

You want to engage
frontline worker, but
how do you do that?



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Poll: The biggest challenge I have in my role is:

1. Getting others to care about IPAC issues
2. Getting the support of administration
3. Not enough people or funding
4. Confusion over guidelines
5. Don't talk to me, I am so burned out

Some simple truths about IPAC

- You measure, advise, educate
- You advocate for patient safety

- But, you can't force people to do anything!
- Others need to want to work with you



Why you need to engage others

- Education is unlikely to change behaviour on its own
- Ownership rather than “buy-in”
- You want sustained changes that come from ownership
- Diversity of opinion and debate
- Generative ideas
- Your own sanity!



Carte Figurative des pertes successives en hommes de l'Armée Française dans la Campagne de Russie 1812-1813.

Dressée par M. MINARD, Inspecteur Général des Ponts et Chaussées en retraite. Paris, le 20 Novembre 1869

Les nombres d'hommes présents sont représentés par les longueurs des zones colorées à raison d'un millimètre pour dix mille hommes; ils sont de plus écrits en lettres des zones. Le rouge désigne les hommes qui ont été en Russie, le noir ceux qui en sont sortis. — Les renseignements qui ont servi à dresser la carte ont été puisés dans les ouvrages de M. M. Chiers, de Ségur, de Fezonac, de Chambray et le journal inédit de Jacob, pharmacien de l'Armée depuis le 28 Octobre.

Plus mieux faire juger à l'œil la diminution de l'armée; j'ai supposé que les corps de Lince Jérôme et du Maréchal Davout qui avaient été détachés sur Minsk et Mohilow et un régiment de Orléans et Wittelsch, avaient toujours marché avec l'armée.

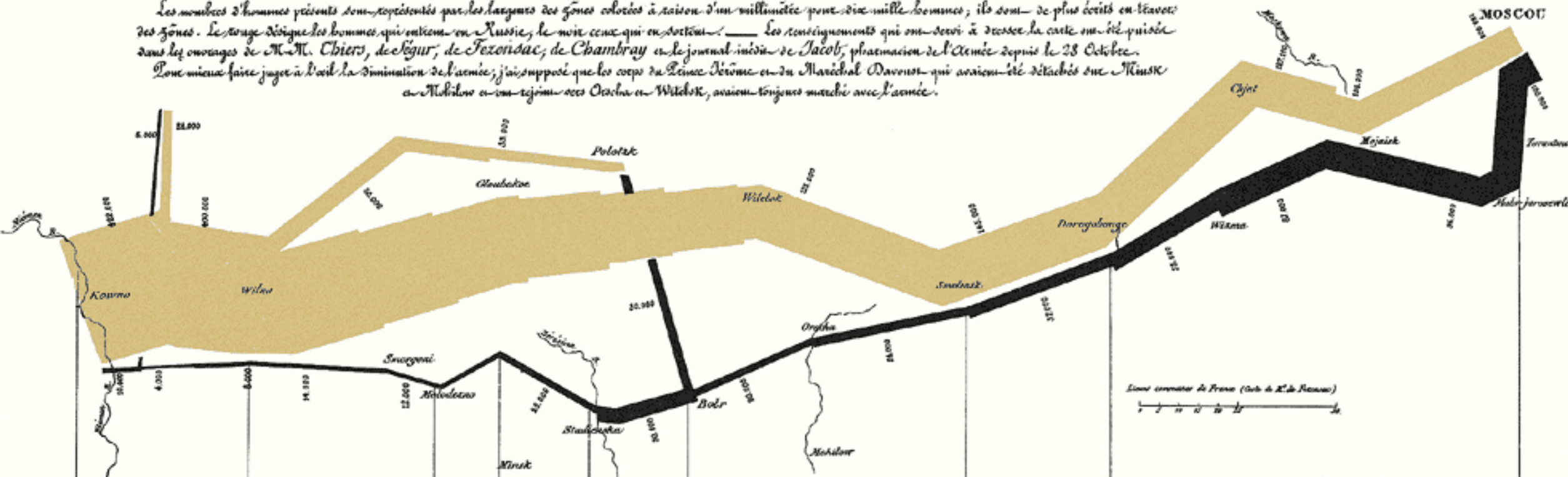
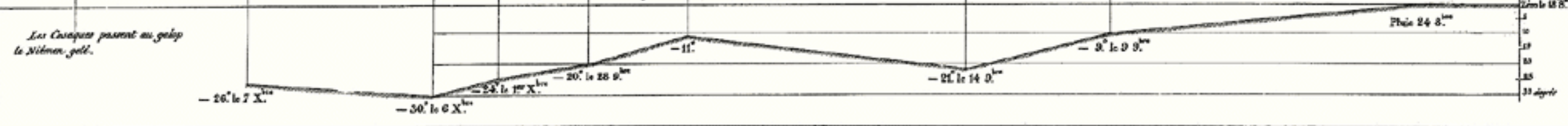


TABLEAU GRAPHIQUE de la température en degrés du thermomètre de Réaumur au dessous de zéro.



Armée par Regnier, à Paris 57 Rue de la Harpe à Paris.

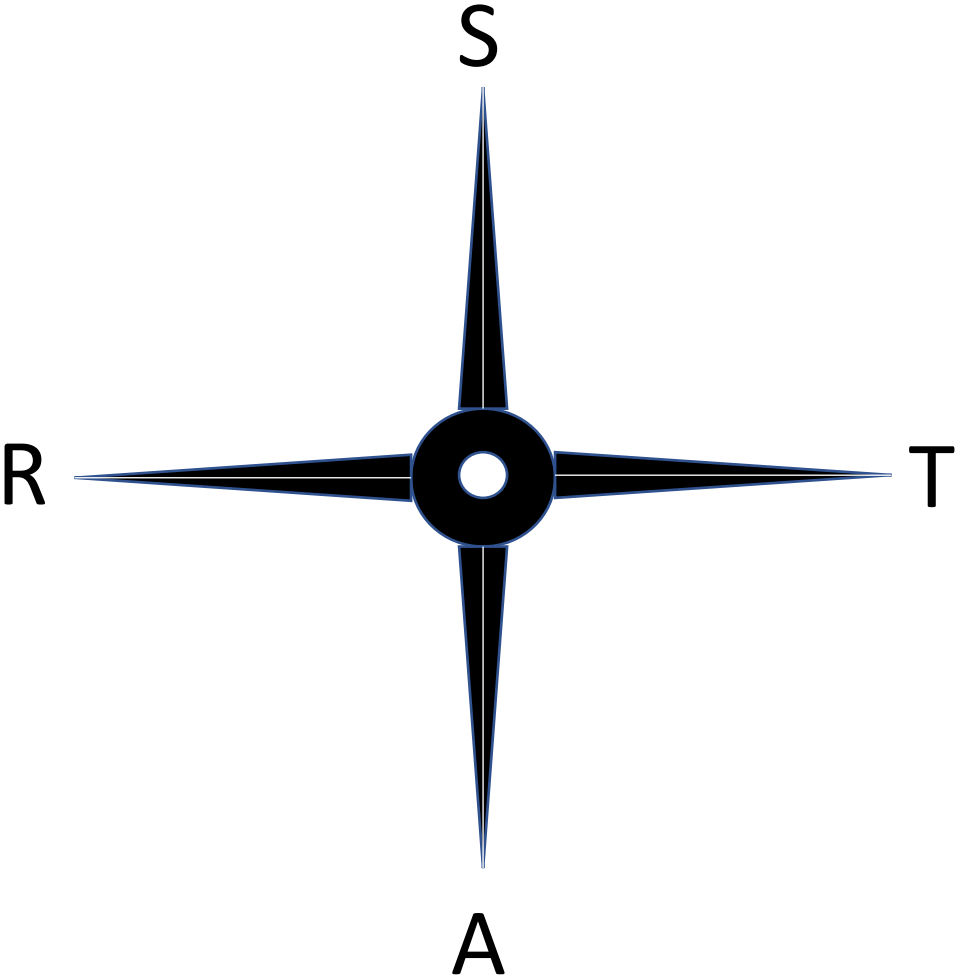
Imp. Lit. Regnier et Cie à Paris.

How to engage others in 3 steps

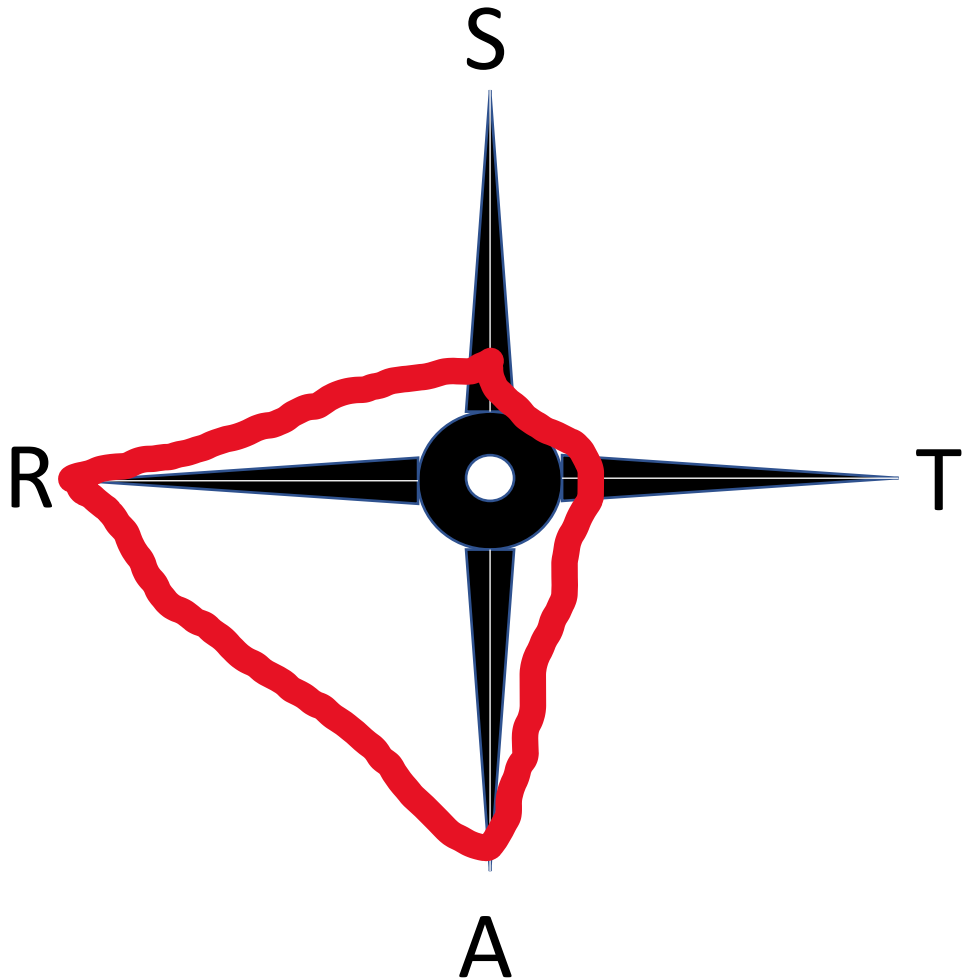
1. Realize you need to
2. Start with the people who want to work with you
3. Use specific engagement tools

[Liberatingstructures.com](https://liberatingstructures.com)

Generative Relationship STAR

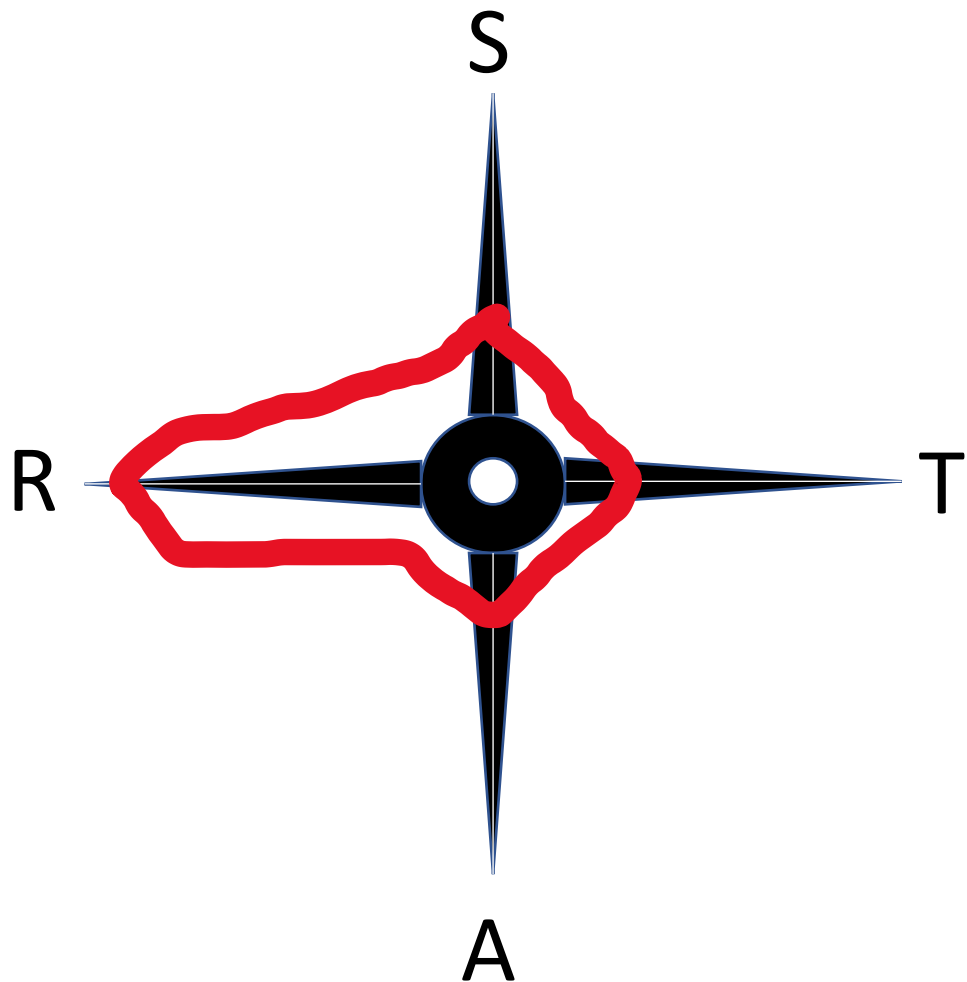


- **S**eparateness
- **T**uning
- **A**ction
- **R**eason to work together



Let's Invade Russia in the winter!

- Decision makers are all the same
- No debate
- Unlimited power
- All for the glory of the French empire



Is this your IPAC Committee?

- Little diversity
- Little debate
- Little power
- Lots of agreement on why you are there

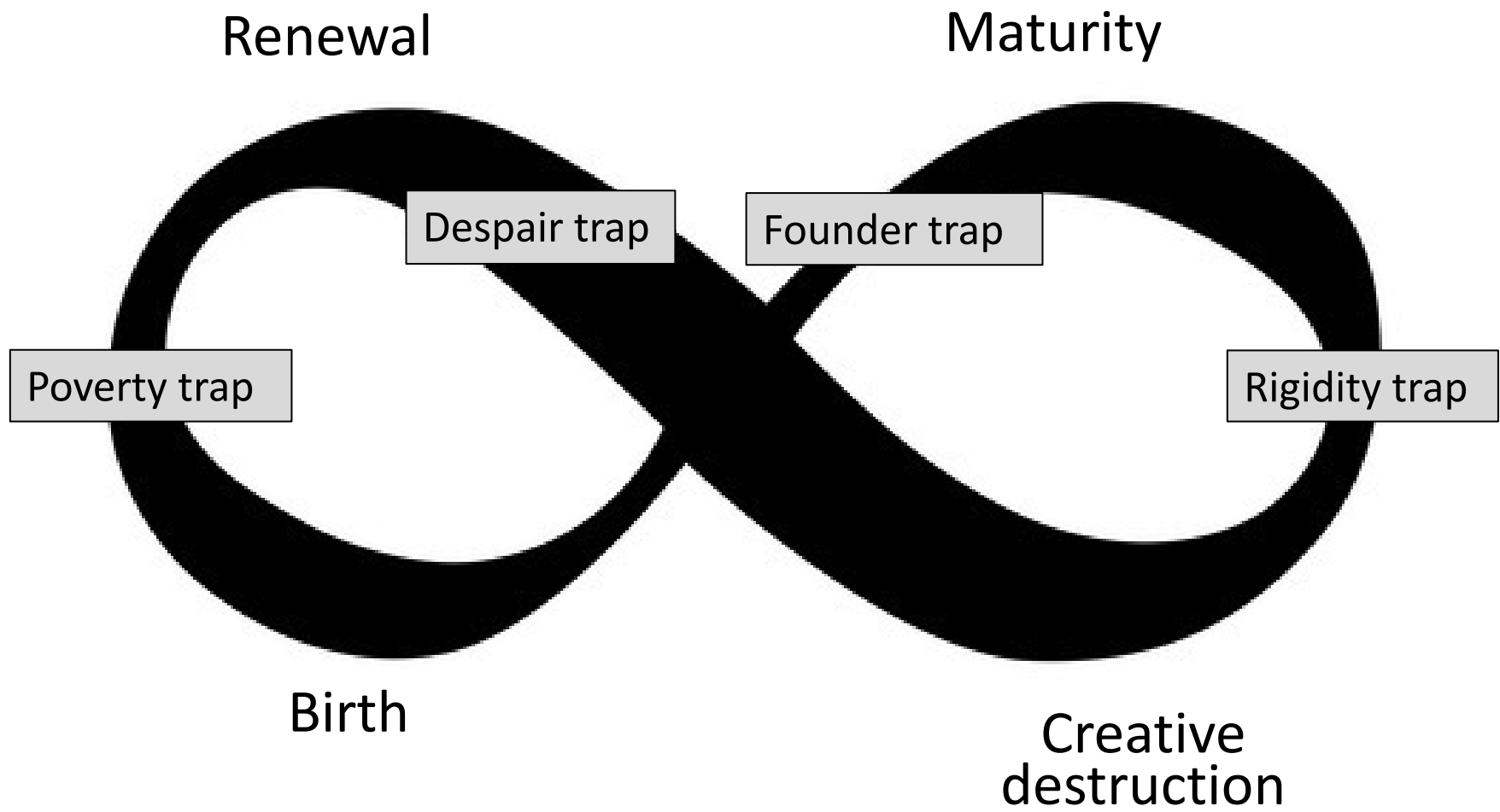
How to use this tool:

- Ask your team members to complete the STAR
- Do the same with your IPAC committee
- Share results and discuss/debate
- Create strategies to maximize the 4 points
- Make changes and repeat



Poll: Having learned about STAR, my IPAC committee is:

1. Looking good!
2. Is weak in 1 area
3. Is weak in 2 areas
4. Is weak in 3 areas
5. Yikes!



ECOCYCLE

RENEWAL

China report

Making F
BIT
re Central
Care
Program

Massage Therapy
Vacation
Gift

60
Compassion
Trust

Develop
Business
Model

Perip
Ward
Protcol
&
Guidance

POVERTY TRAP

China
Market
Research

Learning
From
Mentors
Education

QI
FETS
but have a
plan at

QI
WATER

QI
WATER

NP
Development

Quality
Assurance
Workshop

Quality
Assurance
Workshop

Workshop

Matching
For
Foundation

NP
Meeting
Meeting

Quality
Improvement
Working
Group

NP
Meeting
Meeting

Quality
Improvement
Workshop

NP
Meeting
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Meeting
Meeting

TOTAL DESTRUCTION TRAP

Building
Trust

Building
Trust

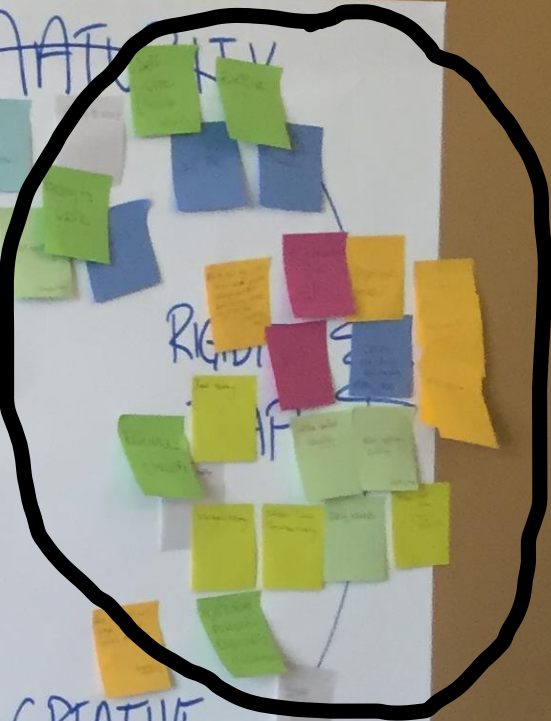
School

QI
&
QI

Complex
Work

MATURITY

FOUNDRY TRAP



CREATIVE DESTRUCTION

Building
Trust

Building
Trust

Building
Trust

Building
Trust



How to get out of the Founder Trap

- Mentor others, share your knowledge
- Succession planning
- Networking



How to get out of the Rigidity Trap

- Use STAR
- Challenge, debate
- Why does IPAC matter?
- Seek diverse opinions
- Find a leader champion
- Change your committee/how it operates



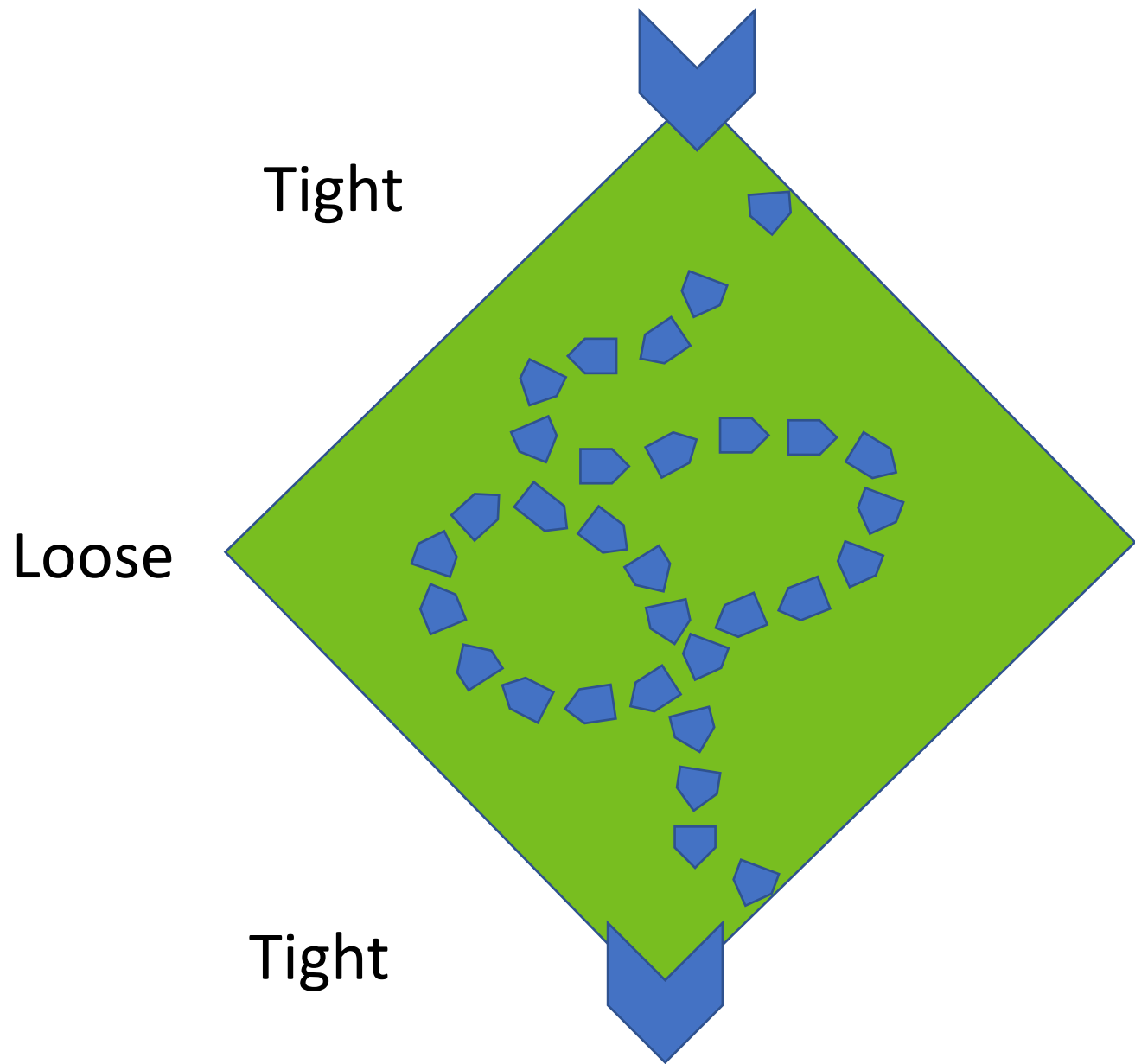
How to get out of the Despair Trap

- Get outside opinions
- Have lots of conversations
- Networking
- New leadership? New team?



How to get out of the Poverty Trap

- Similar to the Rigidity Trap solutions
 - Debate, challenge...
- What is most important to your program?
- What can you let go of?
- “Tight loose Tight”



How to use this tool

- Bring it to a meeting
- Ask everybody to think of their main activities
- Write each where it belongs on the ecocycle
- Discuss!



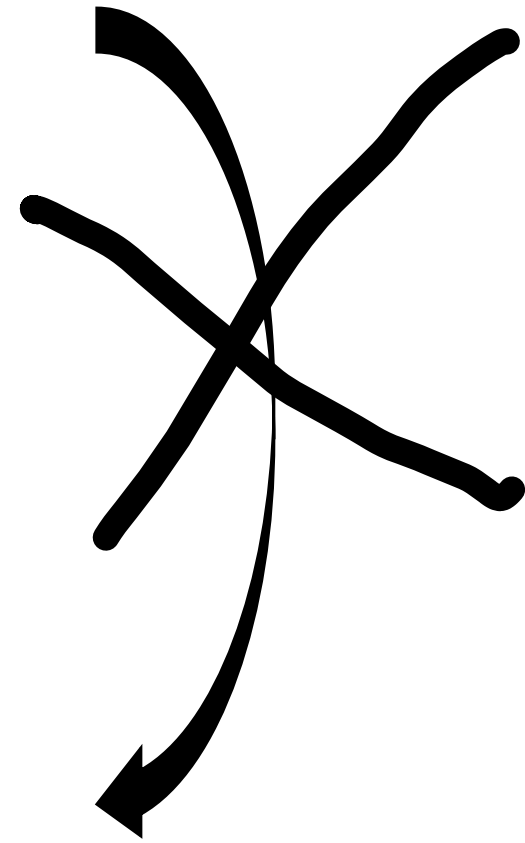
Poll: Regarding the Ecocycle, what is your main area of concern?

1. Founder trap
2. Rigidity trap
3. Total despair trap
4. Poverty trap
5. Everything, everywhere, all at once!

What?

So What?

Now What?



How to use this tool

- Build in an explicit pause
- Debate/challenge
- Call each other out on jumping to “now what”



Summary

- Engaging others requires
 - INTENT
 - TOOLS
- We covered 3 liberating structures
- Doing things differently can be challenging
- Try it!



Questions