



Welcome to World Café

14:00 - 17:00



The Future of
Hospitals and Healthcare



What is World Café?

- Simple, effective, and flexible format for hosting **group dialogue**
- Aims at harnessing **collective wisdom** and NOT at reaching a resolution
- Fosters conversation between small group to **share** their perspectives and ideas on a topic or question, before **moving on** to explore a different area with a different group of people.



Why use World Café at the Agora?

- In the theme of innovation - trying something new for HOPE Agora
- Different opportunity to exchange ideas and examples - as a discussion
- Starting point to spark new questions as you learn about the context your colleagues work/live in and what they have found

What can you get from the session?

- Chance to **reflect** on your time away
- and perhaps appreciating what you have back home in a new way
- **Share** your thinking/experiences, and ask colleagues questions
- What are the common themes emerging? And **what can you do** about/with them?
- Meet new colleagues and expand your **network** - exchange business cards/contact details!



How will it work?

- 3 rounds of approximately 20 mins each
- Ask yourself the overarching question - what comes to mind? ***Which were the most interesting findings/innovations you found during the exchange programme?***
- Select table topics which feel most relevant/interesting
- Each topic has 3 tables which can fit limited number of people each - and no more
- Switch tables when asked - and bring discussion points from the previous table to the next one (not just your own)
- Finish with plenary session to understand key themes

Café etiquette

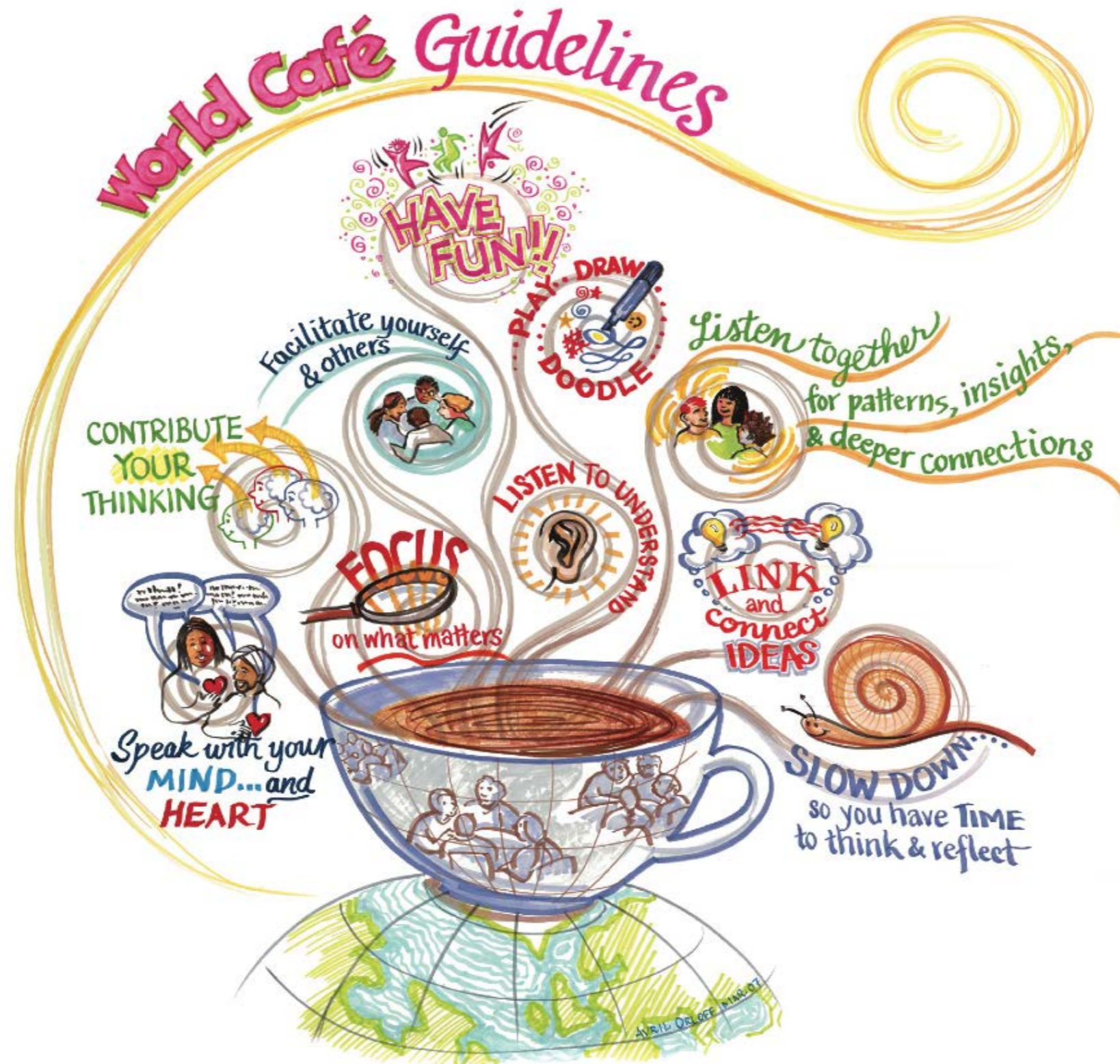


Table hosts

Here to help - not to do all of the work!



Table topics: Which were the most interesting findings/innovations on this topic you found during the exchange programme?

- **eHealth** – i.e. telemedicine, electronic patient records, information systems, etc.
- **Patient Involvement** – i.e. systems, evaluations, planning, commissioning, etc.
- **Human Resources** – i.e. education and training, structure of organization, working hours, career models and development, talent management, working conditions, bilateral teams, etc.
- **Ageing Population** – i.e. approach to care, HR strategy for older personnel, finances, etc.
- **Patient Safety** – i.e. systems (including accreditation), safeguards, dedicated teams, quality management, etc.
- **Integrated Care** – i.e. structure of organization, national policy, ways of working, etc.

Think creatively

