



Canadian Council on Health  
Services Accreditation



Conseil canadien d'agrément  
des services de santé



The Ottawa  
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d'Ottawa

## Conversations to Elevate Health System Performance Collaboratively

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# Collaboration Cafe



## **Background:**

- The World Café is a good, simple process for bringing people together around questions that matter. It is founded on the assumption that people have the capacity to work together, no matter who they are.
- It frees us from our current focus on personality types, learning styles, emotional IQ – all the popular methods we currently use to pre-identify and pre-judge people.
- The process works – because people can work well together, can be creative and caring and insightful when they're actively engaged in meaningful conversations around questions that count.

# Assumptions and Etiquette



## **Assumptions:**

- That knowledge and wisdom are already present and accessible
- Intelligence emerges as the system connects to itself in creative ways

Collective insight evolves from ...

1. Honoring unique contributions
2. Connecting ideas
3. Listening fully
4. Noticing deeper patterns and questions

## **Etiquette:**

Focus on what matters ...

- Contribute your thinking and experience
- Listen to understand
- Connect ideas
- Listen together for patterns, insights and deeper questions
- Have fun – doodle, draw, dream!

# QHN Mission and Vision



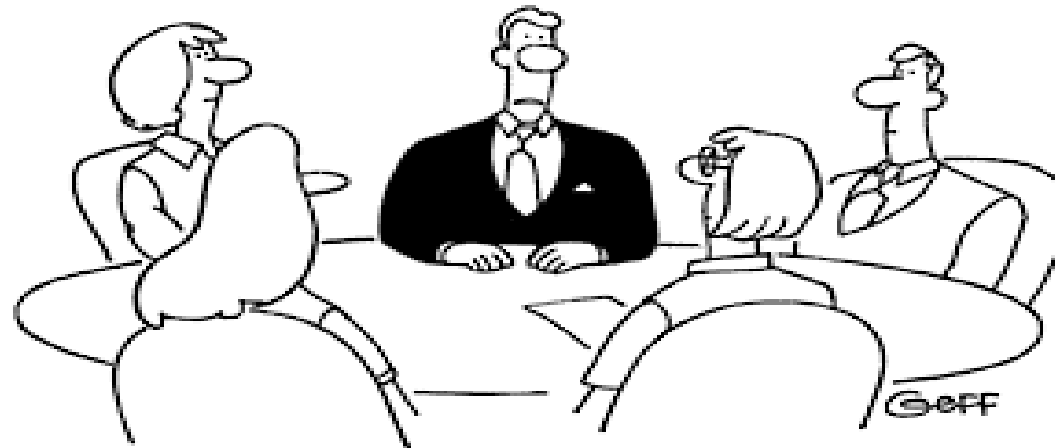
## **Mission:**

The Quality Healthcare Network is the trusted source to elevate health system performance through collaborative and innovative means.

## **Vision:**

To capture the hearts and minds of leaders to drive excellence in healthcare.

# This might not be what we want



"Whew! That was close! We almost decided something!"

# Question 1



Part a)

What does QHN provide for your healthcare organization presently?

Part b)

What are the benefits of being a member of QHN?

## Question 2



Part a)

In an ideal world, what would QHN provide/offer healthcare organizations?

Part b)

How can we get there, what do we need to do to get there?

# Synthesis of Conversation



- 10 minutes
- On flipchart
- Choose Recorder
- Choose Reporter

# Peer Presentation



- Each table gets 2 minutes to present their discussion findings to their peers
- We will prepare a synopsis of results for participants