



RESONANCE

THE MICROSYSTEM FESTIVAL CELEBRATING 20 YEARS

Feb 28 – March 2 Jönköping, Sweden

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When I
is replaced
with **we**
even Illness
becomes **Wellness**

Malcolm X

This session

- Focus on the professionals in **your** daily work
- Reflect on your own role

Pick out: What resonates with you 😊



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Professionals

- Think about who you would call YOUR BEST COLLEAGUE or WORKMATE

- Talk to your neighbour: Why is that? What does he/she do?



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Does it begin with Trust?

Frances Frei

Authenticity

I experience the real you.

Logic

I know you can do it;
your reasoning and
judgment are sound.

TRUST



Empathy

I believe you care about
me and my success.



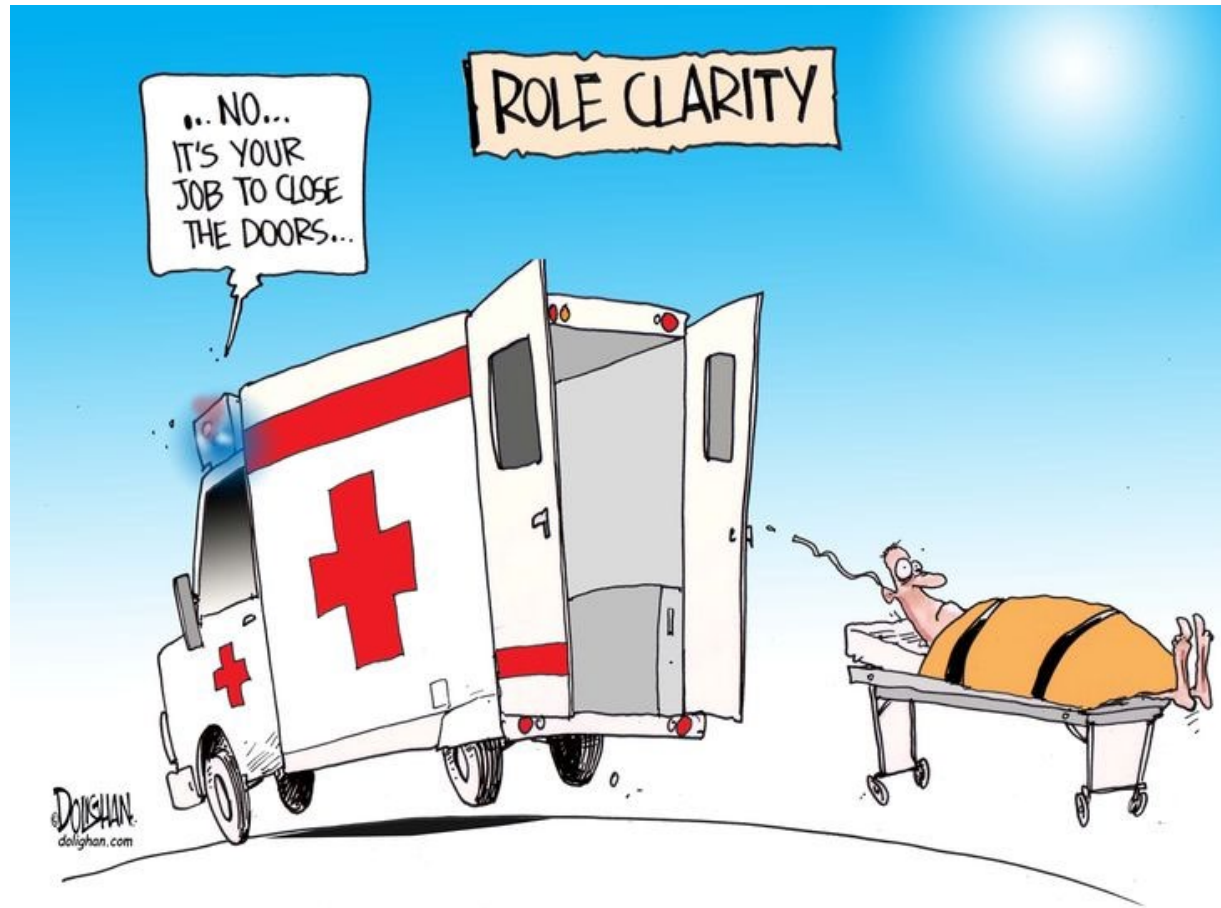
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Frei, F. X., & Morriss, A. (2020). Begin with trust. *Harvard business review*, 98(3), 112-121.

<https://www.youtube.com/watch?v=pLO3dIlmw20>

Does it begin with role clarification?



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It begins with Microsystem theory

Macro: We are all part of the same system

Micro: Value is created in the microsystem, where the patient/client meets the professionals.

**The performance of the larger system
can be no better than the
performance of the microsystems of
which it is composed**

Microsystems in Health Care, Joint commission Journal on Quality and safety 2003



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**Value is created in the microsystem,
where the patient/client meets the professionals.**

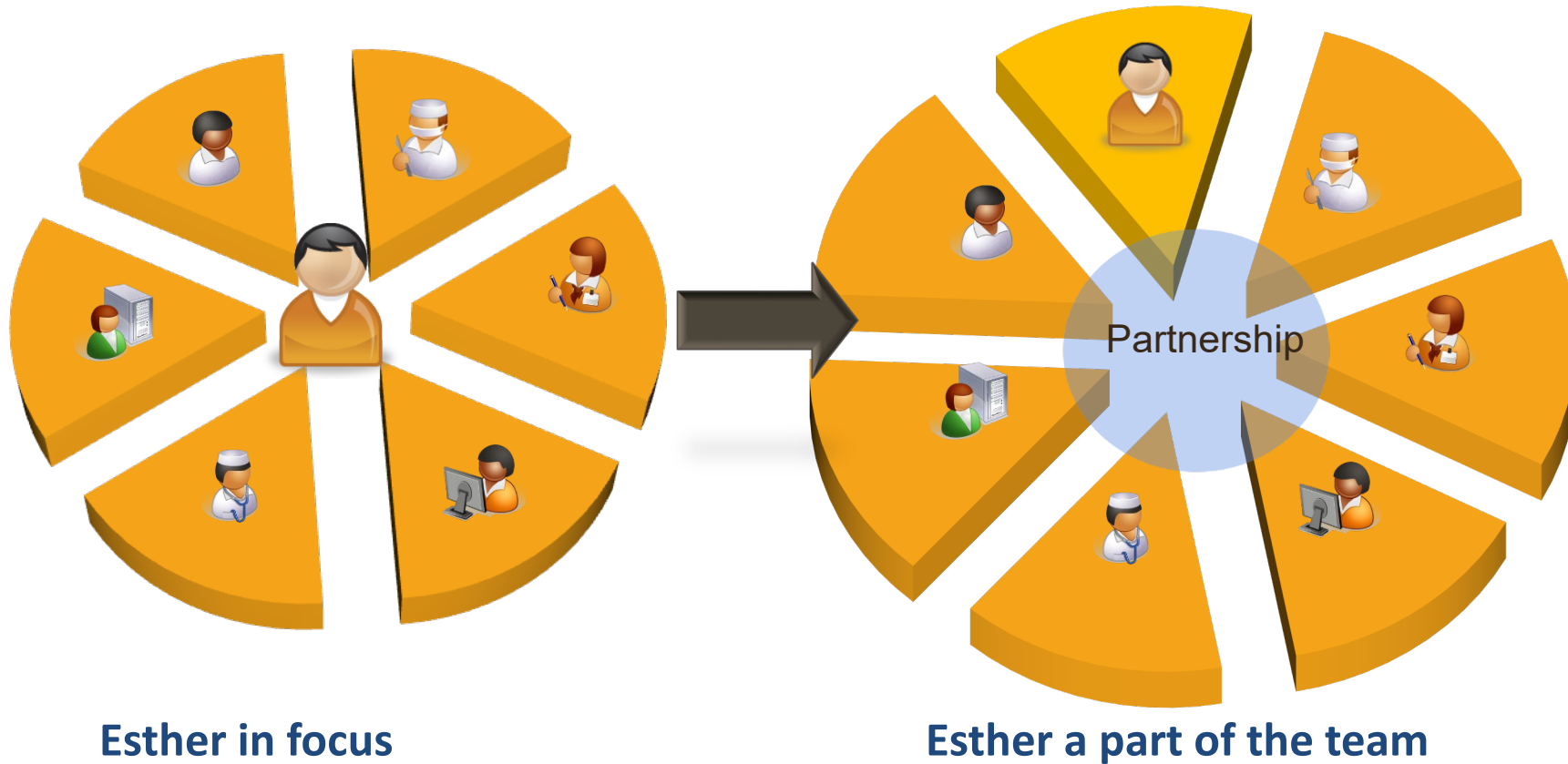
- What happens when we see our patient/ client as our colleague in improvement work?



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A change of perspective.....



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My reality

I want to be a part of the improvement work so that it will really be best for Esther and not only for the organization.

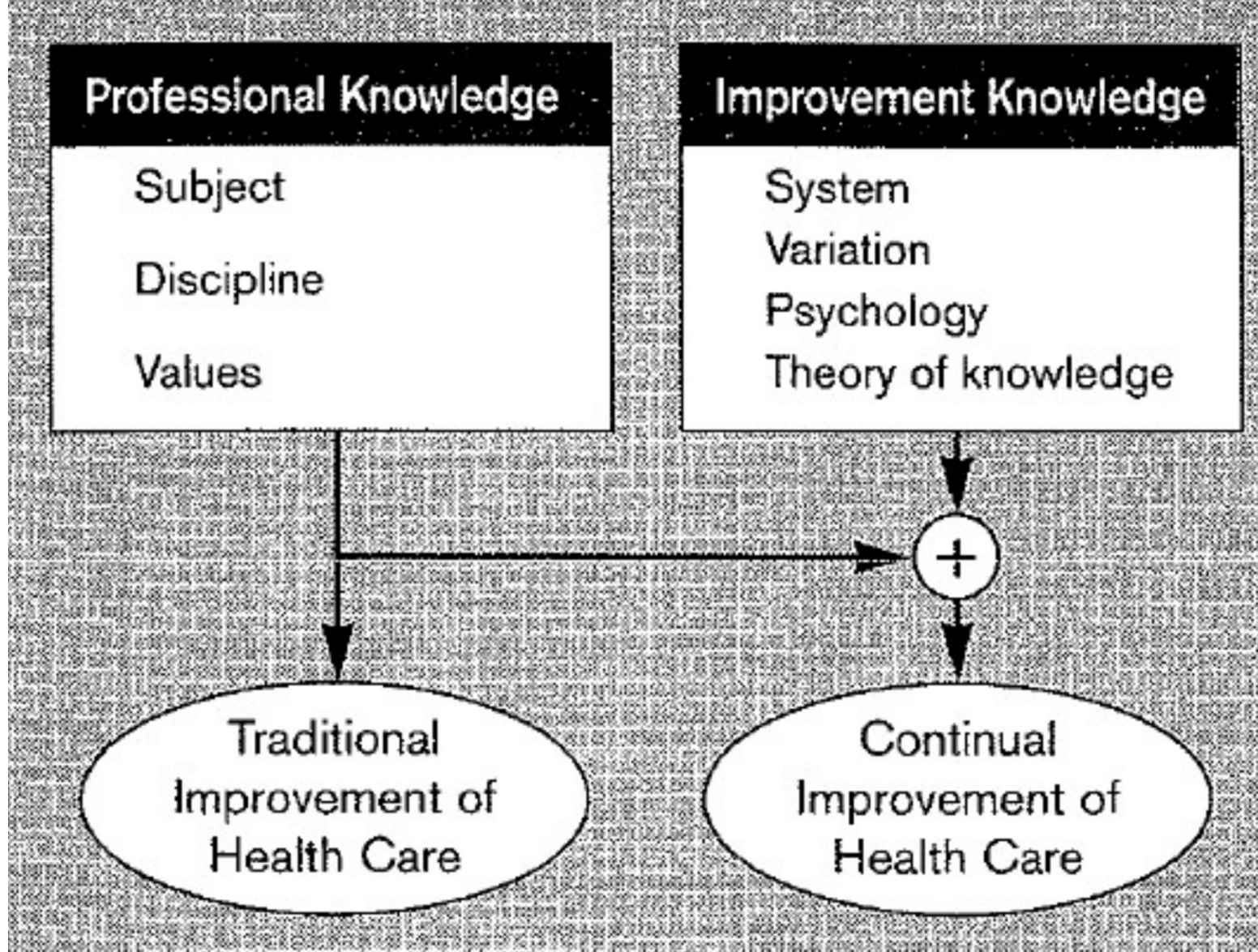
It is not enough to have good intentions and methods.

All will come back to the experience of the customer. The customer defines quality and, by the way, it is fun to be a part of improvement work.



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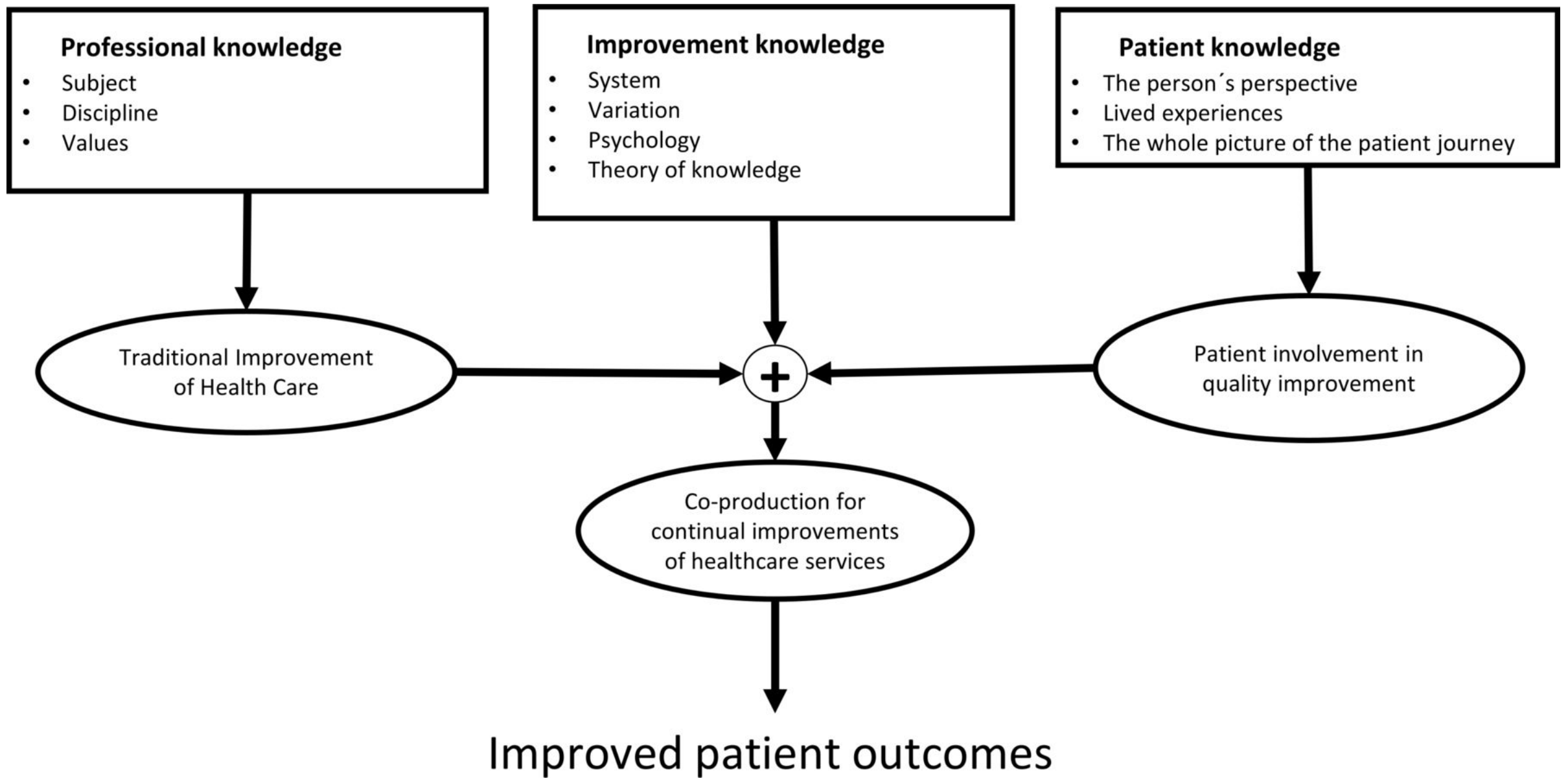
The linkage of knowledge required for continual improvement, from Batalden and Stoltz.

Batalden, P. B., & Stoltz, P. K. (1993). A framework for the continual improvement of health care: building and applying professional and improvement knowledge to test changes in daily work. The Joint Commission journal on quality improvement, 19(10), 424-447.



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When I is replaced with We even Illness becomes Wellness

But what should I do?



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Focus on self-care

Ongoing focus on self-care is essential for the prevention of burnout and for maintaining one's own psychological wellness.

Focusing on self-care:

Share some examples of how your organizational culture, practices, and policies promote self-care.

Are you aware of these promotions and embracing these?

Linton, M., & Koonmen, J. (2020). Self-care as an ethical obligation for nurses. *Nursing ethics*, 27(8), 1694-1702.

Lee, J. J., & Miller, S. E. (2013). A self-care framework for social workers: Building a strong foundation for practice. *Families in Society*, 94(2), 96-103.



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Examples of self care promoted by Swedish culture



Lunch walk



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Self care: Taking care of my energy



What energy do you bring?



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MANAGE YOUR ENERGY, NOT YOUR TIME

from Harvard Business Review, October 2007
Tony Schwartz and Catherine McCarthy

physical energy



- enhance your sleep by setting an earlier bedtime and reducing alcohol use
- engage in some form of exercise every day
- eat small meals and light snacks every three hours
- pay attention to signs of flagging energy



- take brief, regular breaks from work at 90- to 120-minute intervals

spiritual energy

- identify your "sweet spot" activities that give you feelings of effectiveness, effortless absorption, and fulfillment, and find ways to do more of these
- allocate time and energy to what you consider most important in your life
- live your core values by practicing them intentionally



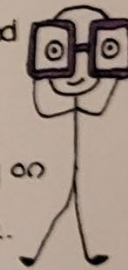
emotional energy

- defuse negative emotions, such as irritability through deep abdominal breathing
- fuel positive emotions in yourself and others by regularly expressing appreciation
- look at upsetting situations through new lenses:
 - ↳ **REVERSE LENS** "what would the other person in this conflict say, and how might they be right?"
 - ↳ **LONG-LENS** "how will I likely view this situation in six months?"
 - ↳ **WIDE LENS** "how can I learn and grow from this situation?"



mental energy

- reduce interruptions by working on high concentration tasks away from phones and email. Switch them off.
- respond to voice mails and emails at set times during the day
- select the most important challenge for the next day the night before. Then make that your first priority when you start work.



Sketchnote by Hayley Lewis
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Schwartz, T., & McCarthy, C. (2007). Manage your energy, not your time. Harvard business review, 85(10), 63.

No one can do everything, but everyone can do something

“ A drop, dropped in the river of life, has no power to float by itself, a demand is placed on every single drop: Help to keep the others up” (Tage Danielsson)



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This session was about

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What in this session resonated the most with you?



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