Gratitude

27th Annual National Forum on Quality Improvement in Health Care

Maureen Bisognano
President and CEO

The IHI Triple Aim
Gratitude as Social Capital

“Helpfulness… routinely outperforms individual intelligence.”

- Margaret Hefferman

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How We Improve
How We Lead
How We Teach…and Learn…and See
How We Hear
The Voice of the Patient
How We Care
How We Improve

Don Berwick

Paul Batalden
BTS Collaboratives

Project Fives Alive! – Ghana

Under-5 Mortality Rate in 134 Hospitals across Seven Regions

Collaborative Launch

31% reduction in mortality
“Appropriate Births” Collaborative in Brazil

![Graph showing Natural Birth Rate Across 28 Pilot Hospitals before and after Parto Adequado](image)

**ImproveCareNow Network**

- Network of patients and families
- Network of clinicians for care and research
- New ways to improve care and health
- Raised remission rates from 55 to 79 percent in five years

Data from improvecarenow.org
Early Years Collaborative – Scotland

Stillbirth Rate (per 1000 births)
2000 - 2014

15% Reduction

100 Million Healthier Lives
100 Million Healthier Lives Campaign

Goals
- Learn together with our communities
- Accompany them on the journey
- Empower them with tools, capability and vision
- Remove the barriers from their path,
- Commit to achieving escape velocity through a deep spirit of collaboration.

Working on equity is the price of admission.

100 Million Healthier Lives by the Numbers

- >700 members and partners
- Reach >200 health systems and >200 communities
- Reach to >100 million people in the US alone
- Geographic hubs
- People in 7 other countries are joining the movement
  - Brazil, England, Sweden, Scotland, Australia, Uganda, Canada
New Rules for Radical Redesign in Health Care

- Change the balance of power
- Standardize what makes sense
- Customize to the individual
- Promote wellbeing
- Create joy in work
- Make it easy
- Move knowledge, not people
- Cooperate and collaborate
- Assume abundance
- Return the money
Looking Forward

10 New Rules to Accelerate Healthcare Redesign

Institute for Healthcare Improvement

1. Personalizing care
2. Engaging patients and families
3. Engaging patients and families
4. Engaging patients and families
5. Engaging patients and families
6. Engaging patients and families
7. Engaging patients and families
8. Engaging patients and families
9. Engaging patients and families
10. Engaging patients and families

How We Improve
(new ways to collaborate, new partners, new rules)

How We Hear
The Voice of the Patient
For more:
annie@annielevy.com
www.madevisiblefoundation.org
www.baseballasgoodmedicine.org

Bellin Cancer Care

Courtesy of The Karma Group
“The sicker the patient, the fewer clinicians the patient should see. We’ll take on the burden of coordination”

- Lee Chien Earn, CEO, Changi General Hospital, Singapore

“If we can’t decrease the burden of the illness, we can work to decrease the burden of the treatment”

- Victor Montori, MD
  Mayo Clinic
The Patient’s Voice

Not only

“What’s the matter?”

but also

“What matters to you?”

Michael J. Barry, M.D., and Susan Edgman-Levitan, P.A.


What Matters to You? Kendra

[Image of Kendra's drawing]
What Matters to You? Camila

What Matters to You? Barbara

79 year old woman, admitted after multiple falls

- Lived in Rio de Janeiro for 42 years
- Speaks fluent Portuguese
- Had been in the Women’s Air Force
- Has an MBE (Member of the Most Excellent Order of the British Empire)

Now healthy and independent at home
What Matters to You? Glasgow

Looking Forward

- See all the assets of the person
- “What matters to you?” as the first vital sign
- EMRs that reflect social and medical challenges and assets
- Co-designing care
How We Improve
(new ways to collaborate, new partners, new rules)

How We Hear
The Voice of the Patient
(Ask, “What matters to you?”)

How We Teach…and
Learn…and See

from

“Sage on the stage”

to

“Guide on the side”
Nancy Hardt

Mobile Outreach Clinic
Mission

- Provide a clinical education to health students (undergraduate and graduate)
- Promote a culture of service
- Provide health care access to the medically underserved in our community
Mobile Outreach Clinic Student Reflections

- How clinicians can screen, diagnose, and help/hurt victims of Intimate Partner Violence (IPV)
- How to do diagnostics in a low resource environment
- Understanding literacy among our patients
- Transportation barriers for rural Alachua County and parts of greater Gainesville
- Broad cultural sensitivity and humility, not race/ethnicity alone, but social and environmental disparities as well

Khoo Teck Puat Hospital, Singapore
265,944 students and residents registered on IHI.org
263,574 students and residents have completed over 2.2M courses
53,245 students and residents have earned their Basic Certificate of Completion
767 chapters in 78 countries

Looking Forward

- Flip professional learning
- Get new data and use it to design new care processes
- New faculty – patients, carers, and students
How We Improve  
(new ways to collaborate,  
new partners, new rules)

How We Hear  
The Voice of the Patient  
(Ask, “What matters to you?”)

How We Teach…and  
Learn…and See  
(new roles, new sites,  
new schools)

How We Care
Prescribing Parks – Dr. Zarr

Rides, Not Ritalin

“Upstreamist”
“When breastfeeding isn’t going well, there is a sense of urgency because the baby is crying and the mother is frustrated. This is when new mothers often quit breastfeeding. Getting an at-home consult can make all the difference.”

- Jo Carol Hiatt, MD

“Breastfeeding is the first immunization”
How We Improve
(new ways to collaborate; new partners; new rules)

How We Hear
The Voice of the Patient
(Ask, “What matters to you?”)

How We Lead

How We Teach…and Learn…and See
(new roles, new sites, new schools)

How We Care
(prescribing parks; rides, not Ritalin)
from

“Fix and forget”

to

“See, solve, and share”


The Importance of Curiosity

- IQ – Intelligence Quotient
- EQ – Emotional Quotient
- CQ – Curiosity Quotient

Dialogue in the Dark

"Walking with a friend in the dark is better than walking alone in the light."
—Helen Keller

Exnovation and Undiffusion

- How do we stop what doesn’t work anymore?
- How will we eliminate wasteful practices and processes?
- It takes courage!

Looking Forward

- Harvest ideas from a global learning community
- Exnovate reliably...to energize transformational change
- Teams will thrive, and the patient’s voice will lead the change
- Hire for CQ

How We Improve
(new ways to collaborate; new partners; new rules)

How We Hear
The Voice of the Patient
(Ask, “What matters to you?”)

How We Lead
(cultivate curiosity; ensure joy; exnovate)

How We Teach...and Learn...and See
(new roles, new sites, new schools)

How We Care
(prescribing parks; rides, not Ritalin)
Gratitude

With Gratitude and Joy!

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