

Welcome

When we produce a service—it is always partly produced by the professional and partly by the recipient of the service—that's what makes the creation of services different from the production of goods & products.

In the past, we did our work on a one professional to one client basis. Today it is many professionals to one client. So, today we must pay much more attention to working together—one professional with another professional.

Together professionals and clients/patients design, create, deliver and improve the services that are helpful to reduce the burden of illness and social problems that people face.

We all know that this work can be a source of deep joy and professional pride. We also know that to do this work well, we must commit to a lifetime of learning and professional development. So...WELCOME!

Building the knowledge we need to improve our work

1. *We use different types of knowledge to improve human service work.*

We combine:

Generalizable science + Particular need → Measureable improvement

- 2.
2. *As professionals we actually have two jobs: to do our work and to improve our work.*
3. *When we as professionals meet a patient or a client—someone who we hope will benefit from our work—we usually do so in a small system composed of professionals of different disciplines, the beneficiary & family, some information & information technology and a defined purpose or reason to be together—we call these small systems “microsystems.”*

4. *When we work together to provide health or social care, we need to make promises—promises to ourselves, to our clients/patients, to our colleagues. We use different information to make good promises for each of these types of promise:*
 - a. *Promises to self—values, what’s important to us as a professional*
 - b. *Promises to client/patient—what they can expect, what we think the benefit will be for them, what the risks are, if there are any, what our own role(s) will be in the service(s) they will receive*
 - c. *Promises to colleague—what we will do as part of our team effort, how what we will do relates to the work of others.*

5. *When we study our efforts to make things better and share those studies with others, we contribute to building the knowledge we need to make our efforts at improvement work better. If we each do this, we can help make everyone’s work a little better.*