



Diamonds In The Rough: Utilizing Positive Deviance to Optimize Care for Complex Patients

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TOOLS USED TO BUILD THE PROGRAM

Quality of Care Concepts

- VSM and focus on Experience Based Design
- Standardize the processes to Customize the Care
- Focus on COPD as our highest CME chronic disease
- Ishikawa/Fishbone exercise to explore LOS variation for COPD
- 5 Why session to explore reasons for poor rates of standard order set use
- Switch framework
- Developed 3 change ideas: developed and implemented an updated standard physician order set, encouraged communication of care plans and developed standard care pathways

Physician Leadership Development Program Concepts

- Planning spread to any chronic disease in approach developed for COPD
- Failing forward: initial efforts to standardize COPD care resulted in a dramatic drop in “compliance”
- Developing MinSpecs of patient care focusing on communication, confidentiality, respect, responsive care and a patient centred philosophy of “nothing about me without me”
- Bringing together the right people into our IT/data sharing discussion and improving our generative relationship STAR, we successfully partnered with the CMPA
- Using positive inquiry and flexibility in engaging physicians about their toughest patients
- Valuing positive deviants, “diamonds in the rough” to compare and contrast to the Health Link patients, examples of when the system “got it right”
- Focus on the front end of the adopter curve and neutralize loud voices from the right
- Focusing on our goals gave us confidence to allow flexibility in developing “our path”

VISION

- To create collaborative care that is respectful, responsive, right for the patient and dares to be radical.



PURPOSE

- Improve the coordination, quality and value of care for individuals in the Couchiching Community living with chronic health conditions.

WHAT ARE OUR GOALS?

Co-ordination

- To bring providers and community partners together to work as a team to more effectively co-ordinate health services and care.

Patient Driven

- To engage patients in the development of the care plan and culturally relevant.

Quality

- Improve care and health outcomes for those living with complex chronic conditions.

RESULTS

- Created and developed partnerships to foster communication and cooperation without the duplication of services
- Focused on identified gaps in care discovered during the patient interviews
 - Identified and championed the need for the comprehensive hospital discharge packages
 - Identified the need to develop a refresher pulmonary rehab course
- Coordinated programs to create a nicotine replacement therapy bridge between hospital discharge and the beginning of smoking cessation programs
- Engaged 9 physicians, identified 67 patients and developed 6 coordinated care plans
- Developing referral process for prompt identification of patients in need of coordinated care planning based on provider feedback rather than decision support data
- Positive deviance brought creative tension to the patient advisory committee

CONCLUSIONS

- Fail Forward Fabulously
- Focus on the destination not the path
- Focus on the front end of the adopter curve
- Find the diamonds in the rough

