What Differentiates Leading Health Care Organizations?

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Carol Wagner, Jordan Steiger, and Jay Bhatt have no relevant financial or nonfinancial relationship(s) within the services described, reviewed, evaluated, or compared in this presentation.
We are here today to:

- Engage in what it means to be a leading health care organization.
- Discover proven practices that consistently drive optimum patient care.
- Dream big and achieve world-class health care for all.
What differentiates leading health care organizations?
Starts with interactive leadership.
Leaders instill in their people a hope for success and a belief in themselves. Positive leaders empower people to accomplish their goals.
Health Care Leadership

Nancy Howell Agee
Health Care Leadership

Maureen Bisognano, RN
Health Care Leadership

Michelle Obama
Health Care Leadership

Atul Gawande, MD
Health Care Leadership

Brent James, MD
Health Care Leadership

Lucian Leape, MD
Health Care Leadership

Florence Nightingale
James Reinertsen, MD
Health Care Leadership

Arjun Srinivasan, MD
Health care is complex...
I mean really complex.
35,158,934 admissions in all registered hospitals in the U.S.

Source: American Hospital Association
115 hospital-acquired conditions per 1,000 discharges

Source: Agency for Healthcare Research and Quality
1 million patient falls reported each year

Source: Agency for Healthcare Research and Quality
$42 billion in lost productivity due to health disparities each year

Source: W. K. Kellogg Foundation and Altarum
Appreciative Inquiry:
Building upon the positives
How does Appreciative Inquiry work?

Sources: Loretta L. Donovan, iAttain; The Appreciative Inquiry Commons - Champlain College
Rehabilitation Technical Expert Panel

Maureen Banks
Michelle Camicia, MSN, CRRN, CCM
Kurt Hoppe, MD
Robert Larrison, Jr.
Patricia Ostaszewski
Pat Quigley, PhD, MPH, ARNP, CRRN, FAAN, FAANP
David Sine, CSP, OHST, ARM
Jim Sliwa, DO
Behavioral Health Technical Expert Panel

Samuel Bastien, PhD
Mark Covall
Frank Fortunati, Jr., MD, JD
Frank A. Ghinassi, PhD, ABPP
Blaine S. Greenwald, MD
Gayle Olano Hurt, MPA, CPHQ
Anne Kelly, MA, BSN
Don Parker, MSW
David Sine, CSP, OHST, ARM
Heather Treib, MBA
Harsh K. Trivedi, MD, MBA
Participating Rehabilitation Hospitals

Burke Rehabilitation
White Plains, NY
Participating Rehabilitation Hospitals

Carolinas Rehabilitation
Charlotte, NC
Participating Rehabilitation Hospitals

Craig Hospital
Englewood, CO
Participating Rehabilitation Hospitals

Magee Rehabilitation
Philadelphia, PA
Participating Rehabilitation Hospitals

Shepherd Center
Atlanta, GA
Participating Rehabilitation Hospitals

Spaulding Rehabilitation
Charlestown, MA
Participating Rehabilitation Hospitals

TIRR Memorial Hermann
Houston, TX
Participating Behavioral Health Hospitals

New York State Psychiatric Institute
New York, NY
Participating Behavioral Health Hospitals

Pine Rest Christian Mental Health Services
Grand Rapids, MI
Participating Behavioral Health Hospitals

Rogers Behavioral Health
Oconomowoc, WI
Sheppard Pratt Health System
Baltimore, MD
A shift in mindset
Think about a time when you did something extraordinary for a patient. . .

Source: Loretta L. Donovan, iAttain
What made it possible?
How did it make you feel?
What do you need to make it happen?
Common characteristics that contribute to world-class patient care.
For Rogers Behavioral Hospital, continuous improvement is about...

- Setting goals
- Involving employees at every level of the organization
- Tracking progress
- Making adjustments – adapt, abandon or adopt
- Repeat
Working together toward a common goal.
Breaking down barriers.
Finding solutions together.
Integrating patients and families in hospital care from first contact.
Addressing health disparities.
Connecting outside your four walls.
Activating your board members.
Driving improvement with data at all levels, including patients.
Bring tree
11 items
to fall off
by 9pm
Caring for the staff.
Making continuous improvement a reality.
Giving patients happy endings.
What would Appreciative Inquiry say about your organization?
Join us:

- Challenge your assumptions.
- Encourage self-reflection.
- Identify common values.
- Act on leading strategies.
Questions?
Find out more:

www.hret-hiin.com

www.aha.org

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