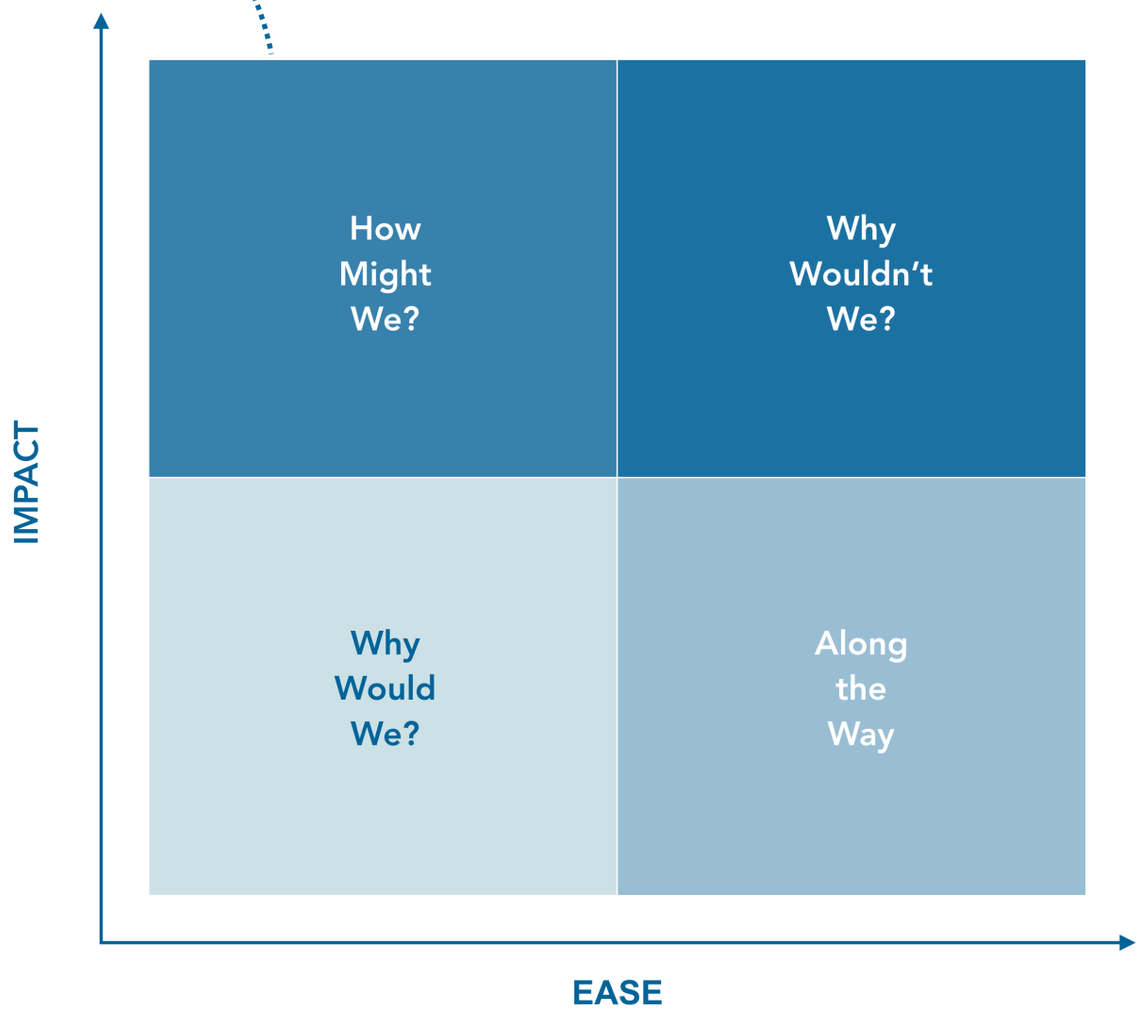
***Easier* Service Design**
Creating simple service designs that work.

***Easier* Management & Teamwork**
Coaching cultures of responsible practice.

***Easier* Digital & I.T.**
Doing digital while spending wisely.

***Easier* Leadership**
From followership to fellowship.

***Easier* Strategy**
Removing friction, creating advantage.



# Principles

- Purpose > Defined by social value
- Focus > Outwards not upwards
- Locus > Held in the work
- Priorities > Driven by the work
- Sharing Learning > Explore Aloud, Pool & Pull

# Exploring Aloud, Pool & Pull

## Next Stage Radicals

Clients, collaborators and cool people who are 'Exploring Aloud' >>> nextstageradicals.net

## Human. Learning. Systems.

Framing a new paradigm for public service; sharing 'Learning. To Help The World Work' >>> humanlearning.systems

## Becoming Easier Inc.

An eBook and resources to support 'Removing Friction to Make Work Work Better' >>> easierinc.com/book

# Connect

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- **Dave Chesters**
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- **Jeremy Cox**
  - jeremy@easierinc.com / @JGConline / 07973 316 234

# Thank You