



European Clinical Microsystem Network ECMN

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More effective work at Kungshälsan

Kungshälsans care centre doesn't follow the primary health care development - we lead it, says Annika Lilja, clinical leader at Kungshälsans care centre, with a modest smile on her lips.

Kungshälsan in Huskvarna has today about 60 employees who all are a part of twelve multi disciplinary teams. The teams all have improvement work in different areas.

– It has become a part of the everyday work, says Annika.

To create a feeling of togetherness the team creates flowcharts and reports their work continuously at work meetings and "developing days". The new way of working has created a clear structure of what you do, when you do it and why. In addition to this, the colleagues feel a great sense of joy and participation. Everybody is important and visible, says Annika.

How did everything start then? Well, to tell the truth, our improvement work started with that the CEO's leading group proclaimed that all leaders in Jönköpings county council should go a leader program organised by Qulturum.

Therefore, in October 2003 Annika started together with her primary care chief Asghar Farahani, in a leader's program. To this education everybody had to bring a problem from their own unit. Kungshälsan choosed to look at how they handle their blood pressure patients.

– We all know that we handle our blood pressure patients different. So we created a team that made up guiding principles and flow diagrams from different healthcare programs. We soon discovered that we through flow diagram easy could see our faults and could deal with one problem at time, says Annika.

Today Kungshälsan has their own separate department for their blood pressure patients. Now the patients are categorised after how high or low the patients blood pressure is. The categories are. low risk-, middle risk-, high risk patient ([see picture](#)).

– In the beginning of an improvement work it is hard to find time and to see what you can gain from it. But the final results make you see that it is worth it, says Annika.

To measure, present more results, create a reference book for newly employees, these are some of the challenges that Kungshälsan is ready to start at any minute, inspired as they are, after having seen how much saving time they have achieved.

Synopsis - summary

First Break All the Rules - Climbing to the Summit

Based on the largest study of its kind ever undertaken, more than 80,000 managers in 400 companies reveal insights about successful managerial behavior.

Great managers do not help people overcome their weaknesses. They do not believe that each person has unlimited potential. They play favorites and they break the "Golden Rule" every day.

This amazing book explains why great managers break all the rules of conventional wisdom. In today's tight labor markets, companies compete to find and keep the best employees, using pay, benefits, , and training. But these well-intentioned efforts miss the mark. The front-line manager is the key to attracting and retaining talented employees. No matter how generous its pay or renowned its training, the company that lacks great, front-line managers will bleed talent.

Talented employees know that managers trump companies. Great managers are the heroes of this book. Vivid examples draw readers into the world of real-life managers and show how -- as they select, focus, motivate, and develop their people -- great managers turn talent into performance, and build a great company, one employee at a time.



If you want to read more about the theory behind microsystems. Visit our partners website, there you will find nine articles about the subject.

<http://www.clinicalmicrosystem.org/publications.htm>

NEXT LETTER COMES IN THE MIDDLE OF OCTOBER

