



emPOWERment

— låt dina möjligheter visa vägen



March 3-4
2010
Jönköping



The Microsystem Festival
February 26-28 2014 · Jönköping · Sweden

integration

The Microsystem Festival
February 25-27 2015
Jönköping Sweden



IT'S ALL ABOUT PEOPLE

The Microsystem Festival
1-4 March 2016
Jönköping Sweden



COME PASSION IT

THE MICROSYSTEM FESTIVAL

Feb 25-28 Jönköping Sweden
www.microsystemfestival.com



MICROMASTERY

THE MICROSYSTEM FESTIVAL CELEBRATING 15 YEARS
Feb 27-March 2 Jönköping Sweden



PERSPECTIVE

The Microsystem Festival

February 28 - March 3, 2017

Jönköping, Sweden



THE MICROSYSTEM FESTIVAL 2019

Feb 26-March 1 Jönköping Sweden

microsystemfestival.qulturum.com

REKINDLING

2021



THE MICROSYSTEM FESTIVAL

March 1-March 4 Digitally AI
www.microsystemfestival.com



SynEnergy

THE MICROSYSTEM FESTIVAL

March 1-March 4 Jönköping Sweden



RESONANCE

THE MICROSYSTEM FESTIVAL CELEBRATING 20 YEARS

Feb 28 - March 2 Jönköping, Sweden



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Can Resonance
improve
Togetherness and
co-creation

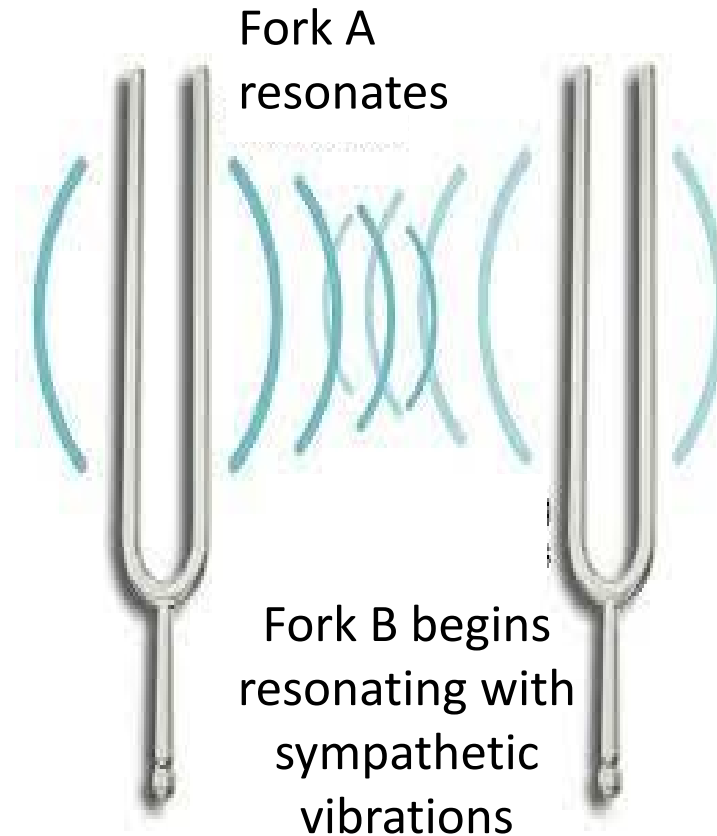


Some principles #1

Resonance: from the Latin *resonantia* (“echo”)

Resonance (noun):

- When an object or system picks up that something is vibrating nearby and vibrates in step with it, making the vibration stronger
- Something that evokes a connection or a strong emotion; something that strikes a chord
- A quality of human relationship with the world



Resonate (verb):

- to be filled with a deep, reverberating sound;
- to make someone feel a particular emotion or strong emotions;
- to relate harmoniously



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Some principles #2

Liminal time

The in-between time or space when you have left behind the tried and true, but have not yet been able to replace it with anything else. It is when you are between your old comfort zone and any possible new answer

Innovation – Replication - Embeddedness

Liminal times can be transformative:

We are free to question traditions and make space for originality, generativity and creativity. All truly great innovations are incubated in liminality

Susan Beaumont



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Qulturum: a liminal meeting place that resonates with people from all over the world and accelerate transformative approaches



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What is the Microsystem Festival? A chance to develop liminal skills

The Festival is more than a conference. It is a warm and personal event which provides us with great opportunities to meet other people who are committed to liminal spaces, networking, health and social care improvement.

All teach all learn

The themes over the years

2004 - Go to the Gemba

2005 - Creativity and problem solution

2006 - Micro-Meso-MACRO

2007 - Leadership & spread - within healthcare

2008 - emPOWERment

2009 - Health care evolution

2010 - Let's energize healthcare

2011 - Set your mind free

2012 - The Heart & Art och Healthcare

2013 - Rhythm of Change

2014 - Reflection

2015 - Integration

2016 - It's all about people

2017 - Perspective

2018 - MicroMastery

2019 - Sustain@bility

2020 - CoMePassionIT

2021 - Rekindling

2022 - SynEnergy

2023 - Resonance



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A very warm welcome

- ...and thank you



Peter Häyhänen

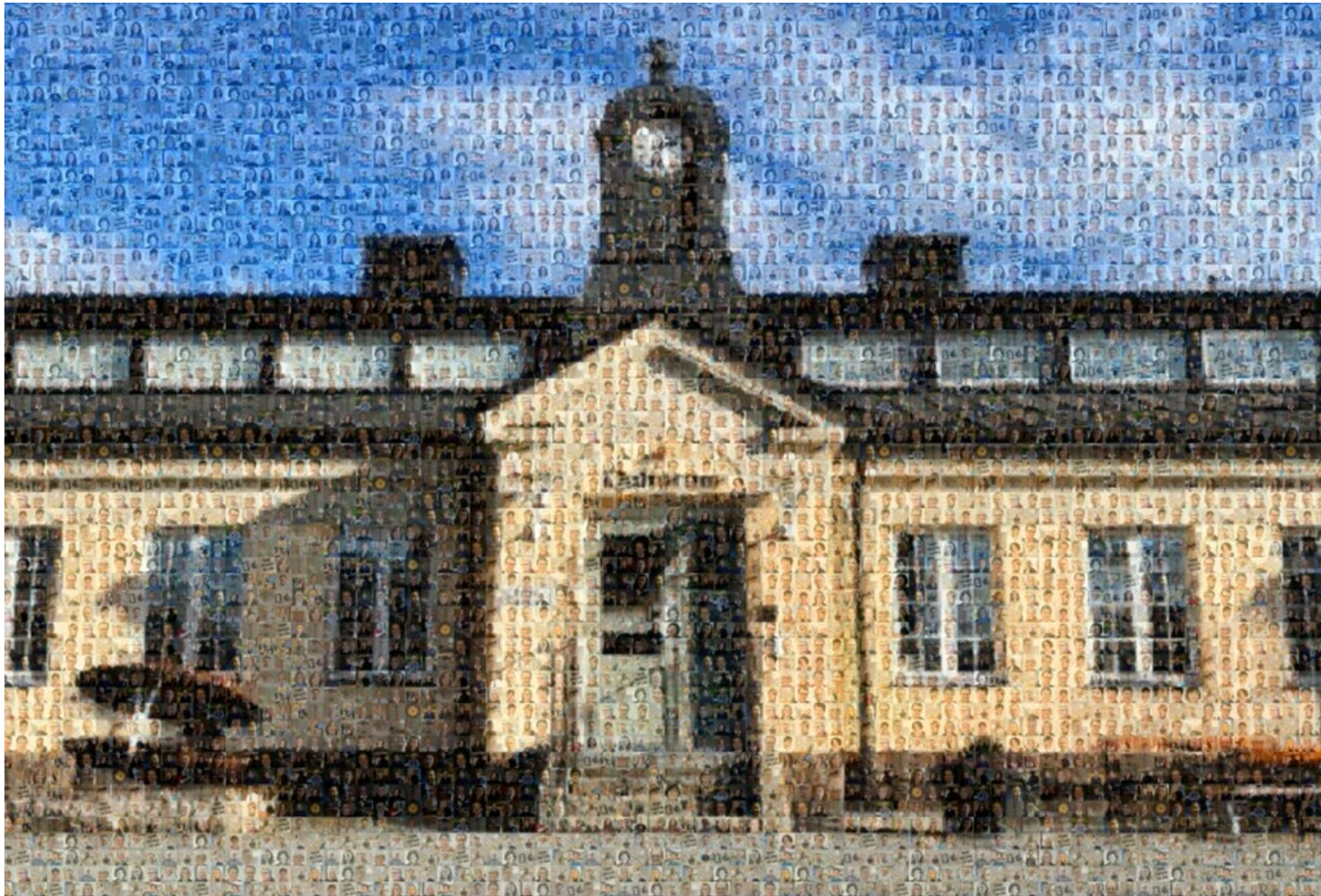


[About Qulturum, Qulturum, Region Jönköpings län \(rjl.se\)](http://rjl.se)



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- <https://play.mediaflowpro.com/ovp/16/26GE8C41JU>

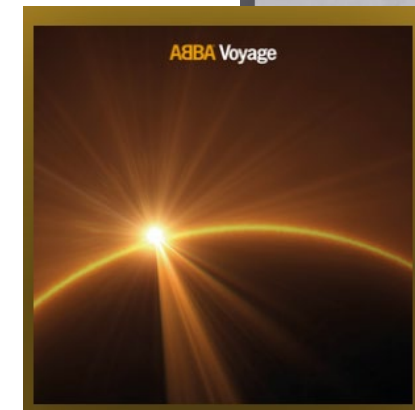


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Resonance as a liminal resource

- *Imagine all the people living life in peace*
- *Wind Of Change* came to represent the fall of the Berlin Wall, and its message of reconciliation and hope.
- *Wind Of Change* is one of the most monumental and best-recognised power ballads of all time
- *There was a union, of heart and mind, the likes of which are rare*
- *And, oh, so hard to find, Do I have it in me?, I believe it is in there*
- *For I know I hear a bittersweet song, In the memories we share I still have faith in you*



<https://open.spotify.com/playlist/14ae9iQJyycwhHAU858k2>



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Region
Jönköpings län

- The liminals– the people with the **multiple skills** to make the spaces to create the conditions for change

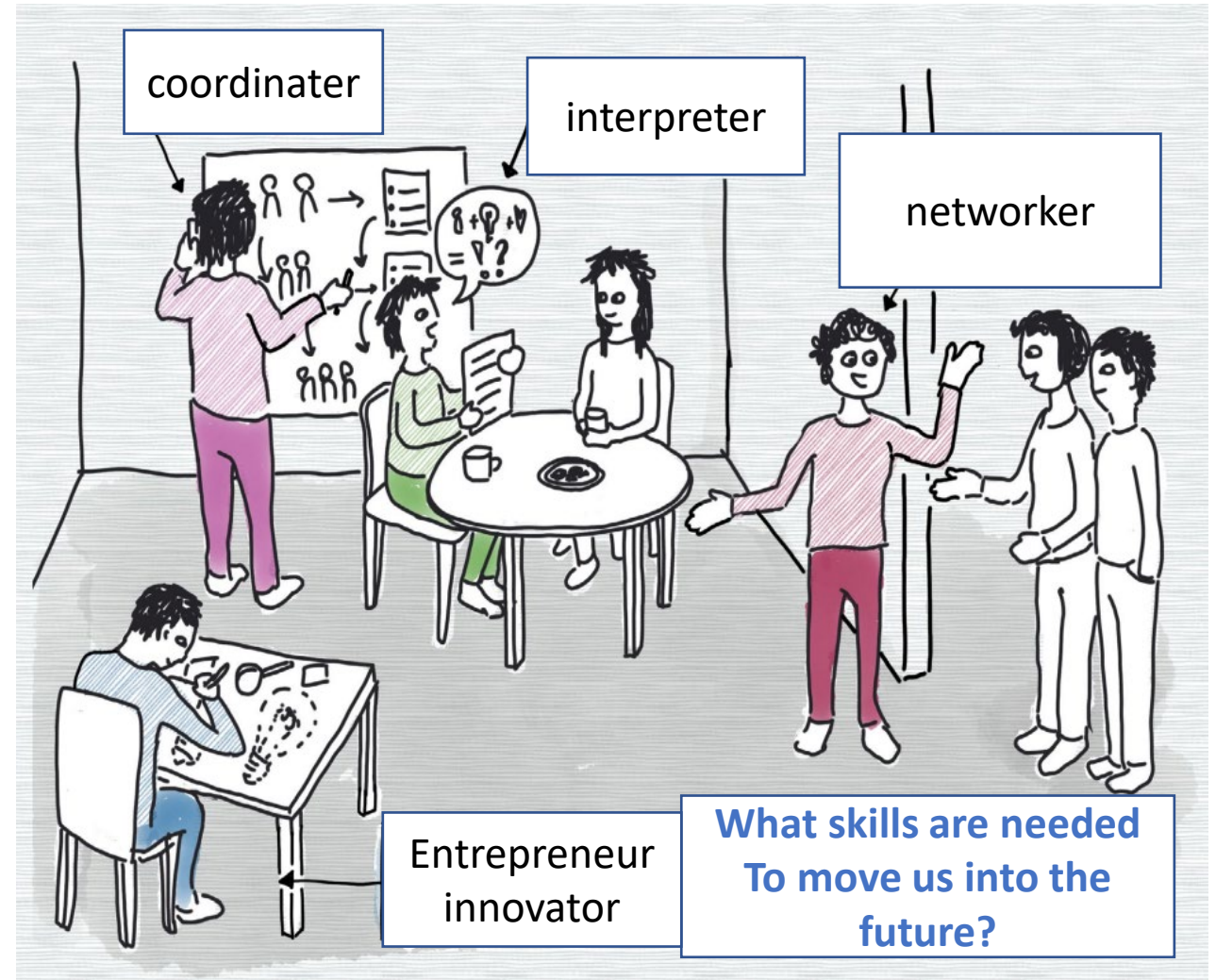
Innovation – Replication - Embeddedness

- Where problem solving becomes an art



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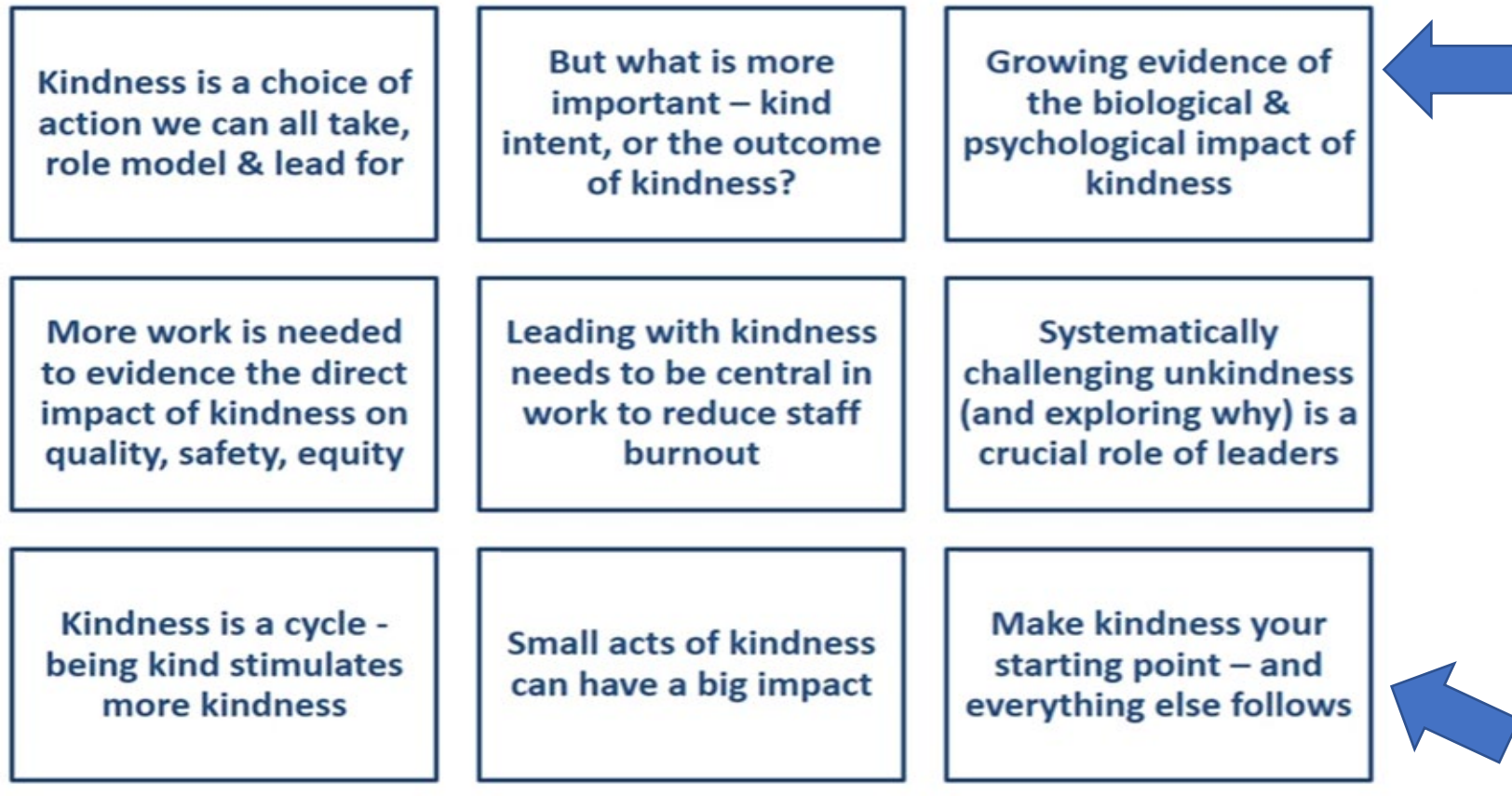


Reference: Rapport från Innovationsplattform Borås (2018) Heiti Ernits (RISE och Högskolan i Borås)



Skill "nr1". Kindness and compassion make resonance

25 months into the conversation – some of the key themes that have emerged include:



If you would like to join the conversation, please email me: bob.Klaber@nhs.net

<http://kindnessinhealthcare.world/>



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The pandemic: a liminal time

We understood that multiple changes must be made to make care better for everyone and it had to be done in resonance

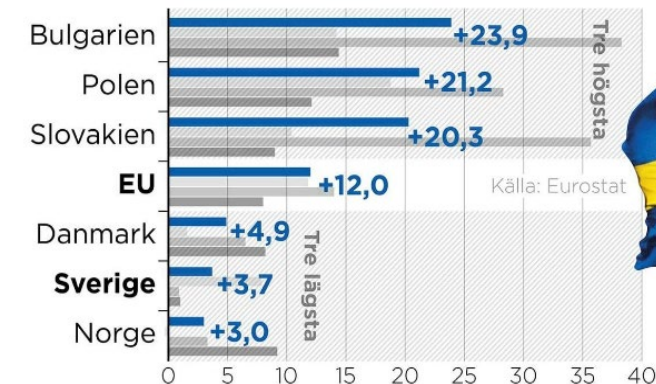
- **Working together across sectors**
 - the greatest public health care action in the country's history.
- **Bringing care closer to those who need it**
 - The success of at-home COVID testing and vaccination - reinforced the idea — instead of the patient having to come to the health care system — more care should go to the patient.
 - it helped us to combat inequalities for patients who otherwise have to travel great geographical distances to get care.
- **Providing what fits people's lives**
 - In addition to people's homes, teams brought testing and vaccines to schools, universities, older adult housing, prisons and shelters for those experiencing homelessness.

Excess mortality in EU 2020-2022

Överdödligheten i EU under pandemin

Jämfört med referensperioden 2016–2019 i procent.

■ Totalt jan 2020–jun 2022 ■ 2020 ■ 2021 ■ 2022



Reference:

<https://www.dagensmedicin.se/specialistomraden/infektion/sveriges-overdodlighet-lagst-i-europa/>



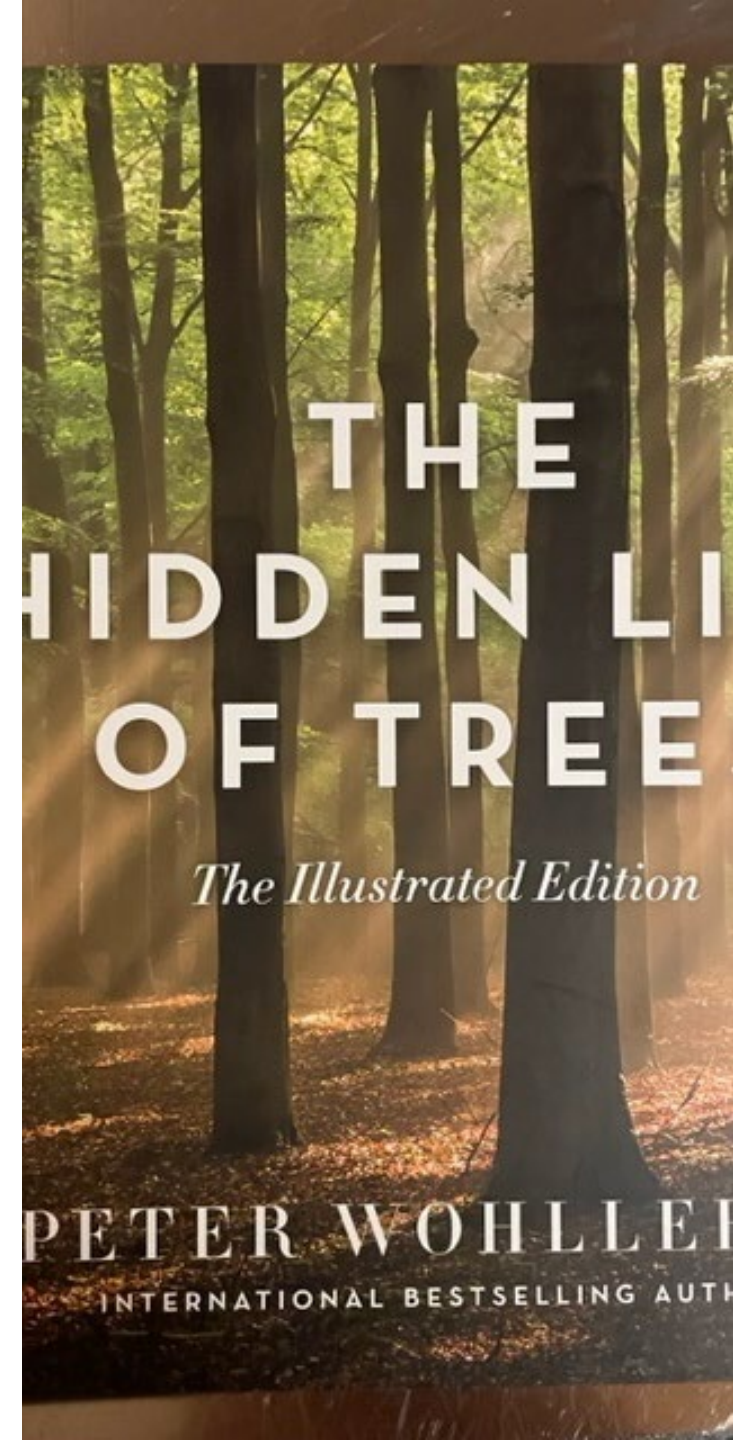
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Resonance: trees and their own support



- If a tree is unhealthy, the neighboring trees produce extra sugar in the roots to support it
- If bushes are attacked by bugs, other bushes start to produce a smell that the invading insects don't like



Giraffes versus Acacia trees

Giraffes LOVE to eat the leaves of the acacia tree.

Other animals don't eat the thorny acacia leaves. But because giraffes have long necks, they can get to the tops of the acacia trees where that the fresh young leaves grow that have not yet developed their thorns.

The acacia tree has learnt to make the young leaves taste bitter for a short time. They do this by releasing a chemical that only has this effect when the tree is “under attack”.



This chemical is carried on the wind to other acacia trees as a “warning” to the other trees to do the same.




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Resonance helps us to develop new eyes

Resonance can make us understand our past history in positive terms and give us a chance to view tomorrow as an opportunity



People will support what they help to create

Joseph Logan



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Moving to Quality 3.0 in health and care improvement

Quality 1.0

Thresholds

“How might we establish thresholds for good healthcare service?”

Illustrative themes:

- Development of standards
- Inspection to assess
- Certification
- Guidelines

Quality 2.0

Organisation-wide systems

“How might we use ‘enterprise-wide systems’ for best disease management?”

Illustrative themes:

- Systems, processes
- Reliability
- Customer-supplier
- Performance measurement

Quality 3.0

Coproduction of health

“How might we improve the value of the contribution that healthcare service makes to health?”

Illustrative themes:

- Logic of making a “service”
- Ownership of “health”
Kinship of coproducing people
- Integration of multiple knowledge systems
- Value-creating system architecture

A multidimensional quality model: an opportunity for patients, their kin, healthcare providers and professionals to coproduce health. Peter Lachman, Paul Batalden, Kris Vanhaecht 2022 f1000research.com/articles/9-1140



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1 DEFINE OUR SHARED PURPOSE

FIRST THE WHO THEN THE WHAT

WHAT UNITES US?

2 ROOT OUR TRANSFORMATION EFFORTS IN A SENSE OF BELONGING

3 PREDICT & PREVENT

START AT AN EARLIER STAGE (UPSTREAM) IN THE INTERVENTION OR CARE PROCESS

4 SUPPORT PEOPLE TO BUILD THEIR AGENCY (POWER) AT EVERY LEVEL OF THE SYSTEM

UNDERSTANDING THAT IMBALANCES IN POWER & PRIVILEGE MEAN THAT PEOPLE HAVE UNEQUAL STARTING POINTS

5 EMBRACE CONTRADICTIONS AND TENSIONS

6 UNLEASH LEARNING AS A POWER FOR TRANSFORMATION

7 ACTION Small-scale CHANGES WITHIN A FRAMEWORK LARGE-SCALE

HELEN BEVAN AND GÖRAN HENRIKS

<https://blogs.bmj.com/bmjleader/2021/02/01/creating-tomorrow-today-seven-simple-rules-for-leaders-by-helen-bevan-and-goran-henriks/>

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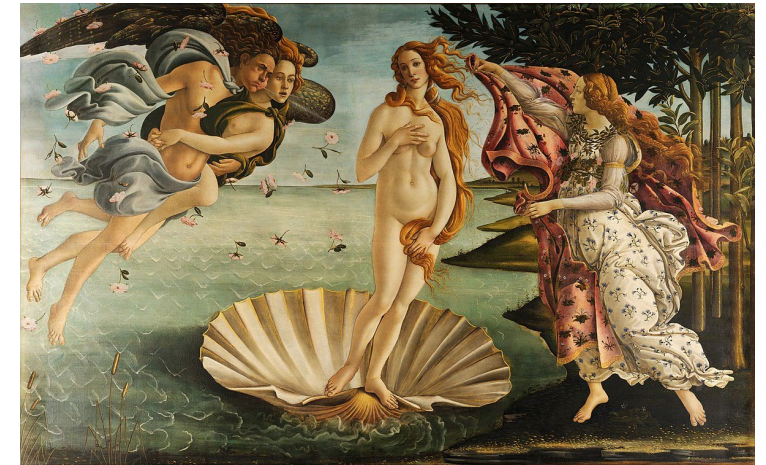
<https://blogs.bmj.com/bmjleader/2021/02/01/creating-tomorrow-today-seven-simple-rules-for-leaders-by-helen-bevan-and-goran-henriks/>

Resonance in the art of medicine: When dignity and respect meet evidence

In health equity efforts, evidence-based practice must come together with dignity-based practice

- otherwise, the evidence on which such efforts is based is not worthy of its name. It is lifeless.

When evidence is touched by dignity, as Adam was by God in Michelangelo's fresco *The Creation of Adam*, or by *The birth of Venus* in Botticelli's fresco, it may breathe new life into our idea of what evidence means.

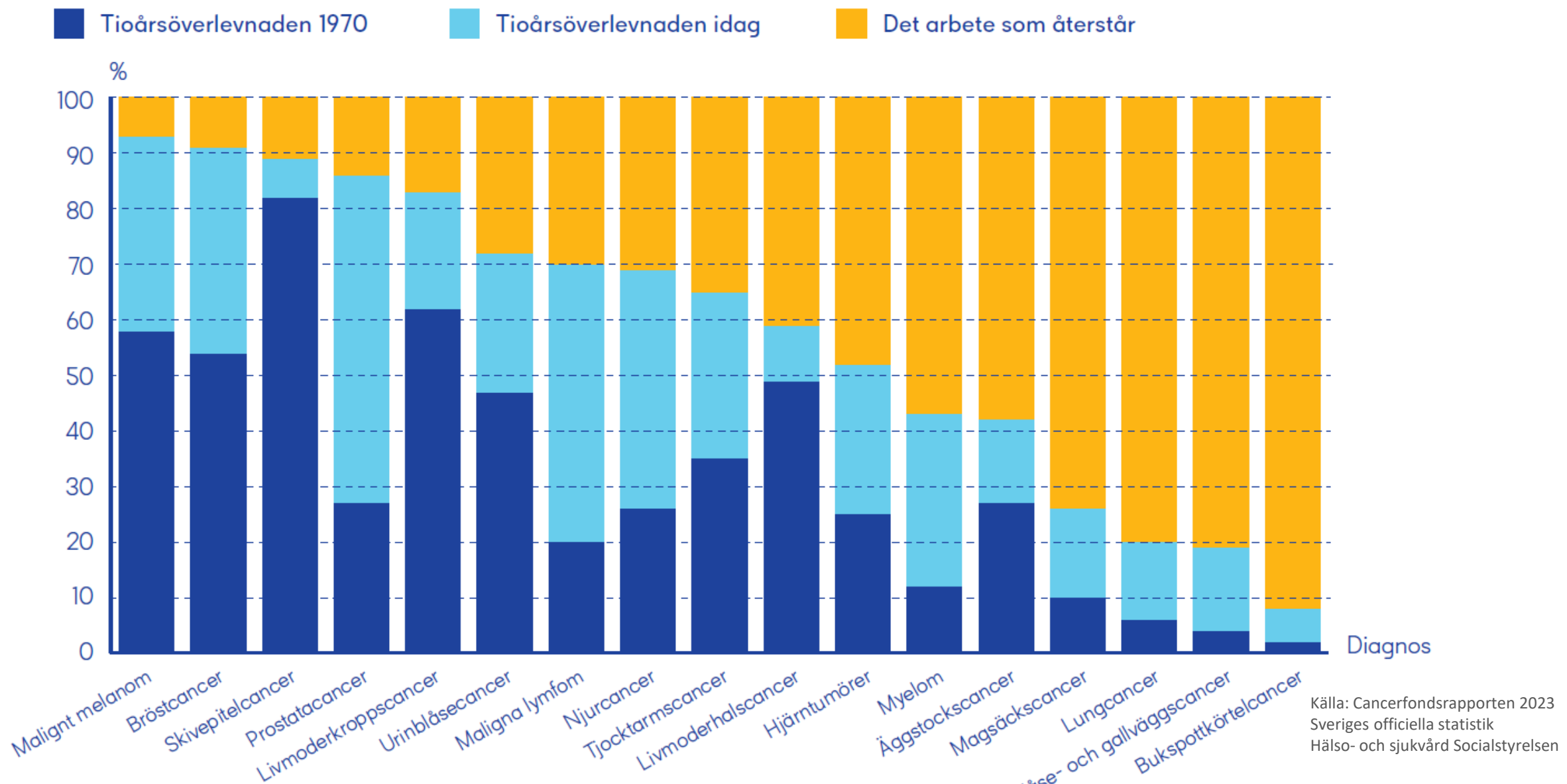


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It may breathe new life into our idea of what evidence means

10 year survival rates Sweden - Respect



Resonance helps us develop new eyes

Esther with family and close friends – her kin



Simple rules – a resonance improver

What is best for Esther?

Optimize where you are, give feedback to the step before, ask the step after, what can we do for you? We do it together for all!



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Resonance and resonate: the international family of Esther



YOUTUBE.COM
The Esther Model: The Journey in Kent



ESTHER
Network for Health & Social Care
SINGAPORE



Lim ELP, Khee G, Thor J, et al. How the Esther Network model for coproduction of person-centred health and social care was adopted and adapted in Singapore: a realist evaluation. *BMJ Open* 2022;12:e059794. doi:10.1136/bmjopen-2021-059794

2023-02-20





A liminal story that gave resonance

Christian, Patrik, Britt-Marie



Together for Co-creation

Britt Marie saw the importance **dignity and respect** as important features.

Another human feature she recognized is that we are **knowers**.

- We know things.
- We learn.
- We make sense of what we know.
- We interpret our realities and the systems within which we have our being.

*If this features is not respected, one's dignity is violated. There is a kind of knowledge practice we may call **dignity-based practice**.*



Resonate in the art of medicine and innovation: when dignity and respect meet evidence

- About the patient waiting for their surgery
- The operation got cancelled

Miden Melle Hannah



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Collective resonance: together for a good life for all



Boundarilessness: Encourage systems thinking and collaboration across boundaries

- MENTAL BOUNDARILESSNESS
 - Genuine, action-generating receptivity and openness to ideas
- ORGANIZATIONAL BOUNDARILESSNESS
 - Willingness to cross traditional internal and external boundaries

Swensen Puah McMullan Kabcenell *High Impact Leadership* 2013 www.ihl.org
World Happiness Report



Seifter. The Conductor-less Orchestra. Leader to Leader, No. 21 Summer

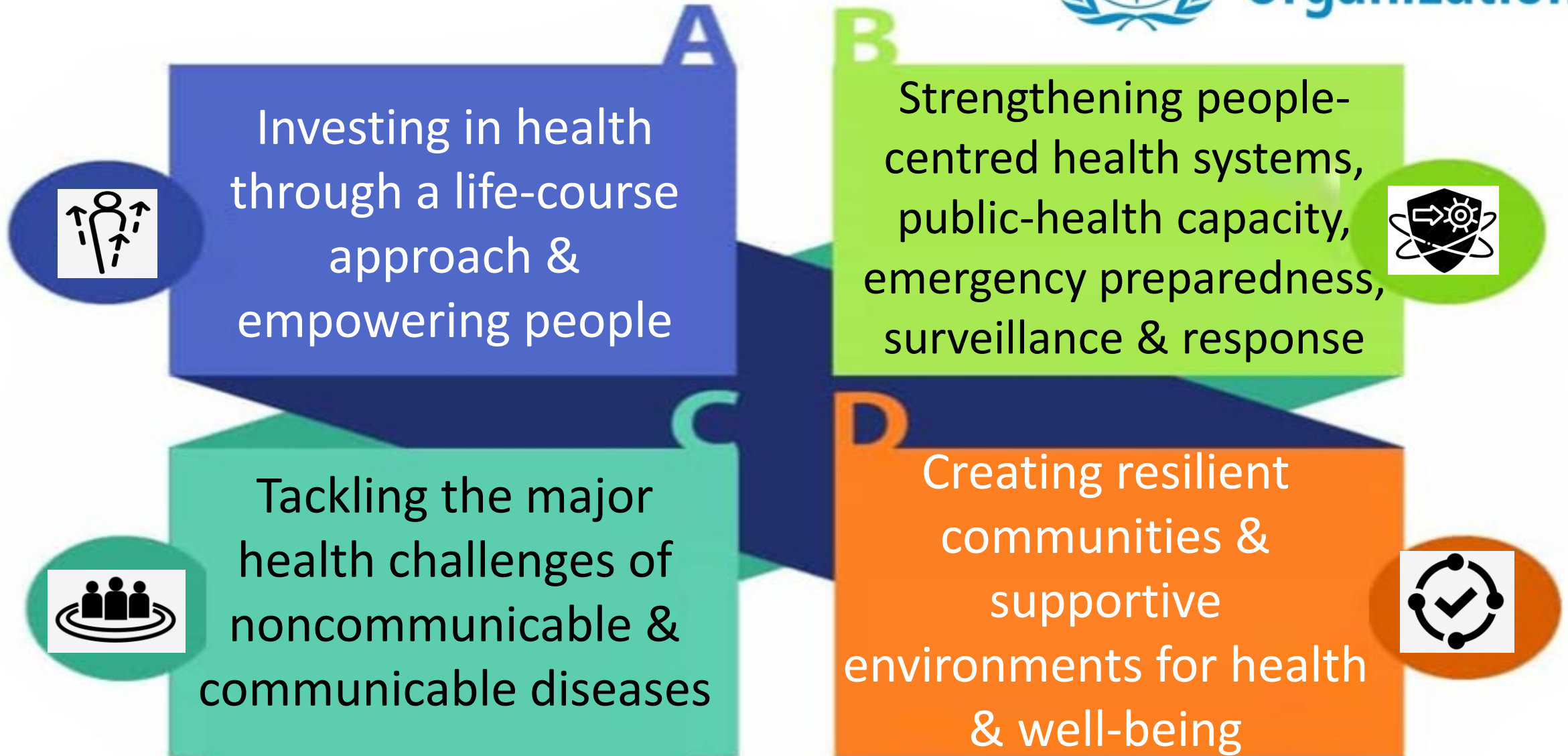


1. Healthy life expectancy at birth
2. Social support of family or friends
3. Freedom to make life choices
4. Generosity
5. Perceptions of corruption
6. Positive affect
7. Negative affect
8. GDP per capita

New paradigms: advocating intersectoral action for health equity and well-being



World Health Organization



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This resonate for us to focus on concepts that we connect with a Learning health systems: the “service giver” paradigm

Service industries



Person-centred thinking

- Iterative / experimental
- Variation warranted
- Subjective / qualitative
- **Relational skills paramount**
- **High context-specificity**
- **High complexity organisation**

Reference : Al Mulley MD MPP

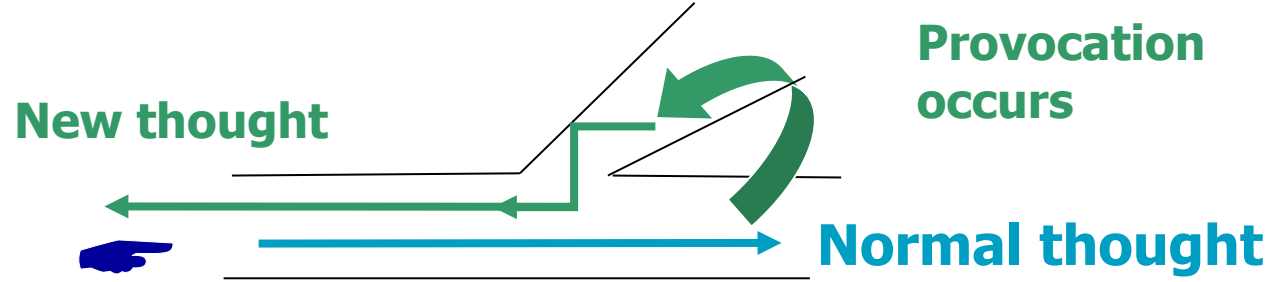
Professor of Medicine and of Health Policy and clinical practice

The Dartmouth Institute, Visiting professor, UCL



New systems require new ways of thinking

- Creativity implies having thoughts that are outside the normal pattern (“lateral thoughts”).
- What can you do to generate “new” thoughts?
- How do we “provoke” new thinking?



Logical in hindsight

(after the fact everyone is a genius)

“Provocation has everything to do with experiments in the mind.”

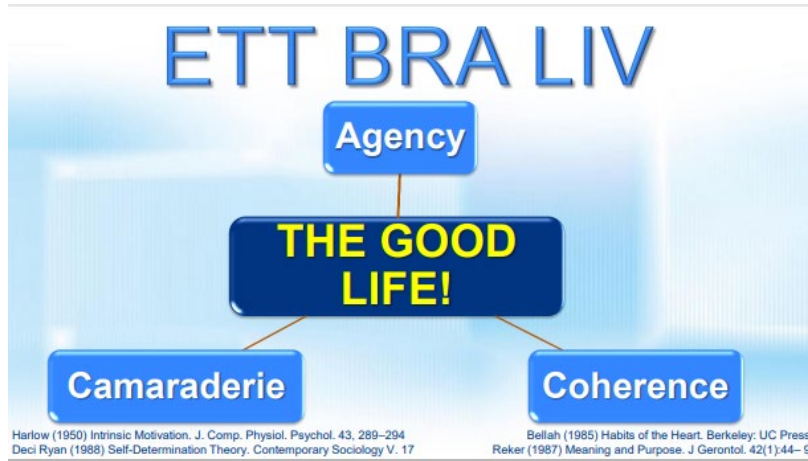
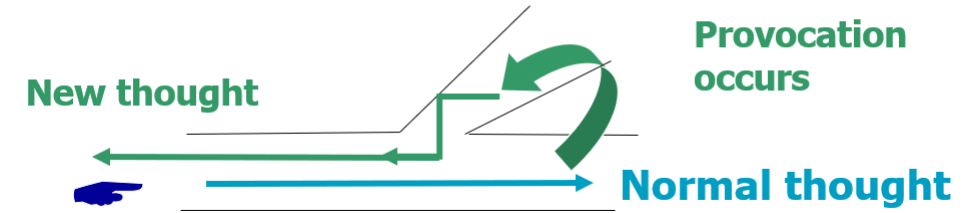
Edward de Bono



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The best leaders are resonaters and “liminal’s”!



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Pandemic



Quality 3.0

In a liminal era - Build new collective resonance in our microsystems

- 1. Psychological safety:** Can we take risks on this team without feeling insecure or embarrassed?
- 2. Dependability:** Can we count on each other to do high quality work on time?
- 3. Structure & clarity:** Are goals, roles, and execution plans on our team clear?
- 4. Meaning of work:** Are we working on something that is personally important for each of us?
- 5. Impact of work:** Do we fundamentally believe that the work we're doing matters?

<https://rework.withgoogle.com/blog/five-keys-to-a-successful-google-team/>



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