Improvement 2018: leading for improvement
Leading for improvement

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Seven ways NHS Improvement can drive improvement

1. Quality & operational improvement
2. Back-office & clinical support services productivity
3. Clinical configuration & provider landscape
4. People processes & leadership
5. System incentives & financial architecture
6. Planning & performance review
7. Digital

Delivery driven regionally and supported by national expertise

National standards, frameworks and tools, shaped by regional experience and best practice evidence
Culture - The most powerful lever of all

Proportion of respondents agreeing or strongly agreeing with the statement (vs. CQC rating)

There are significant barriers to speaking up in my organisation

- Outstanding
- Good
- RI
- Inadequate

My organisation is actively tackling barriers to speaking up

- Outstanding
- Good
- RI
- Inadequate

People in my organisation do not suffer detriment as a result of speaking up

- Outstanding
- Good
- RI
- Inadequate

Managers support staff to speak up

- Outstanding
- Good
- RI
- Inadequate
Role modelling
The inclusive, engaging and honest leadership that we know delivers outstanding performance

Role modelling
“... I see leaders, colleagues, and staff behaving differently.”

A compelling story
“... I understand what is being asked of me and it makes sense.”

Skills required for change
“... I have the skills and opportunities to behave in the new way.”

Reinforcement mechanisms
“... I see that our structures, processes, and systems support the changes I am being asked to make.”

I will change my mind set and behaviour if....