

# Leading Improvement for Health & Well-being

(adapted from the 'Leadership for Health Improvement Programme' in 'Managing for Health' Chapter 7 Hannaway, Hunter & Plsek 2007)

## Successful Health & Well-being Improvement Systems...

- Promote and protect the population's health and well-being
- Develop services and processes that reduce inequalities in health & well-being across organisational boundaries
- Proactively seek and build on surveillance and assessment of the population's health & well-being
- Encourage and implement evidence based practice
- Operationalise a shared strategic vision of the future
- Promote seamless partnership working across boundaries for the benefit of staff, individuals and communities
- Earn and retain the confidence of politicians and the public
- Prioritise and focus on key improvement issues and leverage points in the system
- Continuously increase capacity to lead and deliver the improvement agenda
- Engage operational staff and the community in actively delivering health & well-being improvement
- Nurture organisational cultures that are receptive and positive environments for change

## A Successful Leader...

- Communicates clear vision, direction & roles
- Strategically influences & engages others
- Builds relationships & works collaboratively across organisational boundaries
- Challenges thinking and encourages flexibility, creativity and innovation
- Demonstrates mastery of management skills
- Enables others to drive for results and improvement
- Practices political astuteness
- Displays self-awareness and emotional intelligence
- Manages personal and organisational power and values diversity
- Nurtures a culture in which leadership can be developed and enabled in others
- Ethically manages self, people and resources
- Commits with passion to values and mission



## A Successful Improvement Leader...

- Sees whole systems and any counter-intuitive linkages within them
- Brings in the experiences and voice of staff, service users and the community
  - Seeks to create new evidence and to translate evidence into practice
  - Exposes processes to mapping, analysis and redesign
- Encourages flexible, innovative rethinking of processes and systems
- Sets up measurement to demonstrate impact and gain insight into variation
  - Facilitates reflective practice
  - Develops quality & risk management within an evaluation culture
  - Works constructively with the human dimensions (psychology) of change
  - Sustains and embeds past improvement and enables continuous improvement
  - Spreads improvement ideas and knowledge widely and quickly