

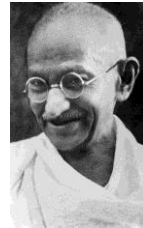
AHPCC Annual Conference 2017 Workshop

Achieving Excellence

WELCOME

5 minute icebreaker

“Why I picked this picture...”



Our focus today

To identify some **big impact** changes which will benefit patients, families and staff

Chaplaincy Purpose

**To provide high quality
Pastoral, Spiritual and
Religious care to patients,
families and staff**

Hints

- Be honest, open and bold
- Be as specific as possible
- Encourage those who have less chance to be heard
- Use the sheets to write down your ideas so that we can collate them afterwards
- Listen to others when they feedback
- Please set mobile phones to silent

Three Simple Questions

- 3-4 minutes **individually** to capture your own thoughts
- 5-10 minutes talking around your table
- Come up with your table's top 3 ideas
- Nominate different person to feedback after each question
- Don't worry if you duplicate what others have said - it shows common themes

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Question 1

“What would excellence look like?”

- Think about the Chaplaincy purpose
- What needs might patients have?
- Think about this in relation to improving patient experience
- How should we work collaboratively across teams and services?
- Describe the team that is best suited to deliver this care
- Don't worry about the 'how' or the barriers at this point - dream dreams of the perfect service
- Don't start discussing on your table - capture your own ideas first
- Be ready to share your table's top 3 points

*Feedback of your top 3
points*

Collection of Sheets

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Question 2

“What big impact changes would help achieve excellence?”

- Be really specific
- Think how a specific change to **your current service** would bring real benefit for patients
- What are the barriers to change?
- What actions can we take to remove barriers or obstacles out of our way
- Don't start discussing on your table - capture your own ideas first
- Be ready to share your table's top 3 points

*Feedback of your top 3
points*

Collection of Sheets

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Question 3

“What will you do in your chaplaincy to achieve excellence?”

- Be really practical - how will it work?
- Don't be vague - ‘some’ is not a number and ‘soon’ is not a time!
- Focus on ‘big impact’ actions, which others can help with
- What can your team do smarter, better and more effectively
- Be ready to ‘hit the ground running’ from next week by taking ownership of the changes you want to see
- Don’t start discussing on your table - capture your own ideas first
- Be ready to share your table’s top 3 points

*Feedback of your top 3
points*

Collection of Sheets

To provide high quality Pastoral, Spiritual and Religious care to patients, families and staff

Next Steps

- If we are committed we can make this happen!
- We must be **ABSOLUTELY** focused on outcomes for patients, families and staff
- This is our chance to make the changes we want to see

THANK YOU