

What makes the difference...

- We wanted to underpin any improvement methodology with the right behaviours. A charter created by Providers for Provider Collaboration seemed a good place to start.
- The **mindset** required is to build on what works, not focus on what is broken, and embracing the Stockdale paradox. This means being ruthlessly honest about where we are, whilst believing we will succeed in the end. Confronting unpleasant realities whilst remaining optimistic is vital during transformation.
- The **context** is population health outcomes for the citizens of Lincolnshire. Good care delivered right first time is affordable.
- Building on the best of Agile, Appreciative Inquiry and double loop learning theory- we created a model mash up with roots in proven methodologies and systems thinking, but with its heart in Lincolnshire and the way we want to behave towards each other.

1. We make a difference for our population
2. We hear and value everybody (inclusive)
3. We have honest conversations and honour our word
4. We learn together and tolerate mistakes
5. We are kind to each other (person centred)