

**Integritymanagement/ ethics management (Thesis IvdR 2001)  
Based on model M.Kaptein**

Mission statement ( raison d'etre)

+ Behavioral integrity

+ Trust by

- clarity
- visibility
- sanctionability
- supportability
- discussability ( of dilemma's)
- achievability
- consistency

on the boundaries of:

- cliënts and workers
- workers and management
- management and board
- organisation and outer world / stakeholders

lead to integer/ethic organisation

**Definition integer / ethic organisation:**

A ethic organisation is one where balance exists between opposite expectations and where workers are enabled to take their own responsibility and to handling moral / ethical dilemma's.

Change becomes : business as usual.

**Iris' agenda ( survey 2005/2006)**

1. Vision: what can we do to support to Quality of Life ?
2. Q&A about demand driven care (system ?)
3. The role of doctors& other practitioners
4. Experience by cliënts
5. Role and meaning of activities
6. Role of family and loved ones
7. Role of care chains
8. Professionality
9. Demands in regards to workers
10. Having fun in work and demands in regards to the organisation .

**Neglected organisations ( Joost Kampen)**

System reacts as though it is neglected by parents. Being cynical, looking for/ crossing borders, no trust, carelessness.

**Definition grown up organisation?**

**Leicester Conference first lessons**

Leadership = creative activity  
Inspiration & vision give energy  
Regard organisations + self as complex systems  
Complexity is enriching  
Fear, anxiety,envy & competetiveness kill creativity  
People and their roles in systems  
Closed systems are at risk  
Sustainable organisation

**Definition sustainable organisation:**

A sustainable organisation is one that can progress without catastrophic setbacks in the foreseeable future

**Kwaliteitskader 2010 VVT ( Quality document Dutch long term care)**

Quality of life

- Physical well being and health
- Living arrangements
- Participation
- Mental well being

Quality of caregivers

Quality of care organisation

Quality of the content of care and client safeness.

**Question : Role of enthousiasm and inspiration**