

AGILE IMPROVING PATIENT CARE

Matt Spruce



SCOPE

Journey into Agile

Agility by Necessity

Difficult Leadership

Retrospectives – Game changer



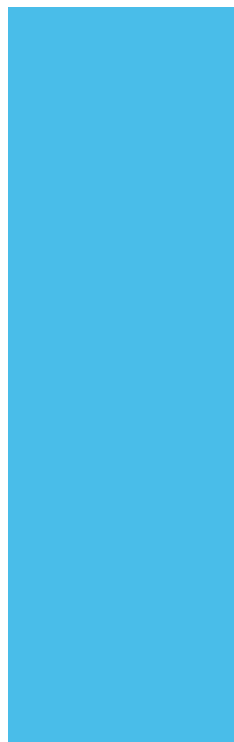
QUOTE

“It’s Easier To Ask Forgiveness Than To Get Permission”

Grace Hopper

United States Naval officer and mathematician





JOURNEY INTO AGILITY

Grew up in North Wales

23 Years as a Combat Medic

2 Peacekeeping tours Balkans

3 Combat tours of Iraq

2 Combat tours Afghanistan

Uganda, Kenya, USA, Poland, Germany





High Performing Teams

Passion for coaching

Plan, Prepare, Design,
Deliver, Assess, Assure

AGILE PEG, NON AGILE HOLE



Combat Injuries

Feedback Loops

Iterative process

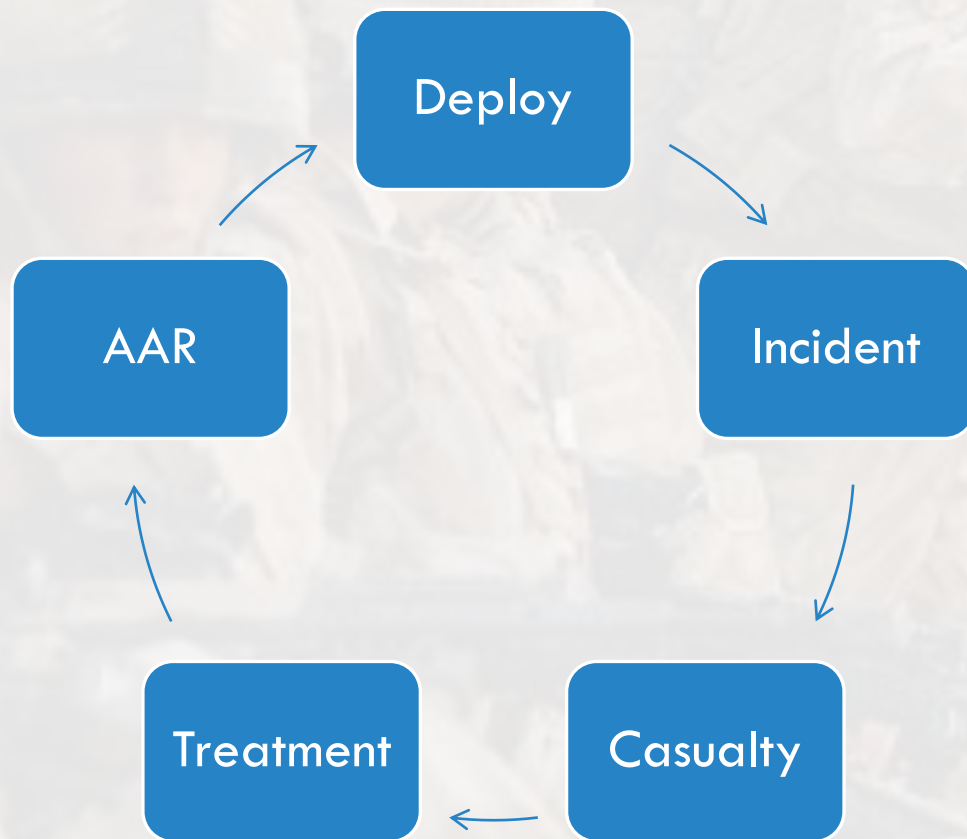
Training

Policy

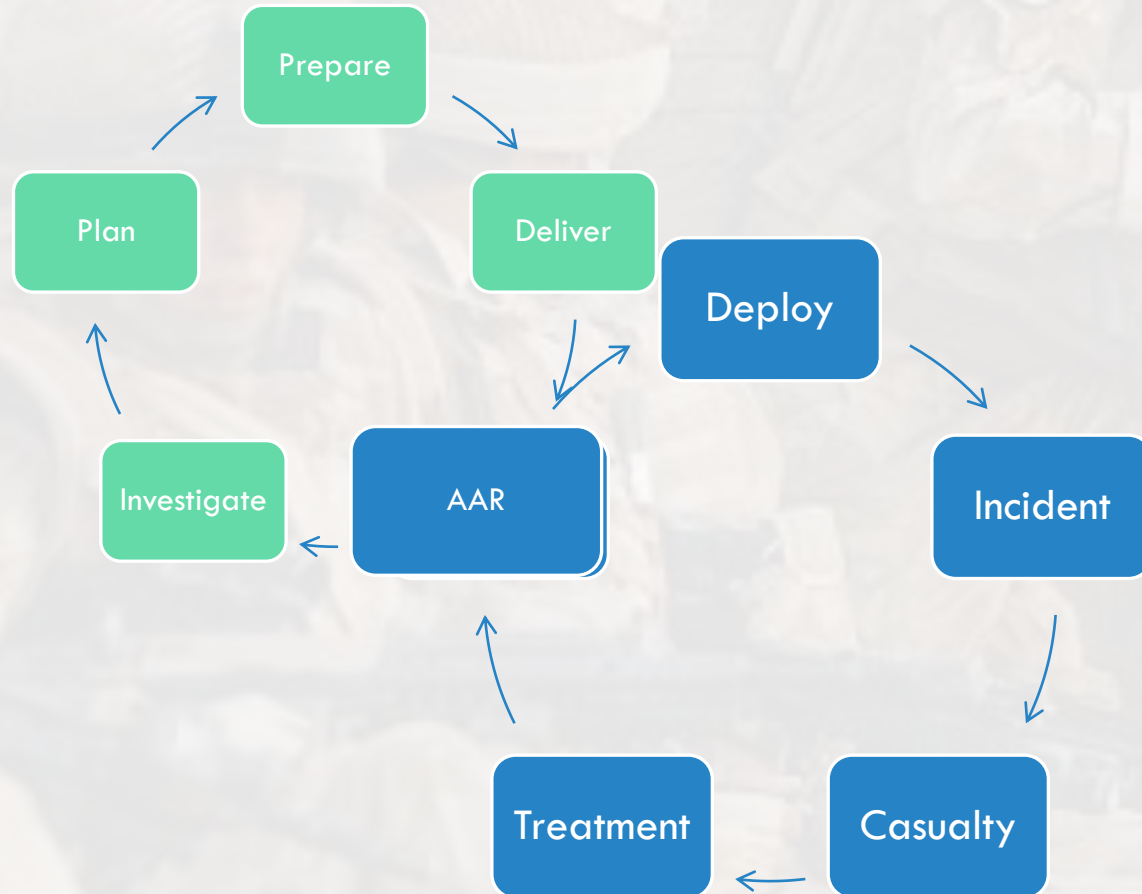


AGILITY BY NECESSITY

FEEDBACK LOOPS



FEEDBACK LOOPS



POLICY CHANGE

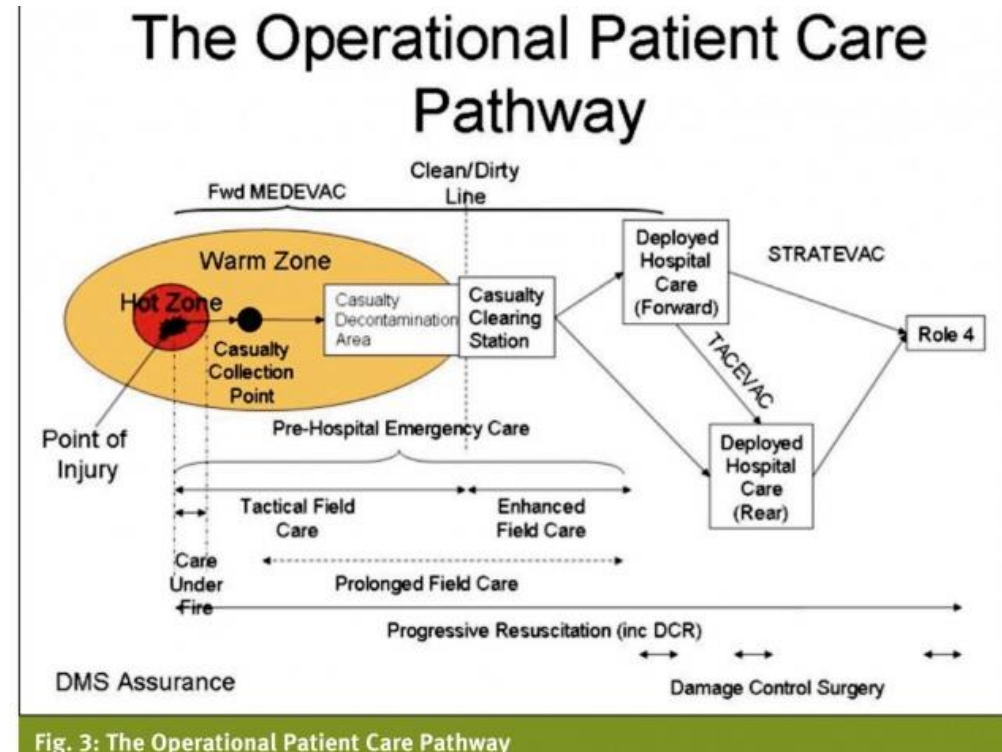
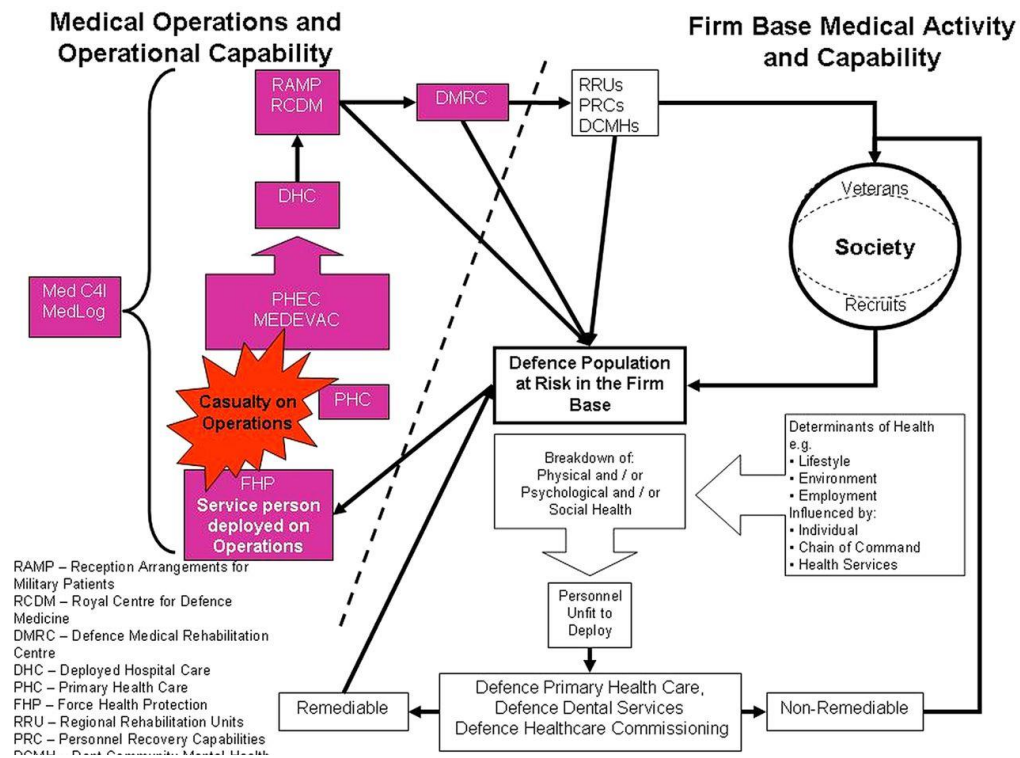


Fig. 3: The Operational Patient Care Pathway



DIFFICULT LEADER

“A true leader has the confidence to stand alone, the courage to make tough decisions, and the compassion to listen to the needs of others. He does not set out to be a leader, but becomes one by the equality of his actions and integrity of his intent”

Gen Douglas MacArthur
(1941)



RETROSPECTIVES

The most dangerous phrase in the language is 'we've always done it this way'



- Change the system
- Psychological safety
- Listen
- Listen
- Listen



The solution can come from
the most unlikely source

EVERYONE HAS A VOICE



WHAT HAVE A LEARNED ALONG THE WAY

Always look after your team

Empathy

Value is important

Early and consistent feedback



QUESTIONS

I will happily take any questions, wether I can answer them.....well that's a different story, but please...ask away

