

# 10 Polarities (or 40 Years)



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# The Perfect Storm



Internet graphic

# Hurricane Katrina



Internet graphic

# Instead a Focus on Symptoms



- Cost growth
- Wait times
- Acute care capacity
- Community capacity
- Human Resources and Labour
- “Issues Management”
- Floods, plagues and disasters

# Analysis-Paralysis



**Figure 1 Factors That Affect the Quantity of Analysis Produced**

**Risk of Extinction  
by Instinct**

**Risk of Paralysis  
by Analysis**



# 10 Polarities



1. Customer Experience: High Touch vs. High Precision
2. Citizen: Consumer vs. Partner
3. Boom, Bust and Echo: The Young vs. the Elderly
4. Focus: Acute, Community vs. Wellness
5. Culture: Healthcare Village vs. Large Enterprise
6. Data: Big Data vs. Privacy
7. Knowledge Translation: Richness of Knowledge vs. Paucity of Implementation
8. Policy: Rational vs. Twitter
9. Locus of control: Central vs. Local
10. Change Readiness: Complexity vs. Leadership Depth



# Polarities



- Customer Experience: Hi Touch vs. Hi Precision



# Polarities



- Citizen: Consumer vs. Partner

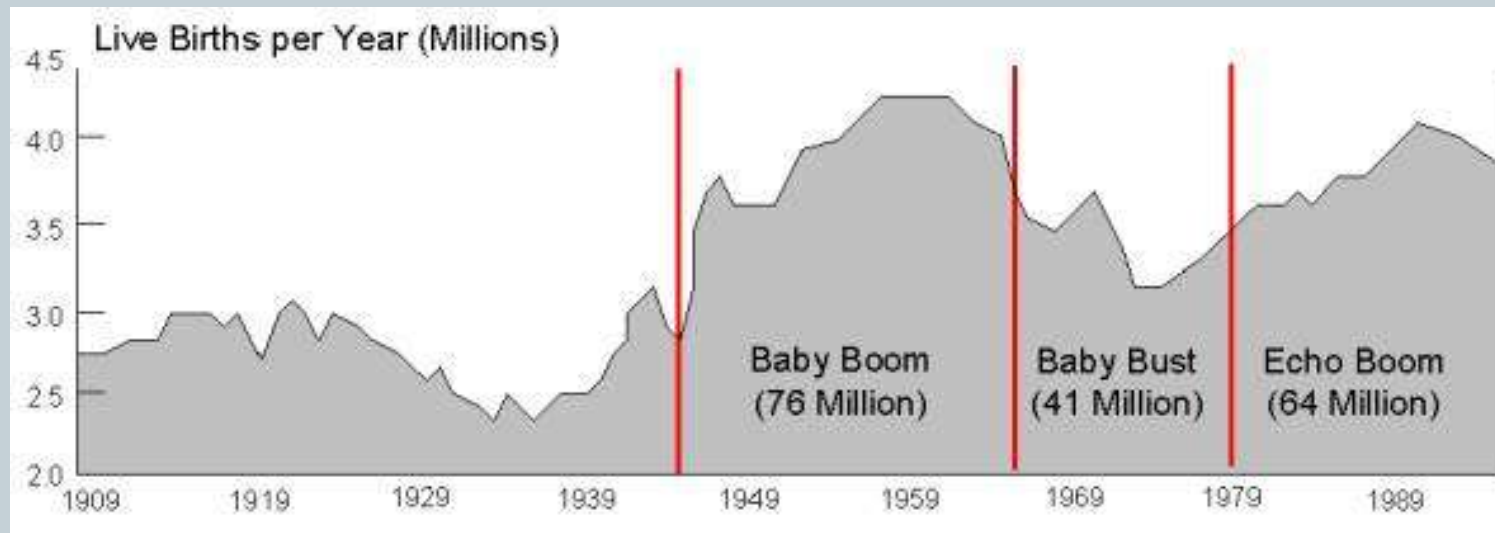




# Polarities



- Boom, Bust and Echo: The Young vs. The Elderly



# Polarities



- Focus: Acute, Community vs. Wellness



# Polarities



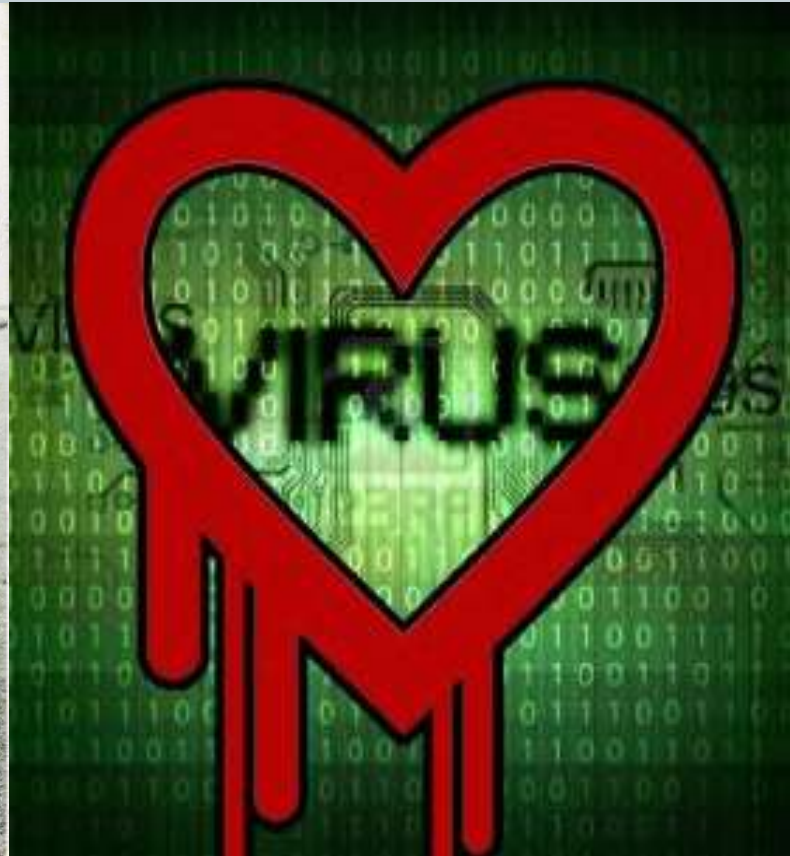
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# Polarities



- Data: Big Data vs. Privacy





# Polarities



- Knowledge Translation: Richness of Knowledge vs. Paucity of Implementation



**WISHFUL THINKING**

No Matter How Bad You Want It, It Ain't Gonna Happen.

DemotivateUs.com



# Polarities



- Locus of Control: Central vs. Local





# Polarities



- Policy: Rational vs. Twitter



# Polarities



- Change Readiness: Complexity vs. Leadership Depth



# Again My 10 Polarities



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# The 'So What' for Leaders



- **Management Context**
  - Complex Dynamic Systems vs. Hierarchy
- **Creation of Effective Coalitions**
  - Consensus *and* Action
- **Leadership Skills**
  - Priorities
  - Time availability
  - Accountable delegation & distributed leadership
  - Training
- **Our future ...**

# This Should be Fun!

