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**Creating an agile and adaptive organisational culture for sustainable system transformations**

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**Objectives/aims**

Encouraging practitioners to implement disruptive, evidence-based change is a global challenge for health services and other fields. Research suggests translating evidence into real-world settings could take atleast 17 years. Thus, nurturing an innovation culture is understandably complicated in settings that provide chronic illness care for communities. However, bridging this implementation gap is fundamental for improved community health outcomes.

*Research question:* How, why and in what context can we achieve the commitment of practitioners towards transformational change in health service models and thus shorten the implementation gap in care for vulnerable communities?

**Methods**

We purposively sampled “positively-deviant outlier” practices for rigorous qualitative research. Four exemplar settings deemed successful in the uptake of new diabetes care interventions were selected. Practices served the most socio-economically deprived NZ communities (NZDep2013 Deprivation Index). In-depth, individual, face-to-face, semi-structured interviews (each 45-90 mins.) with 11 clinicians systematically explored facilitators for implementing new initiatives (grounded on trans-disciplinary philosophies like CFIR, normalisation process, systems-thinking, bio-inspiration, ecological design thinking). Secondary data were QI Collaboratives and policies. We abductively analysed data to build a conceptual model.

**Main findings**

We will present a “system of enablers” on themes such as organisational atmosphere/culture, implementation processes and innovation characteristics. We will contest conventional models and discuss novel ideas for impactful implementation – e.g. co-creative environment, "professional-practice scholarship", consciousness to change, responsive and dynamic atmosphere, collective intelligence and distributed leadership, flat governance, diversity in networking etc.

Our presentation (from a unique New Zealand perspective) is expected to:

1. Inspire with fresh, actionable ideas e.g. reframing traditional strategies - e.g. organic evolution and innovation readiness as a cultural strategy rather than a crisis response;

2. Explore the potential of abductive synthesis to challenge deep-rooted concepts (like stable/pre-defined ecosystem);

3. Discuss a practical roadmap to stimulate stakeholders (from diverse fields) to gain impact in their real-world implementation efforts.