



Institute for
Healthcare
Improvement

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Using Design and Data to Improve Patient Safety and Healthcare Quality

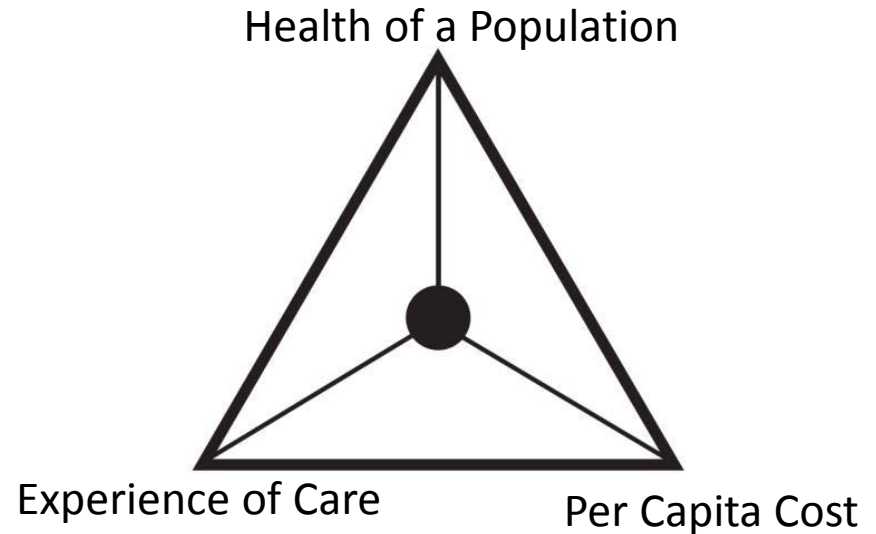
Richard and Hinda Rosenthal Symposium



Maureen Bisognano
President and CEO

The Role of the Patient

- Patients and their carers play a vital role in safety
- Their voice in design and in daily care has produced improvements in:
 - Care outcomes
 - Engagement
 - Satisfaction
 - Cost



IHI Leadership Alliance





Radical Redesign Principles

- ***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*
- *Collaborate/Cooperate*
- *Assume Abundance*
- *Return the Money*



Change the Balance of Power

The Old Way

- Ryhov Hospital in Jönköping had traditional hemodialysis and peritoneal dialysis center.
- But in 2005, a patient, Christian, asked about doing it himself.



The New Way

Christian taught a 73-yr-old woman how to do it...



...and they started to teach others how to do it.



The New Way

- Now, they aim to have 75% of patients to be on self-dialysis
- They currently have 70% of patients caring for themselves at the academic medical center



Lessons to Date

- From Anette (nurse leader):
 - Surprised at design differences between patients, family, and staff
 - Evidence of better outcomes, lower costs, far fewer complications and infections
 - “We brought in the county’s employment, helped the patients make or update the CVs, and trained them for a new career.”





Update

- Now calculated costs at 50% of costs in other hemo-dialysis units
- Complications dramatically reduced and subsequent expensive care avoided
- Measuring success by “number of patients working”





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Thank you!

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