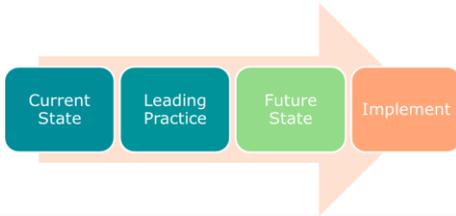


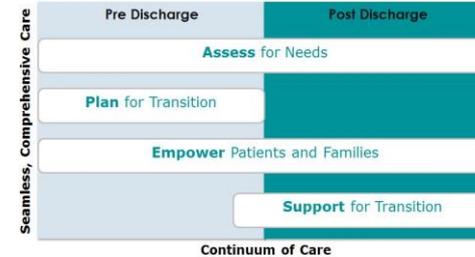
# Managing Systems Transitions: Integrated Hospital Transition Management Initiative

GOAL: To transform services so that we **improve** the patient experience, **remove** the waste from our system, and develop **efficient, high quality, cost effective** services for our population.

## OUR JOURNEY



## INTEGRATED HOSPITAL TRANSITION MODEL (IHTM)



## CURRENT STATE FINDINGS

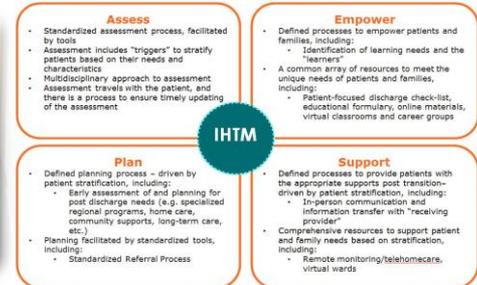
- Fragmented process
- Access, timeliness and quality of transformation is a challenge
- Insufficient collaboration, cooperation and communication
- Multiple assessments, duplication, repetition
- Uncertainty and confusing with discharge process

## LEADING PRACTICE FINDINGS

To achieve successful transitions, the following building blocks are required:

<b>Shared Vision</b>	• A shared vision defining the <b>ideal state</b> for transitions
<b>Common Principles</b>	• Common principles to <b>guide the development</b> of the model, that capture <b>values</b> and <b>priorities</b>
<b>Defined Accountabilities</b>	• Defined <b>roles</b> and <b>expectations</b> for the <b>sending team, receiving team, and the patient and family</b>
<b>Core Components</b>	• The <b>core components</b> (i.e. processes, activities, and tools) that comprise the <b>transition model</b>

## HOW WILL IT WORK?



## WHAT WE HEARD

- Conflicting information
- Better communication
- Limited choices
- Confusing language

"My vision for the future is simplicity - reduced number of layers, lack of competing viewpoints..."

"We provide patients with the information - often as they are being discharged - but they don't hear it. They are stressed, tired, overwhelmed..."

## FUTURE STATE APPROACH

1. **Shared vision:** safe, effective, timely care during transitions
2. **Common principles:** patient-centred, safe, efficient, equitable, timely, dynamic
3. **Defined accountabilities**
4. **Core components:** assess, plan, empower and support

## HOW WILL WE KNOW IT IS WORKING?

Principle	Metric
Patient Centric	• Improved patient and family satisfaction scores
Safe	• Avoidable ED visit reduction • Readmission rate reduction
Effective	• Cost reduction
Timely	• ED Wait Time reduction • Reduction in % ALC Days (overall, and by discharge destination)
Dynamic	• Improved ability to respond to changing conditions
Efficient	• Reduction in time from referral to placement/initial visit (by discharge destination/service type)
Equitable	• Improved access to programs and services

## NEXT STEPS - MAKING IT HAPPEN

Decision-making, implementation, measuring improvement, sustaining and evolving