

Building Health Care Value through System Redesign

Leverage at the Point of Care and Learning

Institute of Medicine
Best Practices Innovation Collaborative
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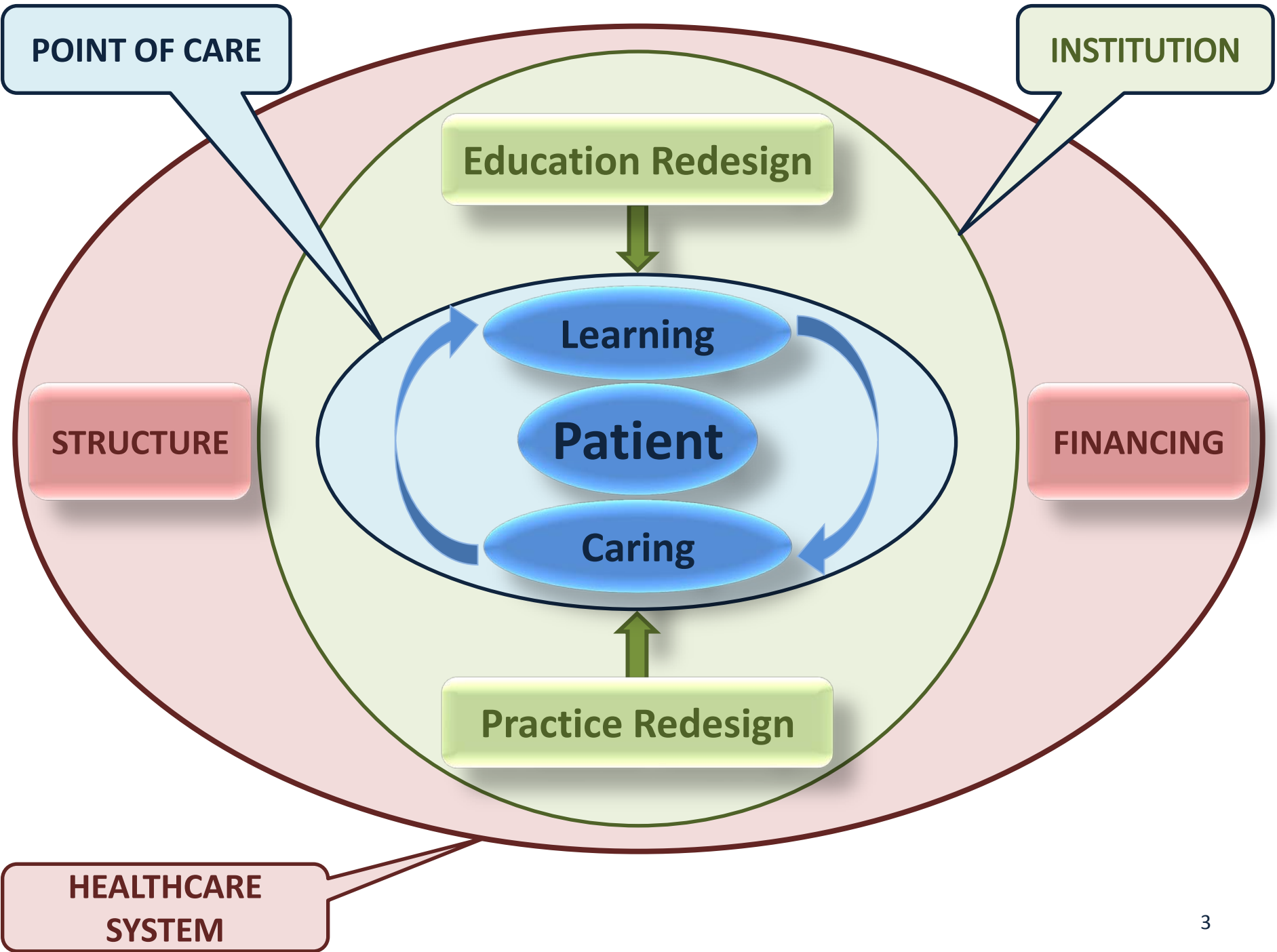
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Building Healthcare Value

- Patients have a right to personalized (patient-centered) care that is safe, effective and efficient
- Clinicians will not have patient-centered skills unless they train in safe, effective and efficient clinical environments
- Healthcare institutions will be unable to deliver patient-centered care without the support of systems-based science and management
- Substantive reform of the structure and financing of healthcare will be required to meet our implicit “value contract” with patients and society





Key Elements of Clinical Microsystems

- Informed decision making by patients
 - Shared decision-making
 - Sustained relationships
- High functioning teams
 - Interprofessional collaboration
 - Distributed leadership
 - Psychological safety
- Continuous performance improvement
 - Transparent, responsive and reliable systems of care
 - Sustainable, value-based economic models



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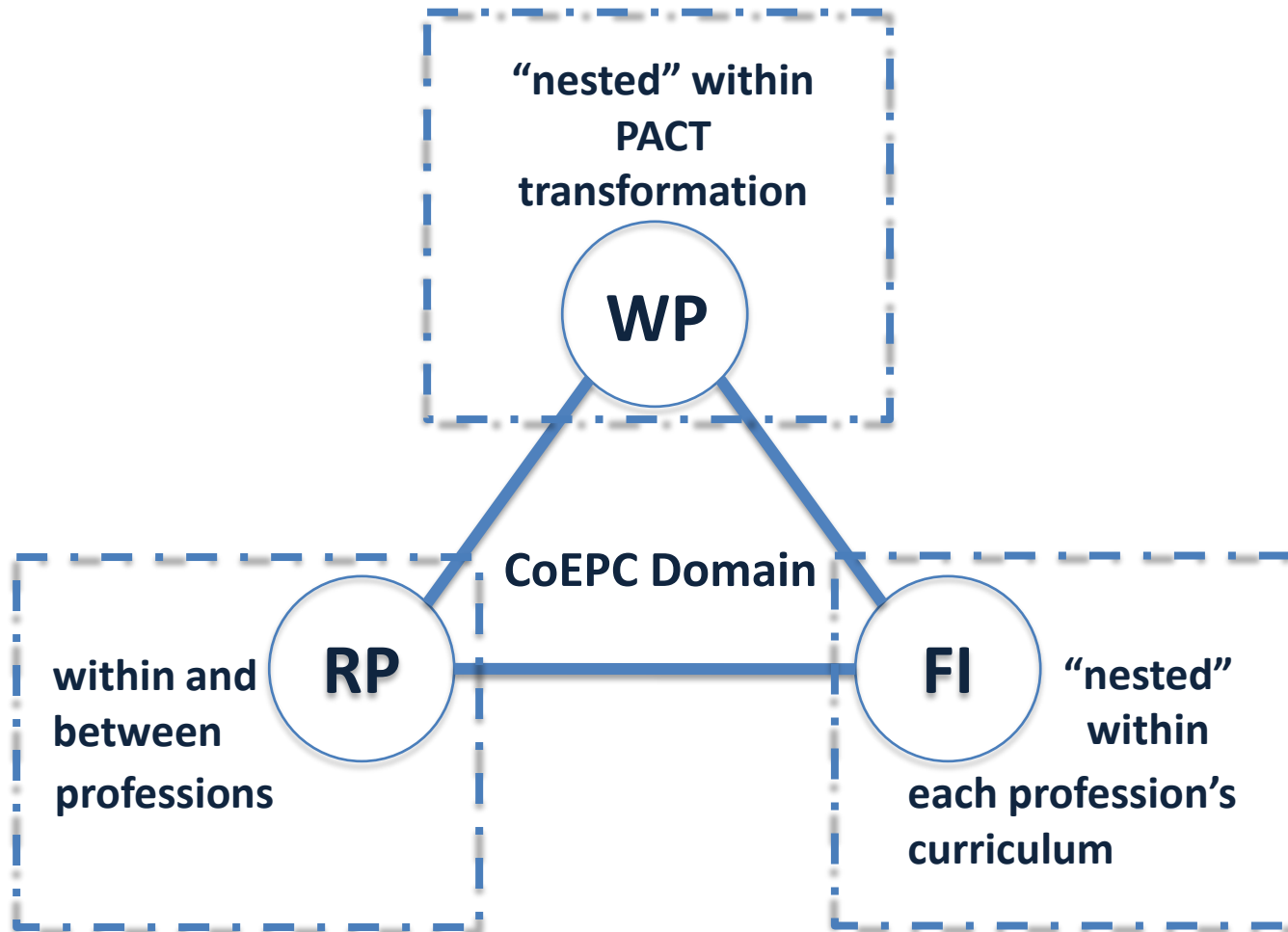
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Instructional Design



Early “Truths” (1)

- Practice redesign is foundational!
 - Delivering safe, satisfying, effective and efficient care is the end game
- Learning by doing is essential!
 - Workplace learning trumps formal instruction
 - Reflection on and in action are critical
- Understanding what works is transformational!
 - Understanding what works, and when and why, is as important as demonstrating enhanced educational, clinical and system outcomes



Early “Truths” (2)

- Context matters!
 - Evidence-based blueprints are important, but local adaptation is essential for maximum effectiveness and sustainability
- Leadership matters more!
- Culture matters most of all!



IOM Global Forum on HPE

- Two initial workshops focused on IPE as a catalyst for system redesign
- Educating for practice within framework of the “Triple Aim”
- Identifying principles, models and practice sites
- Moving beyond competencies to execution



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The Missing “Policy Piece”

- Global Forum is not chartered to make recommendations on behalf of IOM
 - Discussion paper
- Macy conference (January 2013)
 - Policy recommendations (but still not a consensus conference)



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