



ENHANCING PRACTICE CONFERENCE 2018

Leading and Facilitating within Practice Development in Healthcare

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Professor Dr Michael West – Keynote day one August 22nd 2018

Title

Compassionate Leadership for High Quality, Compassionate Health Care

Abstract

How can we ensure our health care organisations are developing cultures of high quality, continually improving and compassionate care? This presentation gives the research evidence and practical guidance necessary to help leaders ensure compassion, high quality and innovation are at the heart of health care cultures in their organisations. It describes the key cultural elements associated with high performance in health care: vision and values; goals and performance; support and compassion; learning and innovation; and team work and collaboration within and across organisational boundaries. The masterclass describes how compassionate leadership is essential to create the conditions for practice development. Practical, open source tools that leaders can use to develop their leadership and their teams will be described. The presentation will show how leadership that creates cultures for high quality care for patients also can ensure the well-being and flourishing of all those who work within our health care organisations.

Biopic

Michael West is Senior Fellow at the King's Fund, London and Professor of Organizational Psychology at Lancaster University Management School. He is Visiting Professor at University College, Dublin and Emeritus Professor at Aston University where he was formerly Executive Dean of Aston Business School. He graduated from the University of Wales in 1973 and received his PhD in 1977. He has authored, edited or co-edited 20 books and has published over 200 articles for scientific and practitioner publications, as well as chapters in scholarly books. He is a Fellow of the British Psychological Society, the American Psychological Association (APA), the APA Society for Industrial/Organizational Psychology, the International Association of Applied Psychologists, the British Academy of Management, the Academy of Social Sciences and a Chartered Fellow of the Chartered Institute of Personnel and Development. The focus of his research over 30 years has been culture and leadership in organisations, team and organizational innovation and effectiveness, particularly in relation to the organization of health services. He provides regular policy advice to many national NHS organisations. He led the Department of Health Policy Research Programme into cultures of quality and safety in the NHS in England from 2009 to 2013. He also led the NHS National Staff Survey development and implementation for eight years and has built an unparalleled evidence base. He lectures widely both nationally and internationally about the results of his research and solutions for developing effective and innovative health care organizations.

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