



Health & Human Services

Building a Data & Analytics Culture for Patient-Centric Solutions

TRAINING

A Data-Driven Culture for Better Patient-Outcomes & Organisational Transformation



Facilitated by
DENNIS HOIBERG
Founder
Lessons Learnt Consulting

Online → **16 & 23 March 2022** | 9am - 1pm AEDT



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A Data-Driven Culture for Better Patient-Outcomes & Organisational Transformation

Leading data systems and patient-centric care transformation in today's post-pandemic, public sector climate is no simple ask. In Australia, the data maturity journey in an ever more resource-scarce, constantly changing and complex care environment is a one embarked on by many but, as of yet, succeeded by few. As leaders, what does it take to overcome the inevitable bottlenecks of implementing exponential change?

Complex challenges during change stem from the innate complexity of human nature, systems and "business as usual" thinking. The future of patient-empowerment and Australia's healthcare workforce, lay in the hands of responsible, proactive and innovative leaders who are capable cultural influencers and data-literate change agents. The future is about thinking and doing things differently

Healthcare leaders must lead with a patient-focus, whilst balancing both the technical side of data accuracy, access, and reliable infrastructure, as well as allocating resources toward effective leadership, culture, governance, and workforce capability.

Through an innovative mix of presentations, peer-to-peer exercises and expert feedback, participants will be challenged, inspired and empowered in their leadership through organisational, cultural, technological and structural change. Leaders will have the soundboard of a professional facilitator and consultant, as well as their public sector healthcare executive peers for a content and insight-rich workshopping opportunity.

Through two intensive and intimate, small group workshops, participants will leave with new perspectives, networks, and a practical action plan. Join us for the opportunity to learn, consolidate and implement your learning ongoingly, into your own practice as leaders with real and current teams, organisational challenges and important, life-saving initiatives.

Not Just a Training Session

- Gain a strong understanding of the dynamics and characteristics high performing, patient centric cultures

- Build strategies to ensure data is valued in the organisation and that data literacy underpins critical and operational decision-making

- Learn how to build ownership of and commitment to data in organisational leadership and whole of organisation program delivery to meet the needs of patients

- Develop the skills and tools necessary to overcome internal attitudinal, systemic and structural bottlenecks

- Grow networks, with 8 hours to get to know your peers at a deeper level to benchmark, sharing the good, bad and ugly of real world implementation and rapid change

- Walk away with greater confidence, understanding, strategies and plans that will contribute to building workplace data maturity and patient centric culture

Who Attends

This training has been specifically designed for **executives, leaders and team managers** in the public sector healthcare and human services space.

The course is suitable for any leader holding accountabilities and influence in team management, culture and enablement at any level of technical expertise or management.

Leaders responsible or interested in **developing their leadership and change management skills, influence the culture** from a single team, to the entire organisation and it's network in the areas of data capability and patient-centricity, will greatly benefit from this training.

Meet Your Facilitator



DENNIS HOIBERG
Founder
Lessons Learnt Consulting

Dennis Hoiberg is the founder of Lessons Learnt Consulting, a specialist consulting organisation focusing on change management in organisations and communities. He has extensive experience in designing change management strategies and has applied these strategies throughout public sector organisations in areas such as health, aviation, regulation and compliance and transport.

He is a skilled facilitator capable of ensuring participants acquire knowledge and wisdom through new information and reflecting on lived experiences.

Connect With Your Facilitator:

Website: <https://lessonslearntconsulting.com/>

LinkedIn: [Dennis Hoiberg](#)

Twitter: [@lessonslearntau](#)

Preparation

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current challenges you are facing
- A willingness to be open minded to the strategies and experiences to be shared during the two modules

CLICK HERE TO REGISTER



Explore the Agenda

Day 1 | 16 March

Module One

9:00am Introduction

9:05am Training Overview, Objectives and Outcomes and Icebreaker

9:20am Breakout Activity:

- Environmental Scan – Challenges facing Public Sector Health Departments in data and analytics
- Discussion and identification of common themes and challenges

Brief discussion as to how participants have responded to these themes and challenges

10:00am The Data-Information-Knowledge-Change-Wisdom-Outcomes Continuum

- Data is NOT Wisdom
 - Where is your organisation on this continuum?
 - Building data literacy along the climb through this continuum
 - Blockages along the way and the need for progression
 - Using this continuum to understand what patient centred solutions look and feel like
-

10:40am Morning Tea

10:50am What does a Data and Analytics culture look and feel like?

- It's characteristics
 - It's maturity
 - It's measures and dynamic
 - It's leadership
 - It's capability and capacity
-

11:30am Breakout Activity:

- Identifying how your workplace compares against this culture template?
- What workplace strategies may be implemented to move towards this culture

Debrief and sharing of views and experience

12:00pm Identification of Blockages to Building the Culture & Presentation of Change Management Model to Apply Within the Workplace

12:40pm Design of Data & Analytics – Start with the End in Mind

- What gets measures gets rewarded
 - What gets rewarded gets done
 - Asking the “right” of questions and getting the “right” people invested to build the foundation for the culture
-

12:50pm Agreement to Action

Actions to take in the workplace with this modules' content and preparation for the next module

1:00pm Review and close Module 1

Day 2 | 23 March

Module Two

9:00am **Review Module 1 – emphasis on the challenges faced and experience since previous module**

9:15am **Changing Mindsets to Data, Analytics & Measurement**

- Overcoming resistance to what the data says - overcoming defensiveness
- Addressing confirmation and unconscious biases
- Focusing on what the data indicates (rather than what we want it to say?)
- Dealing with “groupthink”

9:40am **Breakout Activity:**

- What are the mindsets and biases within your workplace?
 - How do these mindsets and biases affect the use of data and analytics in shaping patient outcomes?
- Debrief and sharing of views and experience

10:20am **Morning Tea**

10:30am **The Importance of Opinion Leaders, Key Players & Data Champions to Shape Culture**

- What is an opinion leaders/data champion?
- How may they be engaged?
- How to use them to build support around funding, clarification of priorities, and corrective action

10:50am **Breakout Activity:**

- Who are the opinion leaders and data champions in your workplace?
 - Are they engaged and invested?
 - How to build this level of psychological investment to confirm the culture?
- Debrief and sharing of views and experience

11:30am **Data Based Communication Strategies**

- How to communicate the data?
 - Who is your audience and how to communicate from their perspective?
- Building stories and case studies

12:15pm **When All Else Fails**

- How to ensure the right action is taken based on the right data?
- Taking corrective action?
- How to achieve the same result in different ways – strategy is not linear!
- Maintaining bridges

12:30pm **Influencing Workplaces**

- Identification of “low hanging fruit” projects within your business to ensure “bang for your buck”
- Discussion and personal action plannings

12:50pm **Keeping In Contact**

- Discussion about learning circles to share lessons learnt from practice

1:00pm **Review the program and close**

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