

The Buurtzorg Academy

Supporting your transition to self-organised teams

Introduction

A growing number of health and social care providers and commissioners want to learn from and apply the lessons of Buurtzorg Nederland's success in providing person-centred care through self-organised neighbourhood teams. Buurtzorg and Public World have formed a partnership to support them, and today we launch the Buurtzorg Academy to meet that growing demand with a four module learning and development support programme.

The programme will be founded on a thorough understanding of Buurtzorg's core principles and practice and led by facilitators with sufficient broader knowledge and experience to relate it to wider issues of change at a personal and organisational level. Each programme will include a study visit to the Netherlands to see Buurtzorg in action in communities, and to shadow teams of caregivers.

Reflecting the values of Buurtzorg, the programme will allow flexibility for participants to develop an approach to implementation that meets the needs of their organisations. Participants will work in self-organising groups to tackle common problems, so that the mindsets and skills of individual and collective self-organisation are not only taught but also practiced within the programme.

Modules One and Two will focus on developing understanding of Buurtzorg and self-organisation. Modules Three and Four will be designed to meet participants' needs as they become clearer about the challenges and opportunities they face. Participants will progress their own implementation plans in between modules, supporting each other's learning.

Further support will be on offer after the programme is completed, including initial training and ongoing for start-up self-organised teams of nurses and other caregivers and their coaches. They and Buurtzorg Academy participants will join the Buurtzorg Community of Practice and Learning Community so that they can benefit from and contribute to the growing international body of knowledge about how to initiate and support self-organised team work inspired and informed by Buurtzorg Nederland.

Public World is a social enterprise dedicated to improving public services through better staff and user involvement.

We have worked in more than 70 countries worldwide and are the partners in Britain and Ireland of Buurtzorg Nederland.

Together we are working to support the application of the Buurtzorg model of health and social care through self-organised neighbourhood teams.

Please contact us for an initial chat about how we could help you.

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Participants in the Buurtzorg Academy programme will:

- Develop a comprehensive understanding of Buurtzorg principles and practice
- Explore the opportunities and challenges of introducing the model
- Become confident in introducing it in their own organisations
- Create a design, implementation and evaluation plan for their own organisations

Who should attend ?

The Academy programme is designed to be suitable for:

- Senior managers wishing to advocate and lead change to the Buurtzorg approach
- Project managers with responsibility for implementation in their organisation
- Nurses and caregivers who may become part of a neighbourhood team

Where will be the programme take place?

This will be a residential programme supported with online materials, with a maximum of 15 people in each cohort.

Modules 1,3 and 4 will take place at Roffey Park in West Sussex, a leading centre for leadership and organisational development located in a relaxing setting just south of Gatwick. Module 2, the study visit, will take place in the Netherlands.

What will be covered in each module?

Module 1 -- the Buurtzorg Story

- Overview and familiarisation
- Clarification of objectives
- Orientation –mapping the field
- Establishing self-organising teams
- First steps towards an implementation plan including evaluation
- The Buurtzorg Story
- Buurtzorg - the principles
- Buurtzorg – the practice including
 - Team roles
 - Team tasks
 - Solution focussed thinking
 - The role of the coach
 - Preparation for study visit – key questions

Module 2 – Buurtzorg in practice

- Meeting a Buurtzorg team in their neighbourhood
- Shadowing caregivers on their rounds
- Learning about Buurtzorg from those who have created it
- Learning from other Netherlands organisations which have successfully adopted the Buurtzorg model in recent years.
- Optional sessions:
 - Multidisciplinary teams
 - Social care
 - IT including the Omaha system
 - The role of the coach

Module 3 – Planning the change in your organisation

- Sense making from the study visit and implications of the learning so far
- Thinking about organisational change
- Exploring the challenges and the opportunities presented by self-organisation generally and Buurtzorg specifically.
- Leadership and self-organising
- The role of “Back Office” and IT support
- Personal effectiveness – What do I need now to enable me to take the next steps?
- Options from:
 - Influencing
 - Leading change
 - Building a coalition
 - Personal impact
 - Changing mindsets
 - Next steps on implementation plans
- Designing Module 4

Module 4 – Making it happen

The content of Module 4 will be designed to meet the needs of participants based on what emerges in Module 3, but will include:

- Insights on self-organisation from the UK and around the world
- Working on design, implementation and evaluation plans
- Reflection on personal learning and commitment to next steps
- Next steps



When will it happen?

The first cohort will start this autumn and be completed by the end of February 2018

- Module 1: 31 October - 2 November
- Module 2: 11 - 13 December
- Module 3: 29 - 31 January
- Module 4: 26 - 28 February

A second cohort will begin early in 2018.

How much will it cost?

We believe that it will be beneficial for organisations to put two or three people through the programme so that they can work together and support each other in the challenge of leading implementation in their organisations.

The price for one person will be £7,500, for two £14,000 and for three £19,500, excluding VAT but including accommodation and meals at Roffey Park. Accommodation and travel costs to the Netherlands are not included. Early bird discounts are available for bookings made before the end of July.

For further details please email enquiries@publicworld.co.uk.

We look forward to hearing from you!

