

# Symposiums

S1.1	Engaging Healthcare Stakeholders	09:00	Convention Hall A
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## Engaging Staff for Service Improvement

*Kaplan G*

*Virginia Mason Medical Centre, USA*

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In this session, participants will hear an organisational case study on equipping frontline leaders with a different approach. Grounded in lean and innovation principles and standardised leadership routines, including regular rounding and huddles, this approach enables staff to reduce the waste in healthcare. Design elements, examples and critical success factors will be described.

Objectives include:

- (1) Describe daily leadership routines that engage staff in improvement.
- (2) Identify critical success elements when implementing such an approach.