



Quality Improvement & Innovation Partnership

Am I doing this for you, or am I doing this for me

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Innovation Partnership (QIIP)

Meeting of the Minds

June 2010





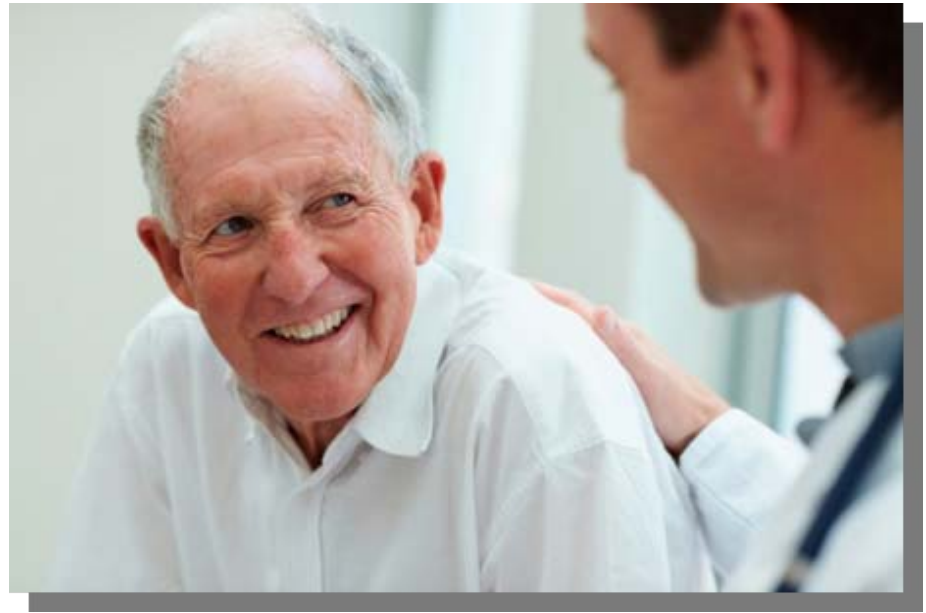
Givens

- Built on values
 - *Trust*
 - *Respect*
 - *Willingness to listen*
 - *Partnership*
- Increasing self-efficacy / empowerment
- Integrated in every interaction
- System takes responsibility for the individual – thinks about people not being seen (population focus)
- The “my child” test



Should Drive Health System Redesign

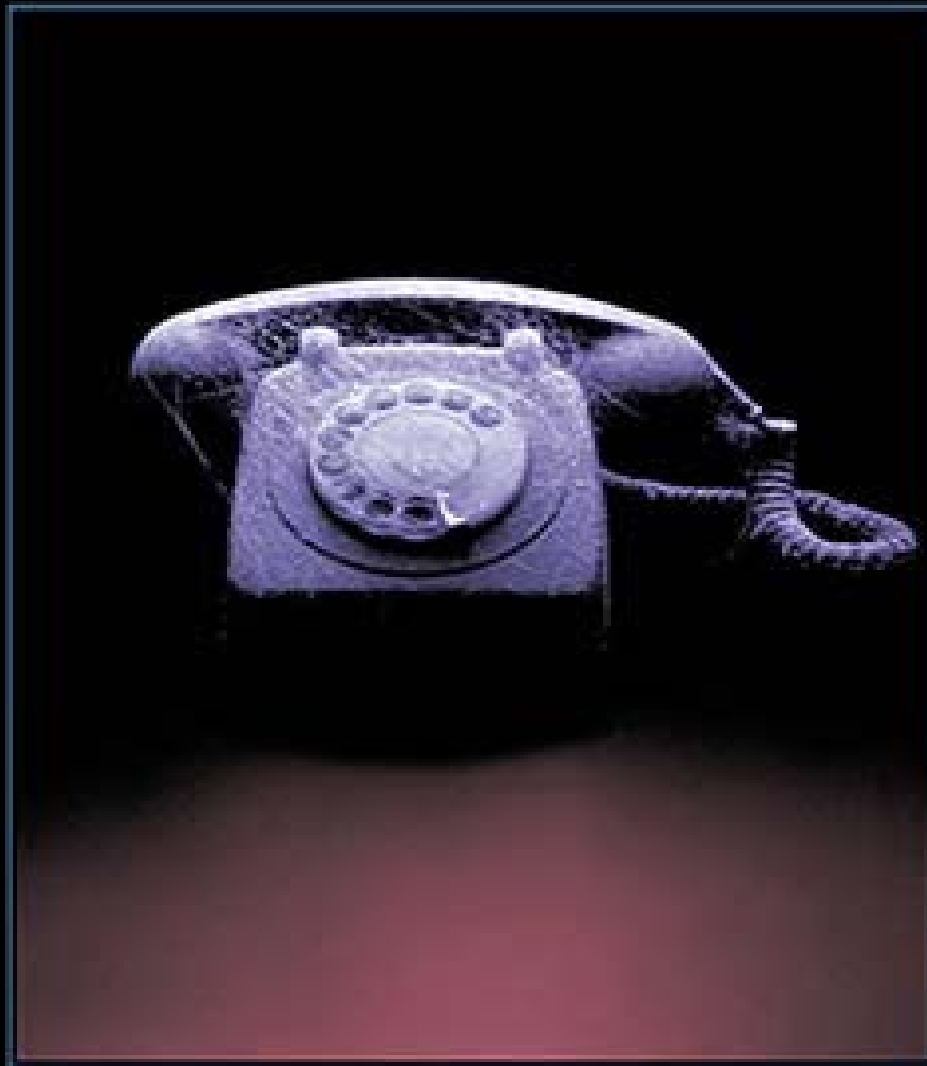
- Central to any high performing, high quality health system
- All other quality changes aimed at enhancing the patient experience
- Is everything we're doing adding value for the patient / client?





Obstacles

- Attitudes
- Providers need to help / rescue
- Need to control / maintain power
- Lack of respect
- New / changing the culture
- Separate our experiences from our professional life
- See illnesses / problems not people
- Attitudes



APATHY

IF WE DON'T TAKE CARE OF THE CUSTOMER,
MAYBE THEY'LL STOP BUGGING US.




Common elements to these changes

- All have been done in at least one place in Ontario
- Most involve no additional funding
- Start by getting to know our processes and populations
- Require an attitude / paradigm / culture change
- Introduced through small, quick tests of change
(Improvement model / PDSA's)
- Explain to our patients what we're trying to do



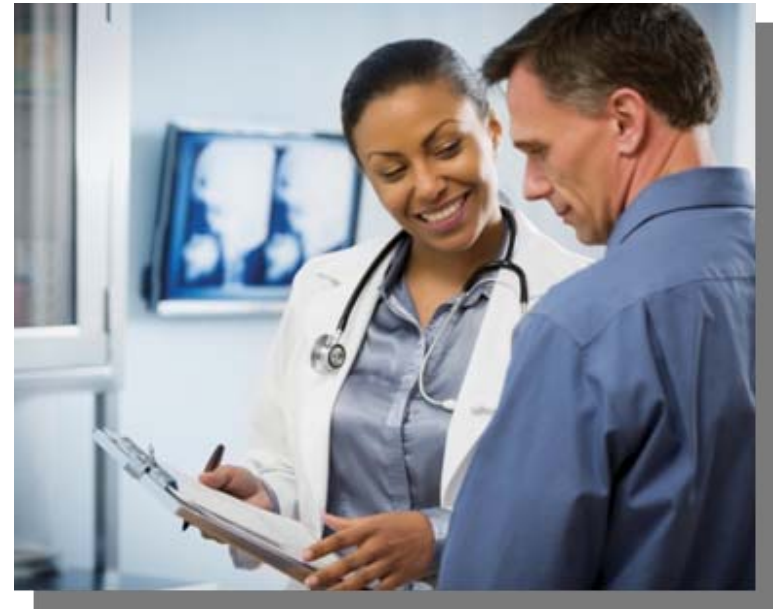
Six Changes at the Clinical Level

- Understanding the patient experience/journey
 - Access to information
 - The patient as partner
 - Clinical care
 - System design and evaluation
 - The clinical interaction
 - Convenience
 - Timely access
- 



Understanding the patient experience/journey

- Basis of redesigning services
- Patient walk / call your own office
- Satisfaction surveys – what can we improve
- Process mapping
- Listen





Understanding the patient experience/journey

- Two patient groups in each of 2 communities – 1 was Individuals with chronic conditions
- Asked about their experiences – before, during and after a visit
- Summarised and reviewed -
- 7 steps



Understanding the patient experience/journey

- Making an appointment
- Before the visit
- Arriving at the practice
- The wait
- The clinical visit
- Immediately after the visit ie tests / referrals / plan
- Following up between visits
- **150 potential changes identified**



Access to Information

- Access to charts
- Health passport
- Internet
- Facebook
- Pre-visit
- Interactive Education





The patient as a partner (1): Clinical Care

- Plan
- Goals
- Support for self-management
- Tools and resources
- Peer support





The patient as a partner (1): Clinical Care

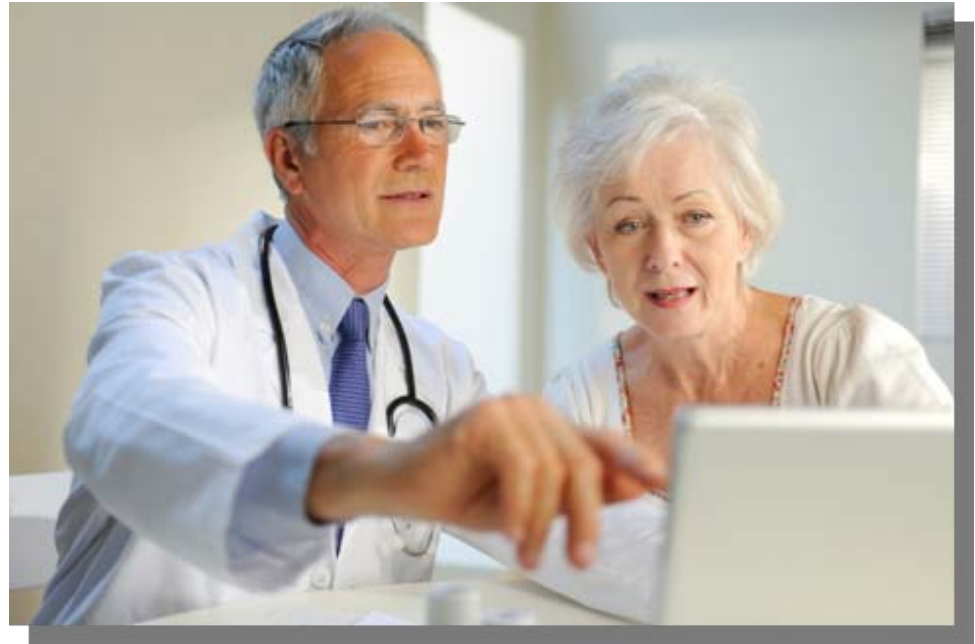
- Plan
- Goals
- **Support** for self-management
- Tools and resources
- Peer support





The patient as a partner (2): System design

- Involve in planning
- Signs in the office
- Governance/Board
- Involve in presentations – the patient voice
- Patient satisfaction surveys





The Clinical Interaction

- First 5 seconds – opening question
- Messages – avoid double messages
- Model that this is a partnership ie ask, don't tell
- Language (health literacy)
- Explain – write out



CHANGING MEDICATIONS

Date	Med. 1 (20mgm)	Med.2 (20mgm)	Med 3 (1mgm)
27 / 5	1 ½	½	-
3 / 6	1 ½	1	-
10 / 6	1	1	-
17 / 6	½	1	-
24 / 6	-	1	1



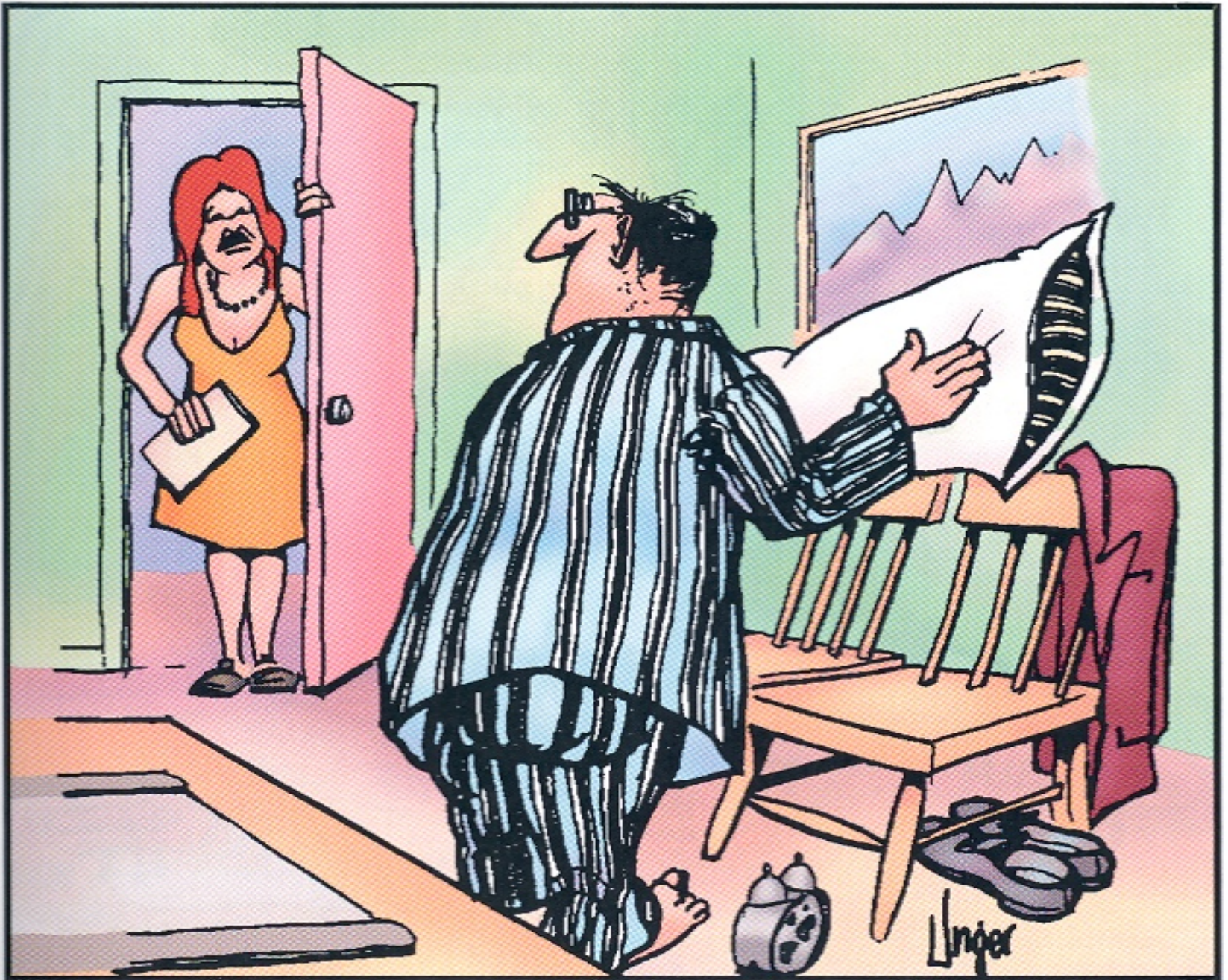
Convenience – Respecting the patient’s time

- New ways of delivering care
 - *Phone*
 - *Skype*
 - *Email*
 - *Cell phone*
 - *Text*
 - *The home visit*
- Prepared visit
- Patient preparation for a visit - reminders
- Pre-visit procedures (ie bloodwork)



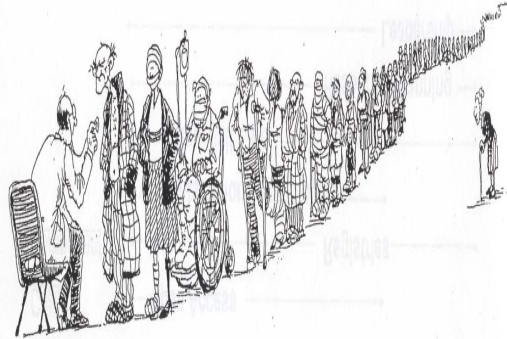
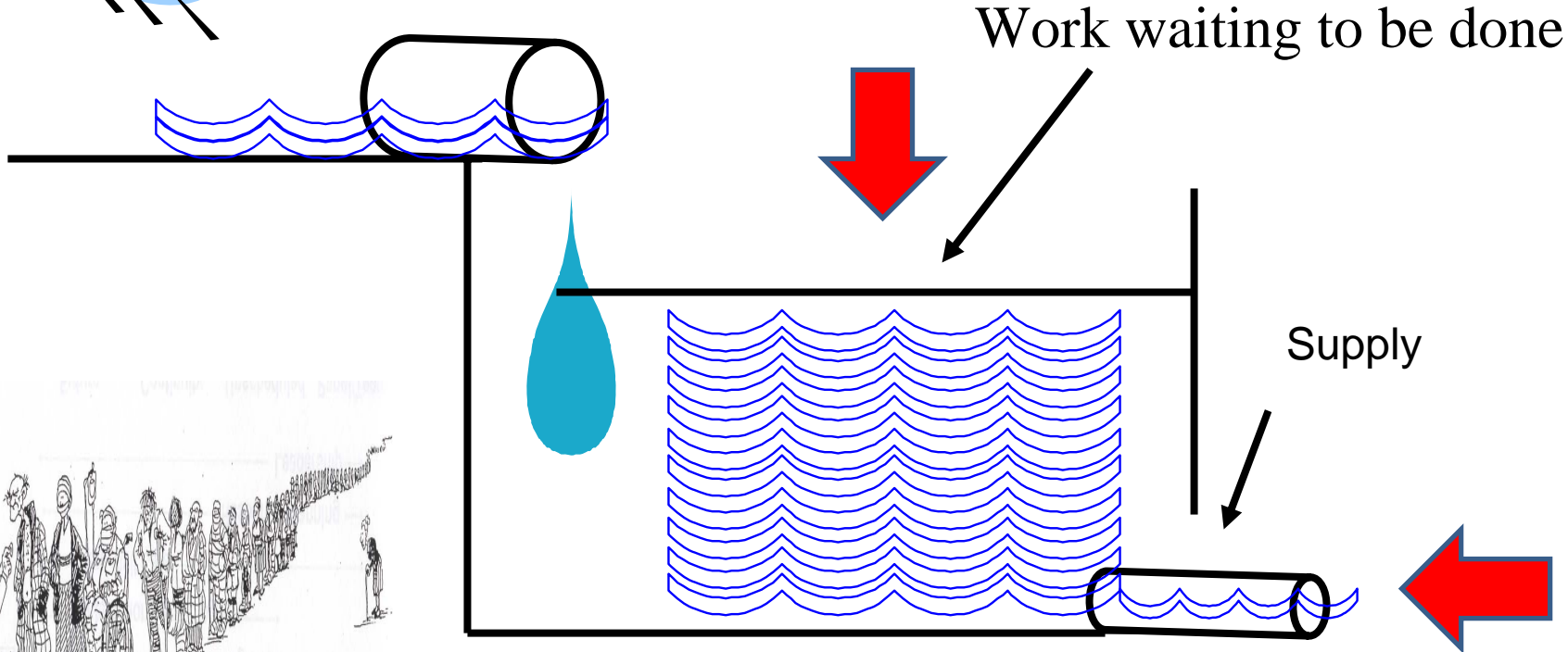
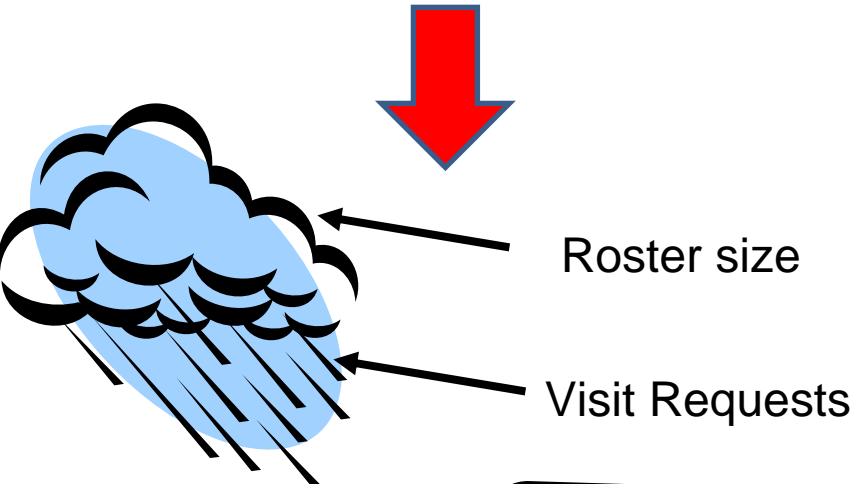
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Improving access



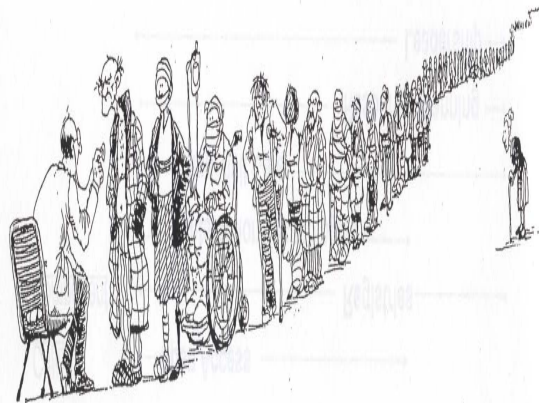
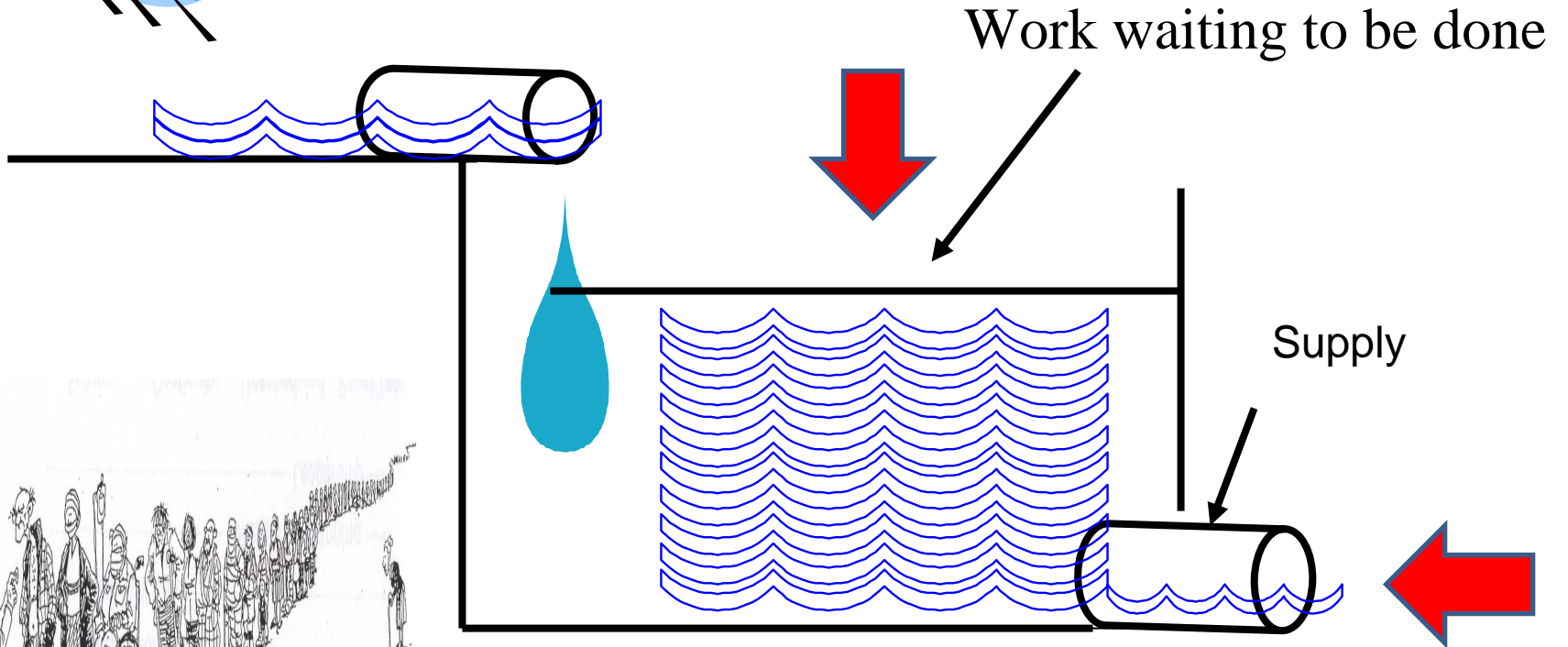
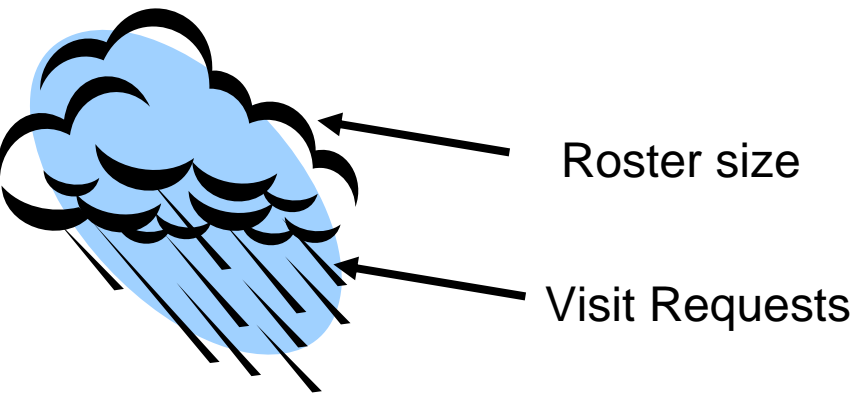
"Dr. Henderson will see you now"

Demand > Supply



and supply is late!

Demand=Supply



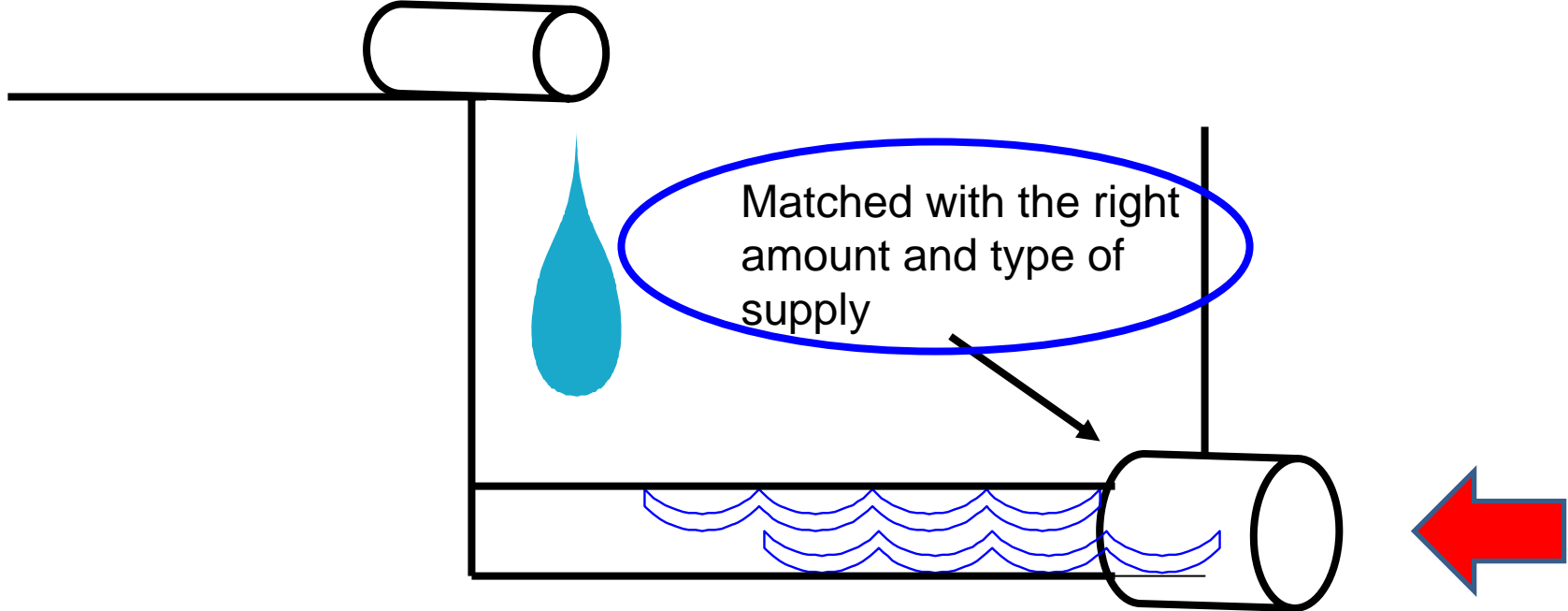
... but still late!

Demand < Supply



Roster is right size

And demand from the roster is known

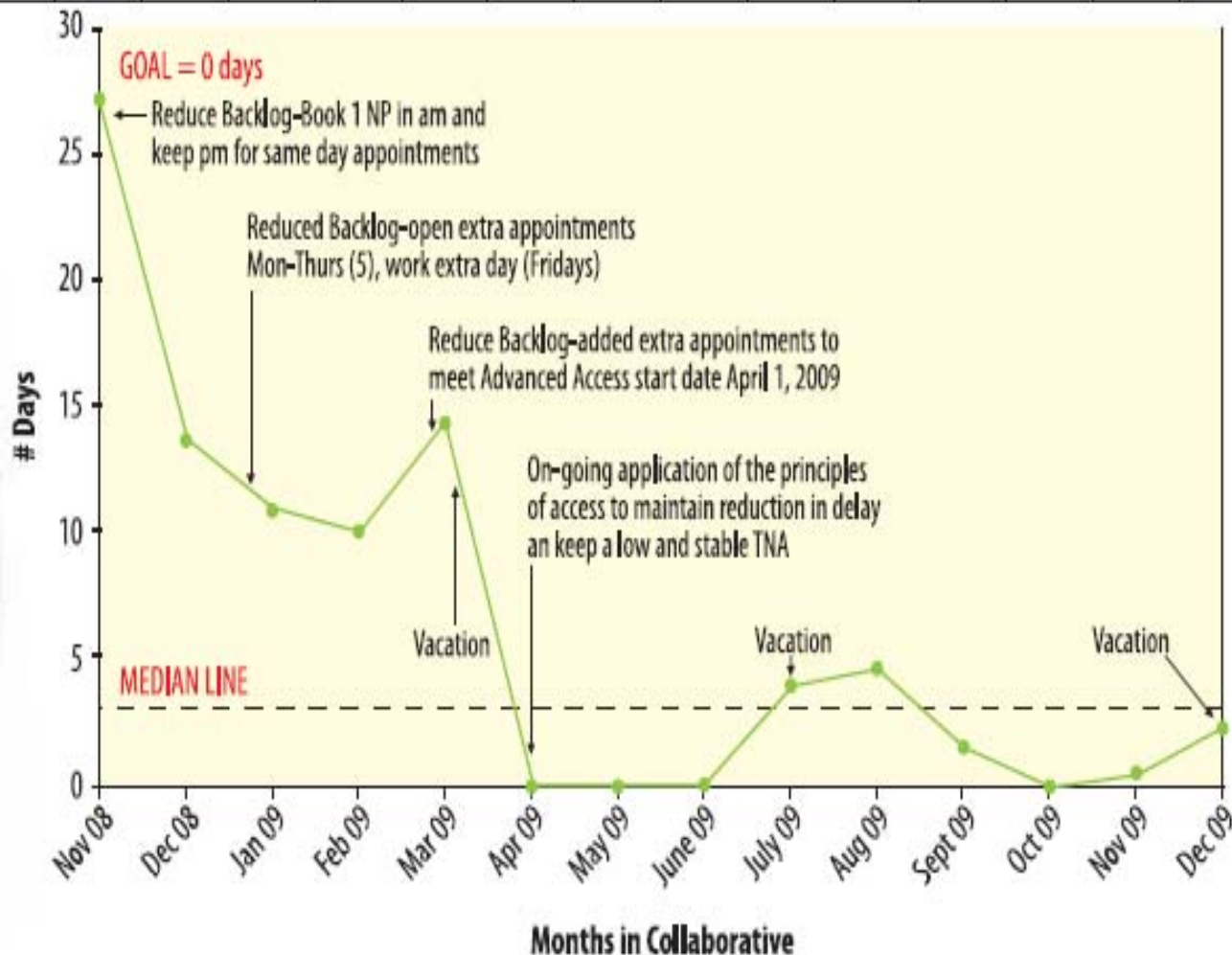


Matched with the right amount and type of supply

Without delay!!

ATHENS AND DISTRICT FAMILY HEALTH TEAM AVERAGE TIME TO THIRD NEXT AVAILABLE (TNA) APPOINTMENT FOR DR. BEN S

Month	Nov 08	Dec 08	Jan 09	Feb 09	Mar 09	Apr 09	May 09	June 09	July 09	Aug 09	Sept 09	Oct 09	Nov 09	Dec 09
TNA	27.0	14.0	11.0	10.0	14.5	0.0	0.0	0.0	3.8	4.5	1.6	0.0	0.5	2.4



The Athens and District Family Health Team reduced the waiting time to the third next available appointment from 27 days to 0 days.



Learners

- From the very beginning
- Experiential
- Include patients – stories / teachers
- Draw on own experiences
 - How could it have been better
 - One thing you could do in your practice to prevent that happening
- Go and try something different and tell us how it worked