Whole System Transformation: What it Takes

27th Annual National Forum on Quality Improvement in Health Care

Dec 7, 2015

“The Scottish Government’s ambition is to ensure that health and social care services are open and responsive, that they listen carefully to people about what matters to them and that they use this feedback to drive and inform improvement.”

Shona Robison MSP
Cabinet Secretary for Health, Wellbeing and Sport
Meso level
“I would like to add that the rest of the staff we have met at this clinic have been lovely, caring people - a good team let down very, very badly but this heartless doctor.”

“….bluntly told her she had dementia, it would get worse and she had better think about a power of attorney - then bluntly said - “Are you suicidal?”

My pets get treated better by their vet.”
Who’s listening?

Almost 4,100 stories shared
500 + staff listening
Over 160 service changes made as a result
80% of stories have a response

Source: Patient Opinion Website
Micro level
From...
“What’s the matter?”
to
“What matters to you?”

Never Assume Anything
Paige, aged 6

“I bring my Simba teddy with me”
“Has a gift for rocking babies to sleep”

“Plumber”

“Makes the best French Toast”

“Drinks Diet Irn Bru for Scotland”

“Very good at art”
Check in at your table:

- What does incorporating patient voice really mean if you do it effectively?

Time: 15 minutes

Group Discussion
Response

- Anne-Maj's patient story

Film: Youtube......

Anette Abrahamsson, Annmargreth Kvarnefors and Göran Henriks
What can patient involvement be?

- Health Literacy
- Shared Decision-Making
- Feedback for Improvement

Patient Partnership In Health
Patient Partnership In Redesign

A shift in perspective.....

Reference: Anette Abrahamsson, Annmargreth Kvarnforss and Göran Henriks
Patient involvement results in...

- More engaged, activated patients and better health outcomes
- Better understanding of one’s illness and capacity for self-management
- Reduced healthcare costs
- Health systems adopting processes and achieving outcomes that matter to patients

\[ \text{IHI Triple Aim} \]

\[ \begin{align*}
\text{Health of Populations} \\
\text{(Better Health)} \\
\text{Patient Experience} \\
\text{(Better Care)} \\
\text{Reducing per capita cost} \\
\text{(Better Value)}
\end{align*} \]

Contextual Customization vs. Standard Bundles

Southcentral Foundation  
NHS SCOTLAND  
Region Jönköpings län
Scotland’s Approach

Professor Jason Leitch
National Clinical Director
Scottish Government

@jasonleitch

• 5 million people
• £12 billion
• 14 Health Boards
• 8 Support Boards
• Integrated delivery
• Moving towards social care integration
% 30 day Mortality of ICD 10 A40/A41

21% Reduction

NHS Greater Glasgow & Clyde PICU
VAP Rate per 1000 Ventilation Days
Jan 2013 – Sep 2015

48% Reduction
Scottish Stillbirth Rate (per 1000 births) 2000 - 2014

15% Reduction

C + M = 0
C+M=0