

“GOVERNANCE MATTERS”



SAFETY-FOCUSED, PATIENT-CENTERED CARE LIVES OR DIES IN THE BOARDROOMS OF HEALTH LINK PARTNERS

The Opportunity: The inspiration is that “governance matters”. An increasing number of Boards are utilizing safety-focused, patient-centered generative governance practices that result in significant improvements in safety and quality -- as well as the patient and family experience. The opportunity is for Health Link members Boards to learn about what works for others, to inspire board engagement, and to build the courage for change. Your Board can make a difference by selecting **Governance Best Practices** that can lead to improved, better co-ordinated care for patients across the continuum of services.

The Reality: The only entity that really has the power, influence and capability to make a difference is the Board of each Healthcare Service Provider (HSP), working in partnership with their CEO. Boards are responsible for establishing the organization’s mission, vision and key strategies. They work with the CEO to set goals and objectives -- including those for safety, quality and the patient experience. Boards are responsible for selecting, supporting and holding the CEO accountable for outcomes that include Health Link goals. They provide the resources needed for mission success...or they do not. With that power and influence, safety-focused, patient-centered care lives and thrives -- or it withers and dies -- in the boardroom.

The Problem: strategies for improving safety and quality has largely been to invest an incredible amount of resources and put a tremendous amount of time and effort into a variety of improvement initiatives. The challenge of this approach for healthcare providers delivering care, is that it often seems as though they don’t get a chance to finish the first initiative before an ‘enhanced’ version takes its place. The problem for patients receiving care is that little progress is being made on reducing harm, or improving the patient experience while the many different flavors-of-the-month are tested and tried. In addition, all HSPs will be part of a *Health Link* partnership -- which opens the question about system governance. So, under such changing conditions, how can your Board “add value”?

We Can Help You Make Governance Matter:

- ☑ **Governance Practices Survey** -- a comprehensive tool developed by *Orca/Quantum* for comparing your current governance practices with best practices for safety-focused, patient-centered care. A standalone module, or more commonly utilized as “pre-work” to enable you to focus on the gaps that are uncovered in a workshop with Board & Senior Management by **Tom Van Dawark** and **Ted Ball** on Best Practices that make governance matter.
- ☑ **Governance Matters /Inspirational Discussion** -- an inspirational discussion with **Tom Van Dawark** on governance success stories and several selected in-depth immediately actionable best practices. Typically scheduled around a scheduled board meeting -- usually 2.5 or 3 hours -- following 5 hrs of research/dialogues with key stakeholders.
- ☑ **Disruptive Governance/Reality Therapy Workshop** -- a 3 hr dialogue/presentation with Board/Senior Management/**Ted Ball** -- following 5 hrs of research/dialogues with CEO/Board Chair of your organization.
- ☑ **The Role Of Governance & Management In The Patient Experience** -- with **Ted Ball**, and with the inventor of the Patient Experience Design Storyboard, **Art Frohwerk**, offer a half-day workshop for Boards and senior managers on governance and the patient experience.
- ☑ **A Workshop on Governance Matters and Best Practices** -- Half-day, full-day, multi-day discussions with **Ted Ball** and **Tom Van Dawark** providing success stories to inspire and encourage the board to lead the way to safer care and provide examples of actionable governance best practices to lead the way; content expands, delves deeper into practices and offers "lessons learned" in implementing the best practices.
- ☑ **Coaching Support** -- a one year program of coaching to the Board Chair, committee chairs, the CEO and senior leadership in the change journey and providing overall support to improvement efforts.

GOVERNANCE COACHES @ QUANTUM



TED BALL is a partner in *Quantum Transformation Technologies*, a consulting firm specializing in building the internal capacity of organizations to redesign and transform themselves using the systems-thinking-based tools and processes developed by Quantum and its strategic partners, *Quantum Innovations* of Austin Texas, and *Clearpath* of Seattle Washington.

For the past twenty years Ted has worked on leading-edge knowledge product development teams to create tools and processes that liberate the knowledge & wisdom of frontline workers to redesign their systems, structures and processes to improve quality, efficiency and to enhance the patient experience. These tools combine the art and science of organizational alignment, leveraged strategic thinking and story-boarding.

Ted understands the “big picture”. He has worked as a speech writer, policy advisor and Chief-of-Staff to Ontario Ministers of Health from all three political parties. He has operated as a transformation coach to CEOs of hospitals, CCAC’s, community services and Think Tanks as well as a facilitator for high performance teams developing strategy, creating knowledge products, shifting corporate culture, designing new governance processes and reconfiguring whole service delivery systems.

Ted has also been an innovator in the field of *experience design* – methods and processes created to enhance and dramatically improve the patient experience by mobilizing the knowledge and wisdom of front-line healthcare service providers over the past year, thousands of health system leaders have enjoyed Ted’s Blogs. To learn more, visit Ted Ball @ TEDBALL.COM.



TOM VAN DAWARK is the former Board Chair of Virginia Mason Health System in Seattle – the leading-edge healthcare delivery system for patient-centred, safety-focused and high-quality care delivered by committed and aligned processes.

Tom works in collaboration with Quantum Transformation Coaches to support Governance Boards provide stewardship to management’s efforts to improve: patient/family satisfaction levels; quality and safety outcomes; a more leverage use of resources — as well as improved staff/physician satisfaction levels.

As a former CEO of a shipping company that experienced “high consequences” from errors and mistakes – causing injuries and death — Tom brought a great deal of empathy to healthcare for the challenges that management and front-line caregivers experience on a daily basis, and the role that hospital boards can play to support their CEOs as leaders for patient safety and quality improvement.

He coaches Boards on becoming patient-centered and quality-focused and to understand how they can truly “add value” to the organization’s efforts to improve the patient experience. Tom has invested many years gathering, learning about and testing “governance best practices”.

To learn more about Tom Van Dawark, visit his website @ [Orca Partners LLC](http://OrcaPartnersLLC.com).

ART FROHWERK, CAPACITY-BUILDING FACILITATOR



Art Frohwerk, of *Clearpath, LLC* of Seattle, Washington, develops transformational strategy, patient experience design, and process innovation. He is a pioneer in the field of experience design methodologies and has invented many of the discipline’s best practice tools — including the [Experience Design Storyboard](#) and [Master Process](#).

Art combines his education in engineering and psychology with his experience as Chief Electronic Engineer at Walt Disney Imagineering, where he built a 200+ person organization and orchestrated project/technology strategies to design and engineer the Shows, Rides and Park-wide Systems for EPCOT Center, Tokyo Disneyland, and the Disney/MGM Studio Tour theme parks. For over twenty years, his passion has been to create the conditions for positive, meaningful patient experiences in healthcare, and student experiences in education.

In Canada, Art collaborates with Quantum Transformation Technologies as a capacity-building coach and discovery facilitator who teaches our clients how to design the patient/family experience.

Art presented “[Framework for Patient Care](#)” at The Change Foundation’s Meeting of the Minds conference in June, 2010.

MISHA GLOUBERMAN, FACILITATOR



Misha Glouberman has worked with Quantum on a number of capacity-building projects in which we needed to engage the collective intelligence of the groups we work with, in our Patient/Client Experience Design Process. Misha works with Quantum’s transformation coaches to facilitate patients and their families – as well as front-line care providers – to extract their collective intelligence as organizations implement the ideas they set out in the *Storyboards* and *Roadmaps* designed to improve the Patient/Client Journey that they created together.

Misha’s working style combines analytic rigor with a very creative people-centred approach. He is the author, with Sheila Heti, of *The Chairs Are Where The People Go*. While still just a kid, many people find that Misha has already gained some invaluable insights and wisdom about people and their extraordinary capabilities.

At Quantum, Misha works with our transformation coaches and clients to custom-design *Open Space Conferences* that enable them to tap into the collective intelligence of care providers, patients, families and administrators.

You can learn more about Misha at [Collective Intelligence](#).