Find your Digital Tribe

The ramblings of an enthusiastic* digital health & care anthropologist

Andy Kinnear

UK e-Health Week 2018

* This means ‘Amateur’ ;-)
• Director of Digital Transformation – South, Central and West CSU
• Connecting Care Champion – The Greater Bristol Digital Transformation programme
• Local Delivery Advisor – NHS Digital
• Chair – BCS Health & Care Executive
• Health CIO Advisory Board member - CIO Network
• ‘Empower the Person’ Board member – NHS England
• ‘NHS Digital Academy’ Steering group member – NHS England
• Observer of people, behaviours and ‘what works’
Tribalism is the state of being organized in, or advocating for, a tribe or tribes.

In terms of conformity, tribalism may also refer in popular cultural terms to a way of thinking or behaving in which people are more loyal to their tribe than to their friends, their country, or any other social group.
My football tribe
My watching England Cricket Team tribe
My dressing up & getting ridiculously drunk TRIBE
My Connecting Care TRIBE
My SCW ‘Interoperability’ tribe
Andy Kinnear – career history

Andy Kinnear – 27+ years in NHS working for:

- South West Regional Health Authority
- Bristol & Weston Health Authority
- Bristol & District Health Authority
- South Gloucestershire PCG
- South Gloucestershire PCT
- Avon IM&T Consortium – hosted by Bristol PCT
- Avon IM&T Consortium – hosted by Bristol, North Somerset and South Gloucestershire ‘cluster’ PCT
- South West CSU (shadow)
- South West CSU
- South, Central & West CSU
- South Central & West CSU and HSCIC
- South Central & West and NHS Digital
- South Central & West
Lesson 6 – People & Behaviours
Connecting Care – Behaviours

The ‘herding cats’ challenge –

Connecting Care characterised by:
• Multiple organisations with multiple agenda
• Multiple clinician professions with multiple priorities
• Multiple system suppliers with multiple commercial interests

But there is only ONE patient
Connecting Care – Behaviours

The ‘herding cats’ challenge –

Recognise and work on the different elements –

• Political dimension
• Personal dimension
• Human behaviours
• Organisational behaviours
• Interests, motivations and blockers
• Time and timing
Lesson 6

People, actual real people, is **ALL** that matters!!
The way they lead, act, think and behave is the single biggest determinant of success.
What has it taught me?

- **Organisationally-centric thinking** is largely pursued by the small thinking, unambitious & patronising
- **Our organisations are just badges** – they are not real....
- **The only constant is the people** – those we serve, those we work we with and those we come to work for....
- **The people, the network, the ‘tribe’ is the source of energy, belief and power**
BELIEF
“As I see it, the undertaking to provide all people with all kinds of health care, using virtually the whole of the medical and other health professions to do it, creates an entirely new situation and calls for something bolder than a mere extension and adaptation of existing services.”

*Cabinet Memorandum by the Minister of Health, 13 December 1945*
So chuffed with my #InteropSummit t-shirt I haven't been able to take it off all weekend...and more @INTEROPenAPI at #EHWK17 to come :-)
Welcome to Healthcare Innovation Park

24th January 2017
#Pinksocks

@nickisnpdx

Kilt-wearing pink furry bike riding healthcare MBA. #pinksocks

Love More. Fear Less
That’s why we are lucky!!
Questions

Andy Kinnear - Director of Digital Transformation, SCW
T: 0117 900 2552  M: 07967 005871
andy.kinnear@swcsu.nhs.uk
Andy_Kinnear