

Dear colleagues – I trust that all is well with you.

In this edition, we focus on how the WEL Programme supports **systemic leadership**, and the vision of a **high-quality health system** in South Africa.



At the start of the year, I participated in an on-line summit on **systemic leadership** to engage with current thinking in this area and understand the ‘what’ and ‘why’ of systemic leadership. **Jennifer Campbell** – a systemic leadership and change expert – describes the essence of this work as:

“Leadership that focuses on the larger system is about knowing how strengthening the relationships between people is needed to solve problems that are too big and complex for individuals to solve.”

During the summit, seven tips for navigating change in chaotic and complex times were shared.

How do these tips relate to the WEL Programme?



Tip 1: **Take good care of yourself, and disrupt yourself at the same time.** The WEL Programme emphasises awareness around self-care, and by choosing new behaviours, the individual disrupts his or her automatic way of engaging with the world.

Tip 2: **Anchor yourself in purpose.** WEL participants were often operating on ‘automatic pilot’, and reflecting on their context allowed them the opportunity to re-affirm their purpose and their role in the system.



- Tip 3: See the whole that your organisation really is.**
Through the WEL team exercises, participants gain insight into the role and contribution that others bring to the team.
- Tip 4: Listen**
WEL participants have often role-played the effect of approaching a supervisor or manager who does not make eye-contact or takes phone-calls during the engagement. Sound familiar?
- Tip 5: Tap into collective intelligence by creating conversations**
The WEL approach supports dealing with expressed needs of participants and adapts the content accordingly, thus facilitating the unblocking of stumbling blocks in the team's performance.
- Tip 6: Trust that the right future will emerge**
Through the inclusion of team leaders, the WEL Programme supports teams to choose to do things differently.
- Tip 7: Get mentoring**
WEL instills a 'buddy system' that provides both peer support and mentoring.

So this is how the principles of systemic leadership work through the WEL Programme. Reflect on how these may apply to where you are now.

“Be enthusiastic as a leader. You can't light a fire with a wet match.”
– Jennifer Campbell



Take a closer look at your living human system, beyond the individuals. You'll find a web of infinite possibilities.



Read the Forbes article on the seven tips here:

<https://www.forbes.com/sites/johnwelsheurope/2019/02/27/systemic-leadership-seven-tips-to-navigate-change-in-complex-and-chaotic-times/#2ccb5a6b7095>



This month I alert you to Chapter 9 of the ***South African Health Review 2018***, authored by Kerrin Begg, Gail Andrews, Punithasvaree Mamdoo, Justin Engelbrecht, Lilian Dudley and Lebogang Lebeso.

The Constitution of South Africa enshrines the right to quality health care and provides the basis for numerous policies and legislation aimed at improving access, eliminating inequalities, and increasing health-system safety. To date, quality initiatives have been unco-ordinated and fragmented across the public and private health sectors, and the lack of a sound action plan for implementation of quality-improvement strategies has led to limited impact on health services. There is need for a strategic framework to address policy issues, organise service delivery, and monitor the impact of initiatives seeking to improve quality outcomes.

This chapter outlines the development of a multilevel national strategic framework to institutionalise and guide planning, delivery and measurement of health-systems quality in South Africa. A situational analysis of existing policies and implementation initiatives was conducted, and lessons were learnt from international case studies, providing a sound evidence base for implementation of the framework.

To read the full chapter, go to:

<http://www.hst.org.za/publications/South%20African%20Health%20Reviews/Chapter%209%20Quality%20SAHR2018.pdf>

To read the KwikSkwiz, go to:

<http://www.hst.org.za/publications/Kwik%20Skwiz/09%20National%20framework%20high%20quality%20health.pdf>



Choose your practice for this month



Consider reflecting on one of the seven tips for systemic leadership.



For a healthier life, be mindful of the amounts of sugar that you consume daily.

Sarah Davids

Project Manager: Wellness for Effective Leadership (WEL)

For previous issues of WEL News, go to:

<http://www.hst.org.za/searchcentre/Pages/results.aspx?k=WEL%20News>



WEL develops people so that they can strengthen systems in which they live and work.

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