

Intelligent Kindness: the foundation of high quality care

Mini-course IHI National Forum Monday Dec 10th 2018

Time	Activity
08.30	Welcome and overview of day
	What matters to you? Introductions from faculty and then on tables
09.00	The power of attentiveness...
	Reflection and conversations at tables What does this mean to you?
09.40	What Matters to You? Day
10.10	Coffee
10.30	Head, hands, heart: how the movement has grown
10.45	Table discussion What can you do to grow the movement: <ul style="list-style-type: none"> • Where do you need to talk about this? • Who do you need to talk to about this?
10.55	Mangomoments
	Table discussion
11.25	Stories: the original data for improvement Care Opinion: a system to collect stories about a nations' care experiences
	Table discussion
12.05	Lunch
12.45	Compassion at the heart of global healthcare WHO compassion learning lab
	Table discussion
13.15	Digging deeper... <ul style="list-style-type: none"> • We want to pick your brains and also provide opportunity for you to dig deeper into each of the examples shared. • You will have the opportunity to rotate around 3 of the topics <ul style="list-style-type: none"> ○ WMTY ○ Mangomoments ○ Care Opinion ○ Compassion Lab • Each presenter will record key points and insights from discussions
13.20	Digging deeper: round 1
13.50	Digging deeper: round 2
14.20	Digging deeper: round 3
14.50	Coffee
15.10	Sharing key insights from the digging deeper conversations
15.25	Building 'What matters to you' focused services and organisations Scotland Norway
15.45	10:25 Crowdsourcing <ul style="list-style-type: none"> • What is your key insight from today? • What will you do differently after today?
16.15	Conclude