14:45:07 From Brenda Zierler : Micha and Margot, please let Erin and I know when you will be in Seattle. (dates/times). Thanks.

14:45:42 From Tanya Allain : Registration list for today - https://rcrcconnect.org/wp-content/uploads/2018/03/3.20-Attendance.pdf

14:47:20 From Dave Simpson : I lost volume - I hope it’s just me

14:49:05 From Tanya Allain : Hi Dave - I can hear. Has it improved for you or is it still happening?

14:52:54 From Jim Best : So many strong contextual factors that constrain/enable change!

14:53:29 From Jody Hoffer Gittell : exactly - it brings to mind Darren McLean’s study of institutional factors in the RC change process

14:53:45 From Jim Best : Unleashing expertise at the frontline requires some mitigation of the hierarchical power relationships.

14:54:40 From Jim Best : Need a catalog of the institutional and contextual factors to keep top of mind for interventions?

14:57:06 From Jim Best : Could we ask the participants (and the other stakeholders) explicitly what they see may the obstacles to change?

15:00:44 From Jody Hoffer Gittell : maybe so - these factors tend to emerge through interviews that ask a broad range of stakeholders to describe the current situation and what they are struggling with

15:10:21 From Brenda Zierler : Can you define your "roll-out" and what you piloted?

15:13:57 From Jody Hoffer Gittell : n

15:13:58 From Carsten Hornstrup : I would take a close look at the managers/leaders. How do staff experience their support and do the lead the process by being an example and quickly handle problems that staff seems to be stuck by. Often financial issues, legal issues or professional disagreements.

15:14:09 From Jim Best : A cross-Ward conversation might be very fruitful. Positive deviance could surface what B & D wards are doing well and what in C & E undermines their work. Huge learnings possible if the safety is high enough to share across Wards. The participating Ward leads could take the back into their own wards.

15:14:19 From Jody Hoffer Gittell : brenda you should ask

15:14:32 From Laura Montville : Definitely cross ward…I am struck by the silo visual here!

15:15:32 From Dave Simpson : Land of differentiation

15:18:06 From Birgitte Tørring : Thank you for inspiring perspectives :) Need to elav

15:18:43 From Jim Best : Some consultants have found that results take time … that the ground takes time to become fertile. One consultant I interviewed said that even a year if often too soon.

15:18:53 From Birgitte Tørring : Leave meeting now. good luck with the change in he hospital

15:20:06 From Laura Montville : Maybe another time we could use a liberating structure here where the presenters can hear us ALL discuss their dilemma and they simply listen and take notes…!

15:29:18 From Hongguo Wei : If you expect to see some changes regarding how the team works, maybe differentiate what are the high dimensions and what are the low dimensions.

15:30:37 From Nancy Whitelaw : Micah and Margot - thank you for sharing your experience - very helpful to see the linkages between RC and lean approaches

15:31:20 From Brenda Zierler : Thanks Micha and Margot, good luck. Please let us know when you are in Seattle