

Process Visualization in the NHS - 3

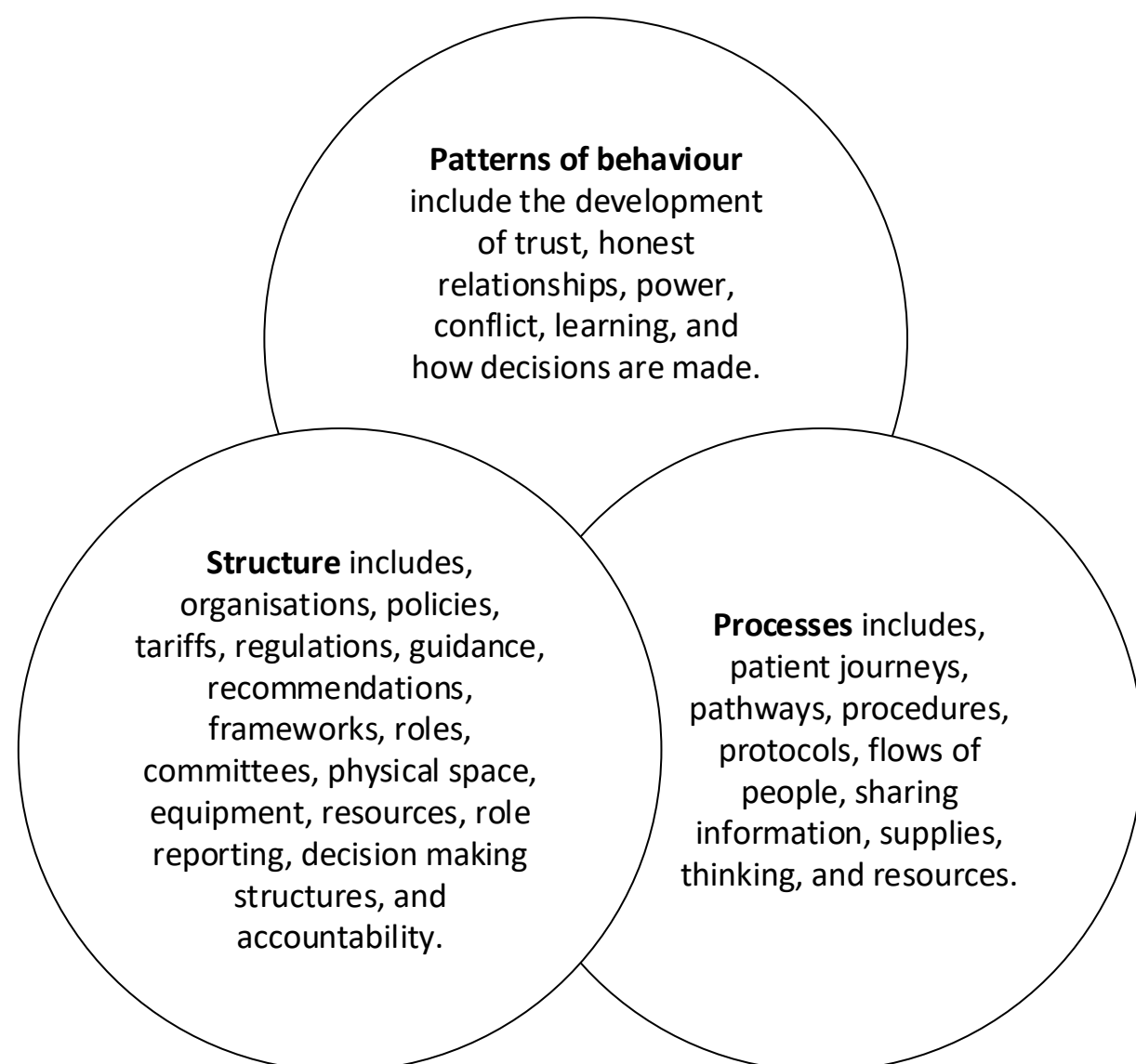
Research undertaken by Dr Tom Rose, Research Fellow at the University of Birmingham, Institute of Applied Health Research

Maslow, process mapping, and a positive workplace culture – How do they fit together?

In today's changing workforce, employees are not always sure of how best to do their job, but they do do their best – Is that good enough?

1

Structure, process, and patterns of behaviour



<http://www.patients4nhs.org.uk/changing-the-workforce/>

A number of elements in all 5 of these different approaches to workplace culture development are addressed by empowering staff to take control of the re-design and improvement of the processes that they follow in their working day. This is best achieved through a process mapping and improvement cycle – undertaken by these very same staff.

<https://www.kcl.ac.uk/nursing/research/nuru/publications/Reports/Productive-Ward-final-report.pdf>

2

Six key elements that define workplace cultures:

1. A sense of identity
2. Shared values and assumptions
3. Norms and expectations
4. Lines of communication
5. Complex subcultures
6. Continuous change and development

<https://www.skillsforcare.org.uk/Leadership-management/managing-a-service/workplace-culture/Positive-workplace-culture.aspx>

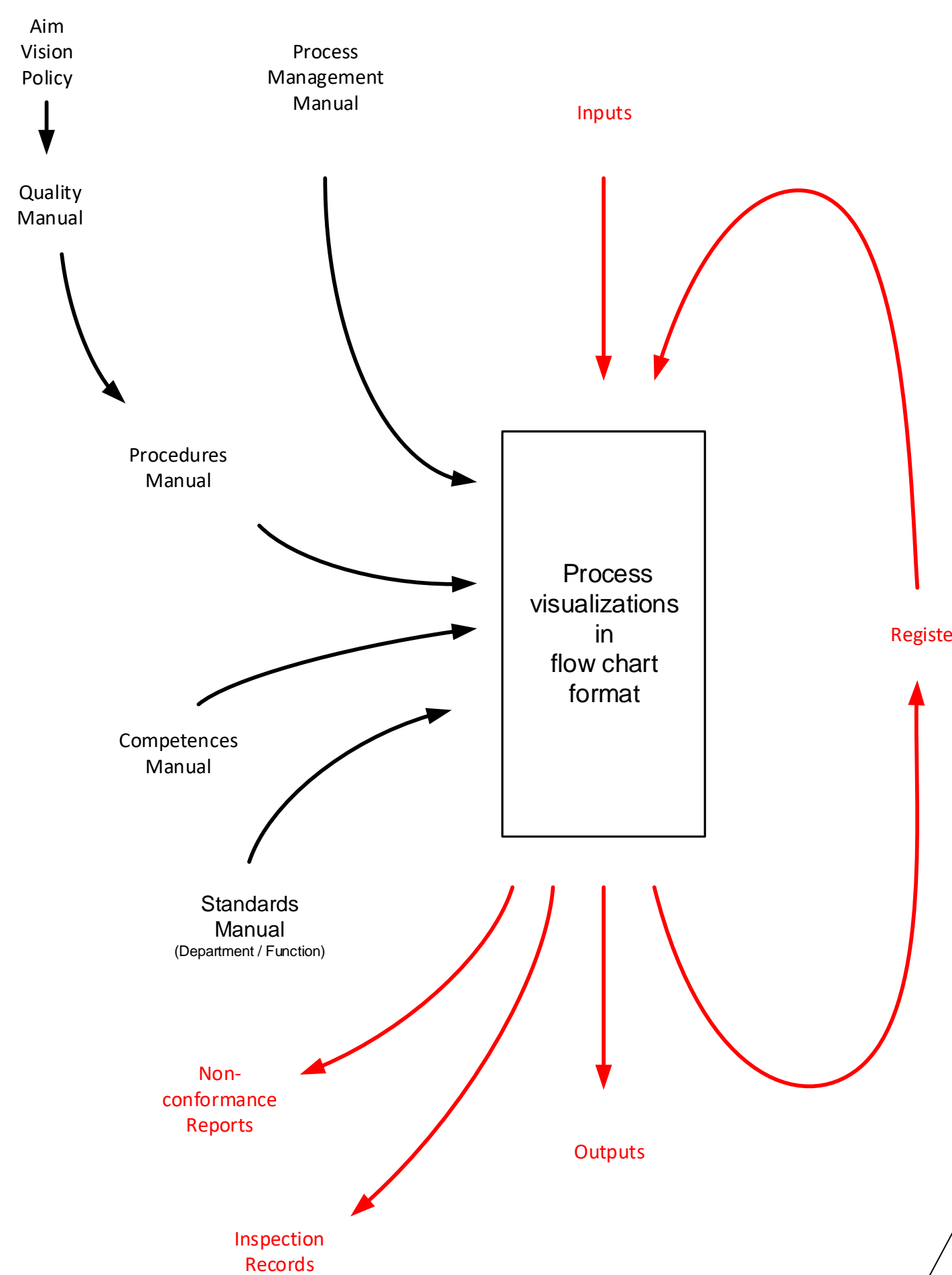
3

Caring for staff

Compassionate staff

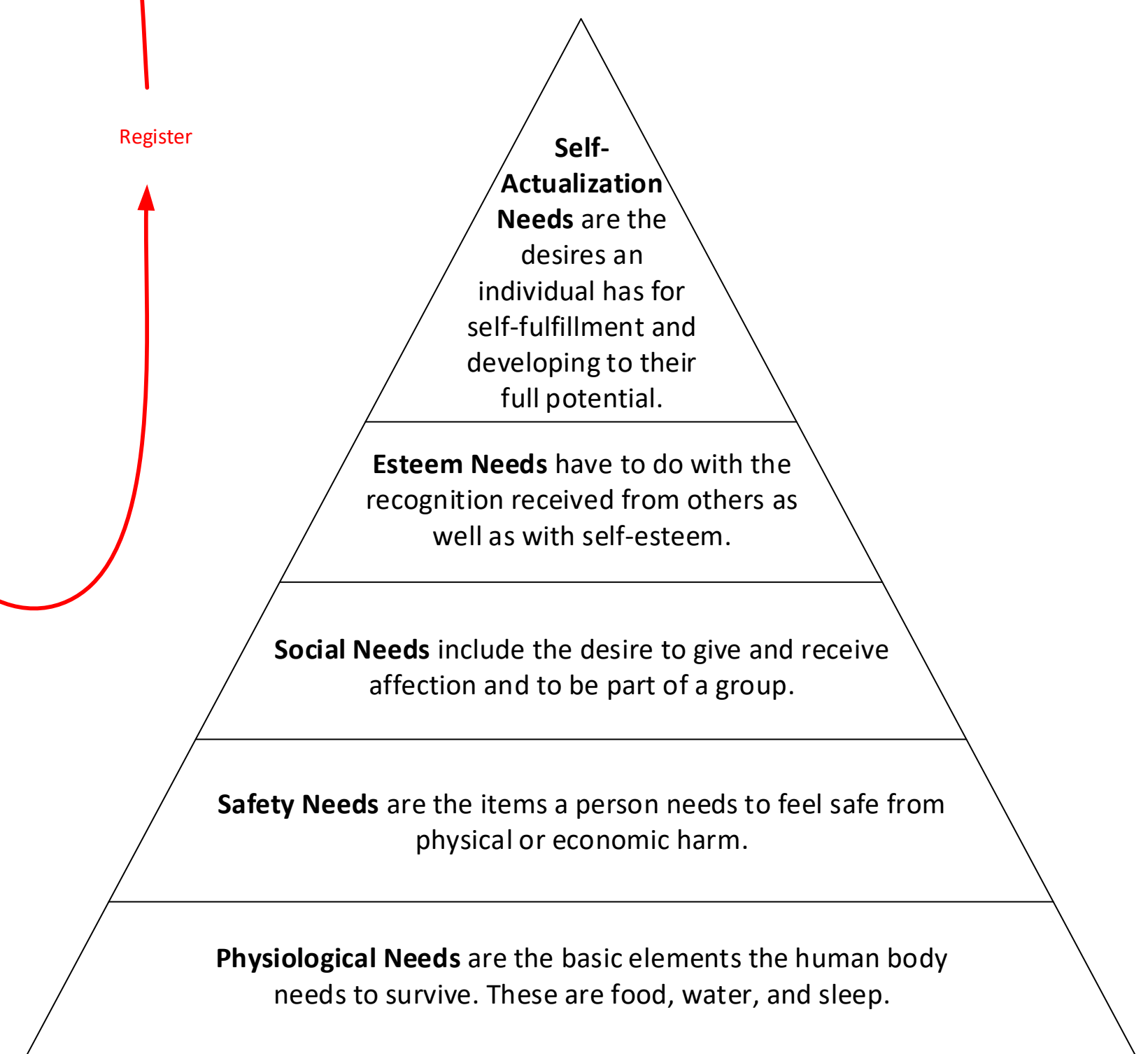
“It thus appears that the current request that the NHS become ‘more compassionate’ seems really to be a requirement that staff make more emotional investment in providing care. What is unclear is how this is to be achieved....” (Jones and Pattison Chapter 2 p53 in Hewison, A. and Sawbridge, Y. (eds)(2016) *Compassion in Nursing: Theory, Evidence, and Practice*. Palgrave Macmillan, London.)

<http://ehma.org/wordpress/wp-content/uploads/2016/08/Yvonne-Sawbridge.pdf>



4

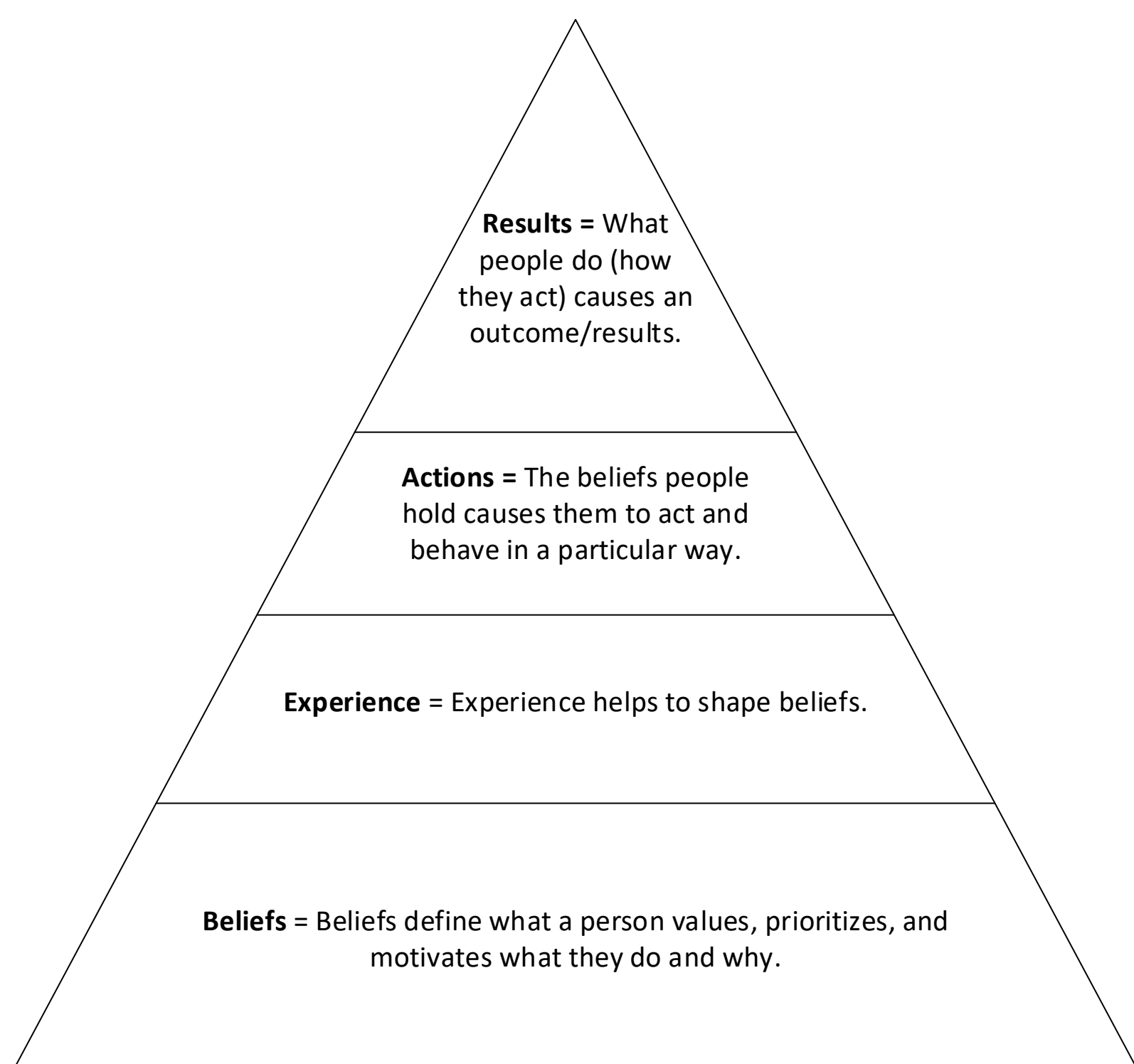
Maslow's Hierarchy of Needs



https://en.wikipedia.org/wiki/Maslow's_hierarchy_of_needs

5

Using the 'BEAR Model' to shape culture



http://c.ybcdn.com/sites/www.odnetwork.org/resource/resmgr/odp45_3/vol45no3-heckelman_et_al.pdf

This activity fits with one of my favourite acronyms - KISS

https://en.wikipedia.org/wiki/KISS_principle

An issue in the NHS that requires resolution!!!

The terms Protocol, standard, policy, guideline, process, procedure (clinical), procedure (process), a work instruction are often used interchangeably in the NHS. However, these are all different and to use them effectively you need to be clear about their definitions.

<http://www.wales.nhs.uk/sitesplus/documents/861/Wipp%20Using%20Protocols%2Cstandards%2C%20policies%20and%20guidelines.pdf>

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