Right Care, in the Right Place, at the Right Time

Pat Rutherford, Vice President, IHI

Minicourse Objectives

- Understand and describe how to apply the conceptual framework for system optimization to improve patient access and flow.
- Analyze contextual factors, change concepts and successful strategies for creating a sustainable system of patient-centered access to primary care, so that patients have access to the help they need 24/7.
- Analyze contextual factors, change concepts and successful strategies for creating a sustainable system for patient hospital flow, so that patients receive the right care, in the right place, at the right time.
Strategies for System Optimization

Strategies
1. Shape the Demand
2. Match Capacity to Demand
3. Redesign the System

Minicourse Agenda

8:30AM  Introductions and Overview of Minicourse
8:45AM  Strategies to Achieve System-Wide Hospital Flow
9:45AM  Break
10:00AM  Case Study: Cincinnati Children’s Hospital Medical Center
11:15AM  Debrief of CCHMC Case Study & Hospital Flow Strategies
12:00PM  Lunch
Hospital Flow Faculty

- Katharine Luther, RN, MPM  
  - Vice President, Institute for Healthcare Improvement

- Pat Rutherford, RN, MS  
  - Vice President, Institute for Healthcare Improvement

- Frederick C. Ryckman, MD  
  - Sr. Vice President / Medical Operations  
    Professor of Surgery / Transplantation  
    Cincinnati Children’s Hospital

Minicourse Agenda (cont.)

12:45PM  Strategies to Achieve Sustainable Primary Care Access
1:20PM   Clinica Family Health Services PC Access Experience
2:00PM   Break
2:20PM   HealthPartners PC Access Experience
3:00PM   Strategies for the Future
3:45PM   Wrap-up and Adjourn
Primary Care Access Faculty

- Andrea Kabcenell, RN, MPH
  - Vice President, Institute for Healthcare Improvement

- Karen Funk, MD, MPP
  - Vice President of Clinical Services, Clinica Family Health Services

- Robert Van Why, MHSA
  - Senior Vice President of Primary Care, HealthPartners Medical Group