



Adaptation

Kedar S. Mate

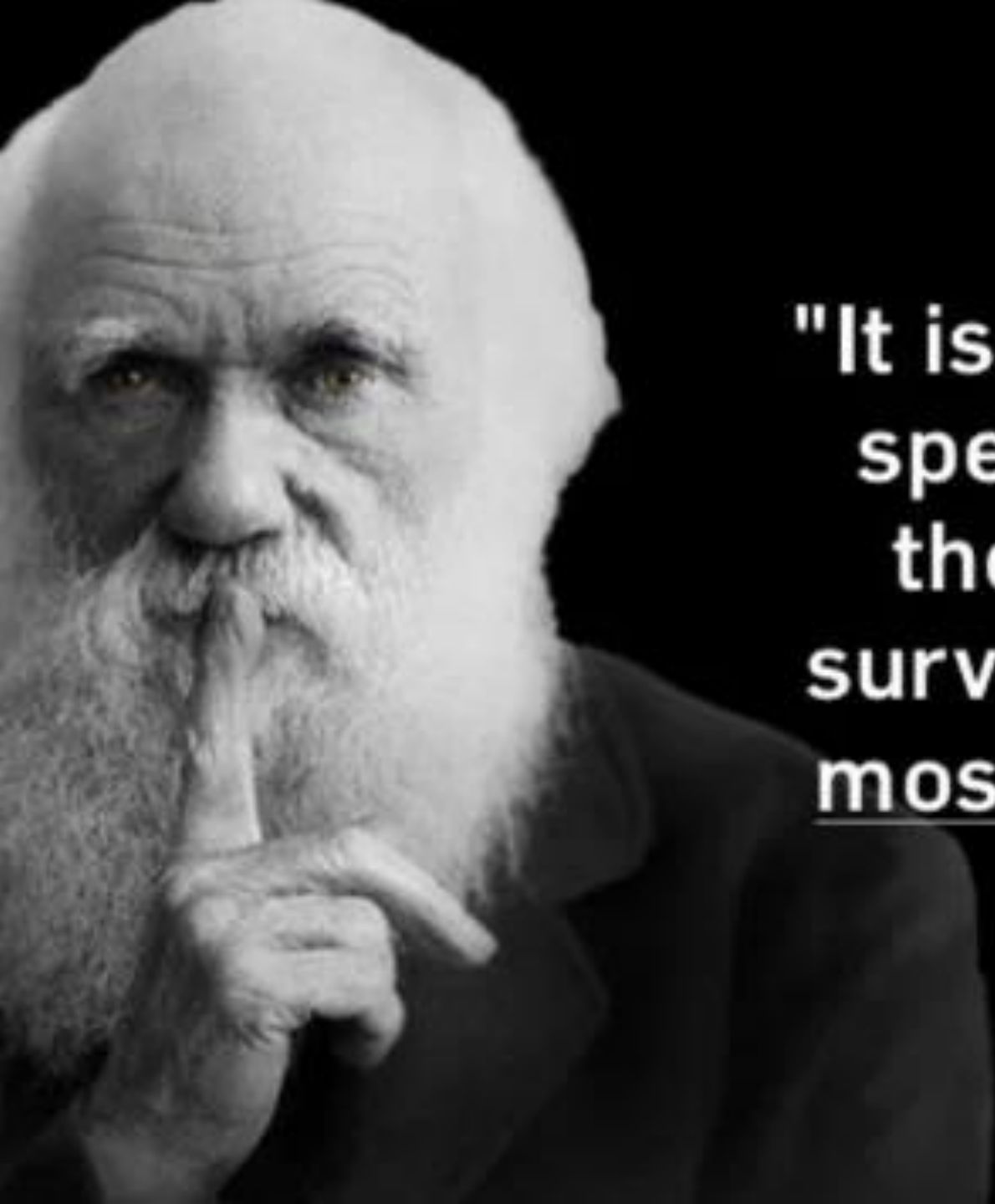
President & CEO, Institute for Healthcare Improvement

The “First Law” of Improvement

“Every system is perfectly designed to get the results it gets.”

Dr. Paul Batalden





**"It is not the strongest of the
species that survives; nor
the most intelligent that
survives. It is the one that is
most adaptable to change."**

CHARLES DARWIN

Skeiðará Bridge, Iceland



Þórsmörk, Iceland



Moving Bridge #1: What is our Why?







WHAT IS BEST FOR ESTHER

Network for Cooperation in Health & Social care

Esther is a person who needs care and attention from more than one health and social care provider. To deliver good care to Esther there is a need for all providers to collaborate seamlessly across organizational borders.

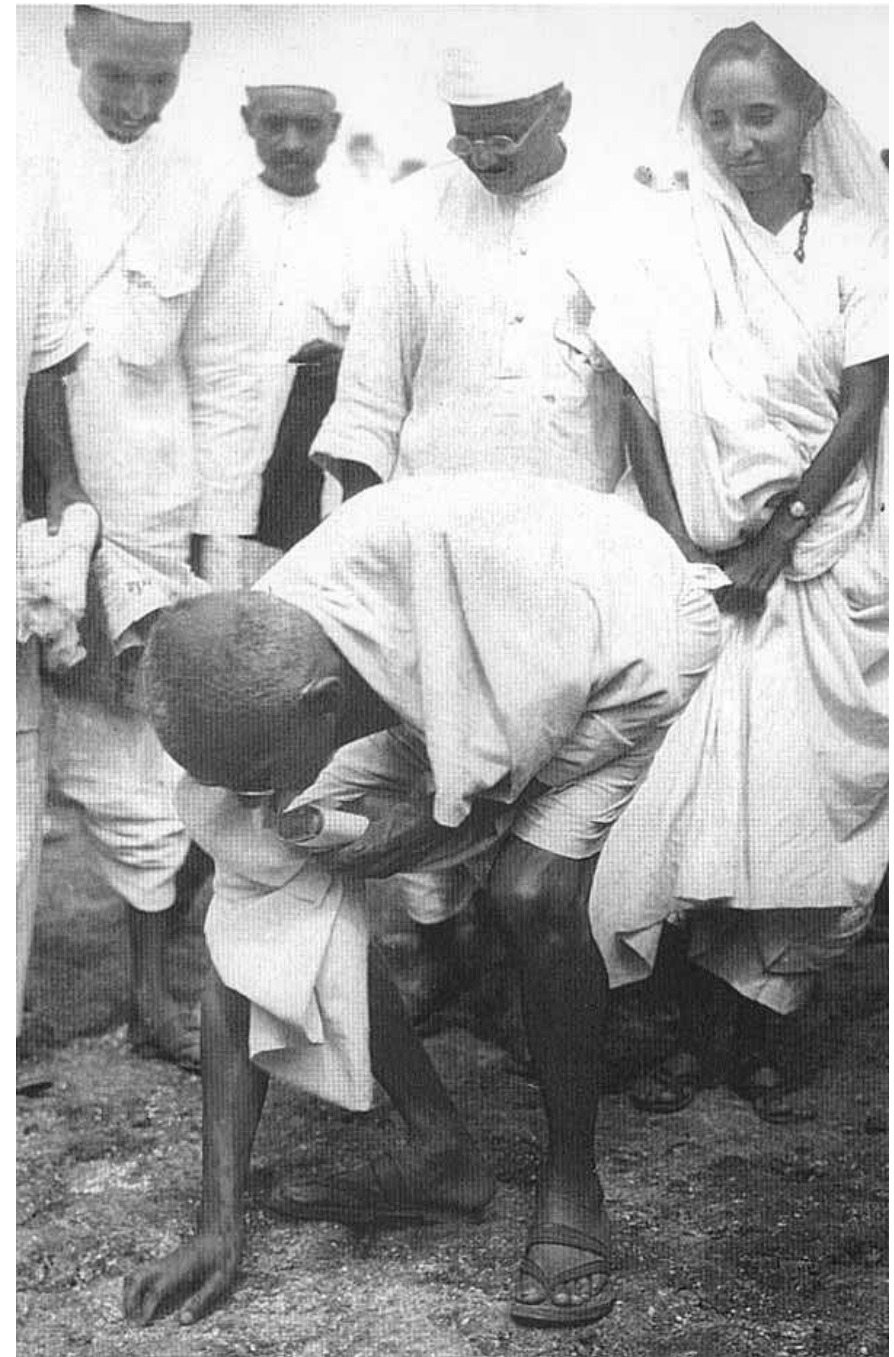
Moving Bridge #2: Find the Salt







Salt “Satyagraha” (Civil Disobedience)



#EndPJParalysis

Meritcare University Hospitals

Q: What's the difference between these two patients?



• High risk of infection	• Quicker recovery
• Loss of aerobic function	• Able to maintain normal routine
• Longer stay in hospital	• Return home to loved ones sooner

A: The time to get up and dressed

Patients want to be at home, **not** in hospital. Let's help get them home sooner.

#endPJparalysis #red2green We are here for you

Let's Get **Up**
Let's Get **Dressed**
Let's Get **Going**

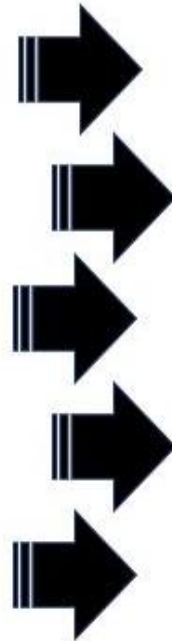


Moving Bridge #3: Build Operating Systems for Quality



Reliability?

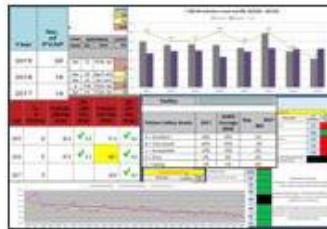
Safety
Quality
Experience
Equity
Cost
Efficiency
Population Health



Culture



Improvement Stuff



Incentives



Reliability!



**Operating
System**

**Technology-
Enabled**

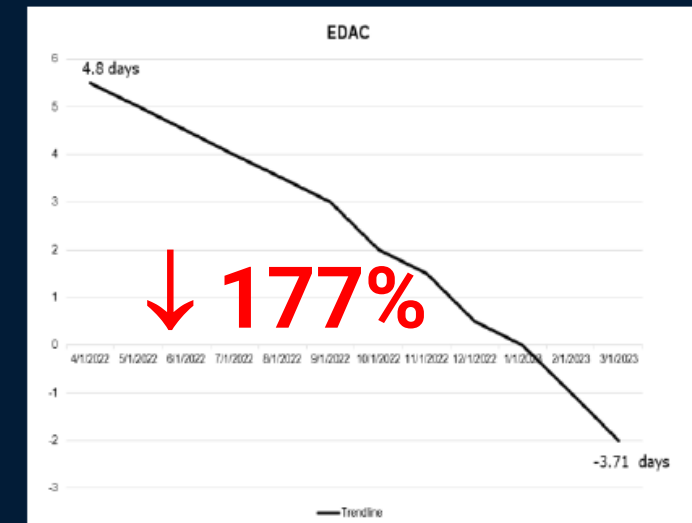
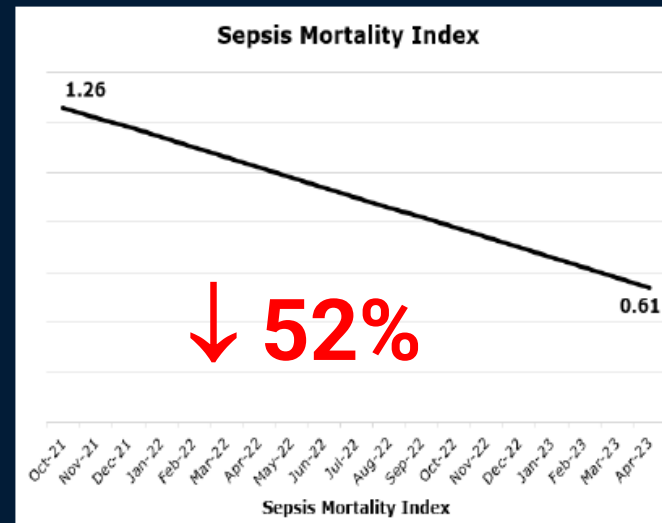
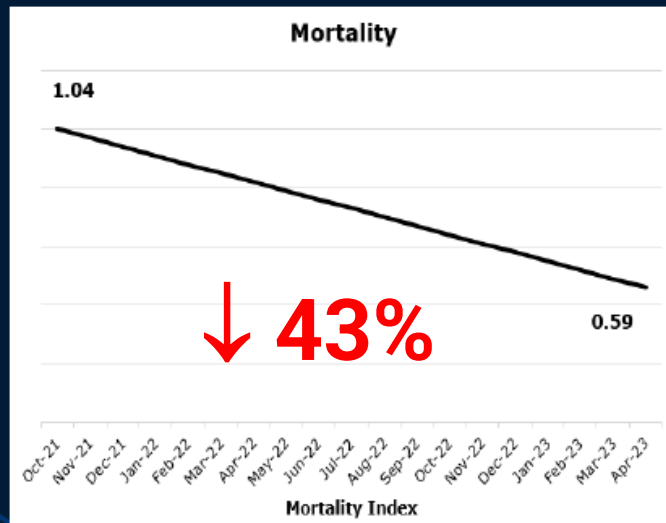


Safety
Quality
Experience
Equity
Cost
Efficiency
**Population
Health**

Quality Operating Systems create incredible results

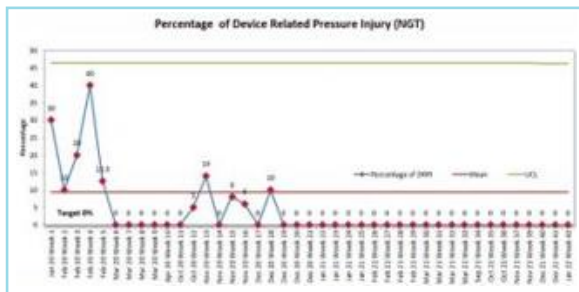
Prisma Health – 18 hospitals SC

Saving lives and improving clinical outcomes...



Hamad Medical Corporation – Middle East

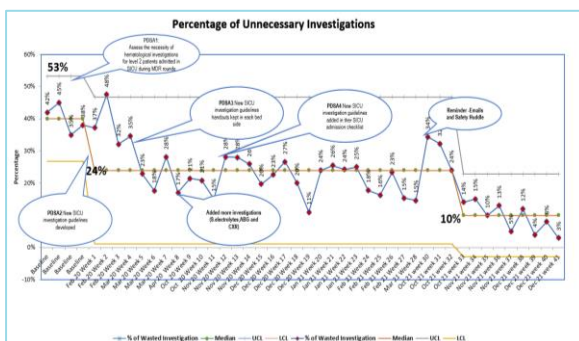
Device-related injuries in SICU



Reduction of
devices related
pressure injuries from
median of **10% to 0%**



Unnecessary Investigations in SICU



Reduction of
unnecessary
investigations from
median of **24% to 10%**



Yearly savings from 1 unit:
QAR 694,464



Savings if applied to 10 units:
~QAR 6,944,640



Improving patient safety
and experience



Enhanced efficiency



Reduction in expenditure



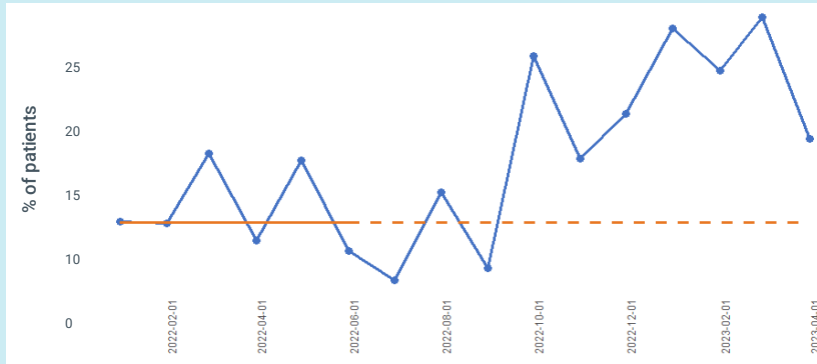
Potential to scale across
multiple units

The Right Care, in the Right Place, at the Right Time



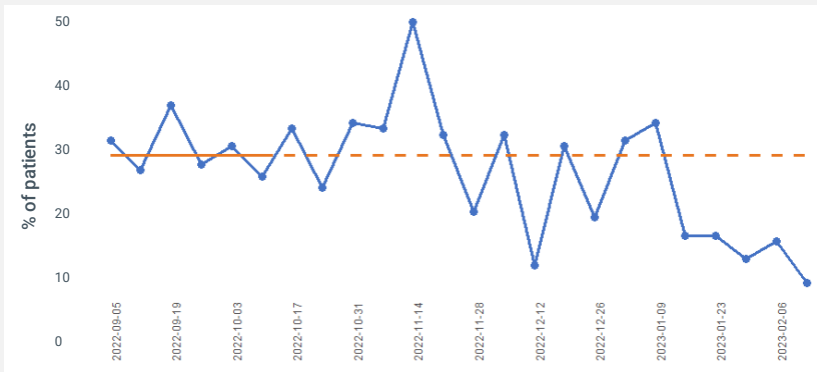
AWH Medical Units have doubled the number of patients discharged before 11 am

Percent of patients discharged before 11am
(AKH Medical Division)

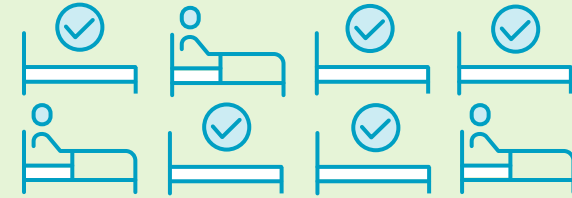


AKH Medical Units have reduced their "Discharge Delays" by 50%

Percent of discharge delays
(AKH Medical Division)

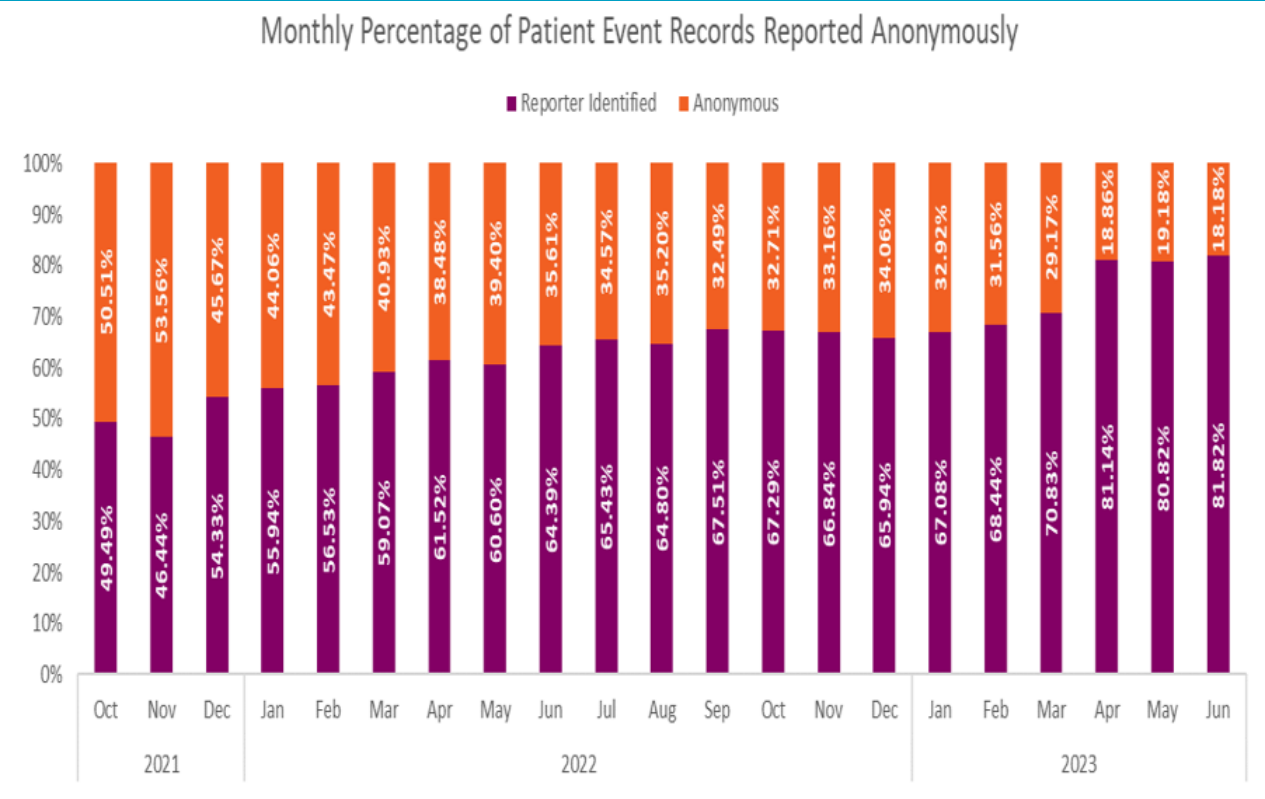
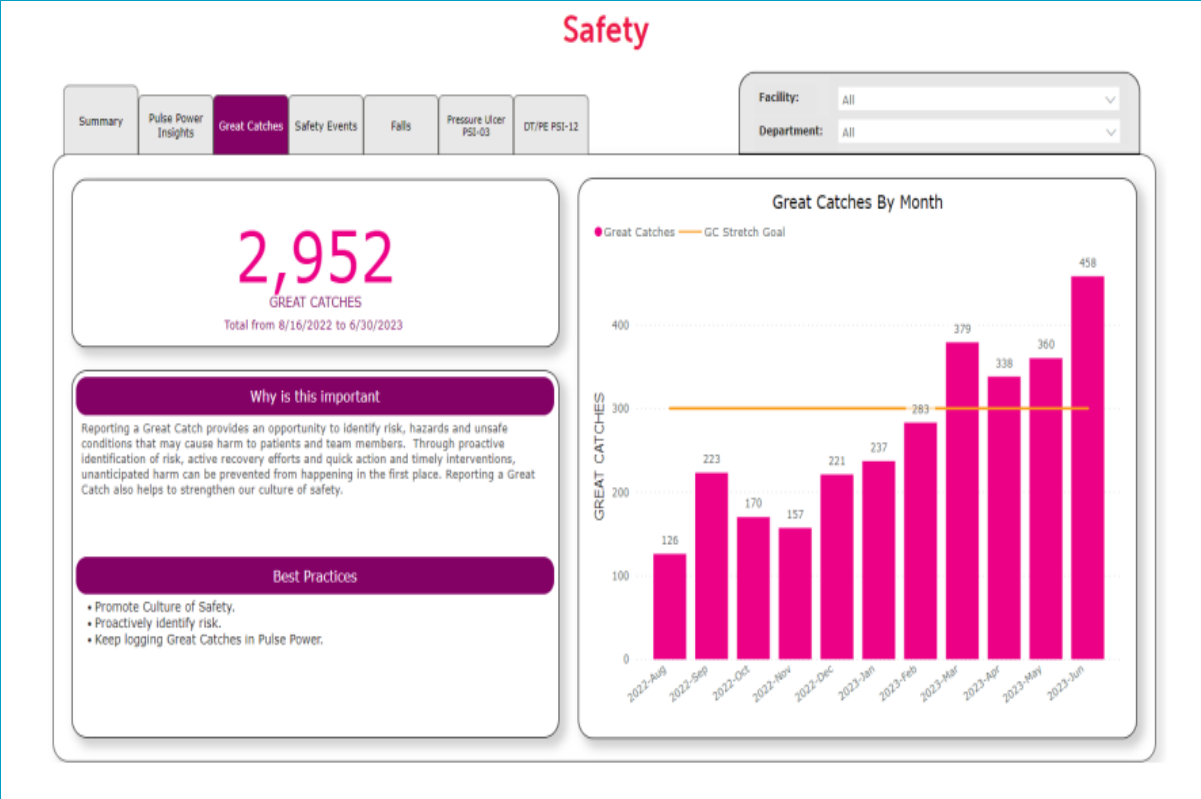


Improved bed capacity



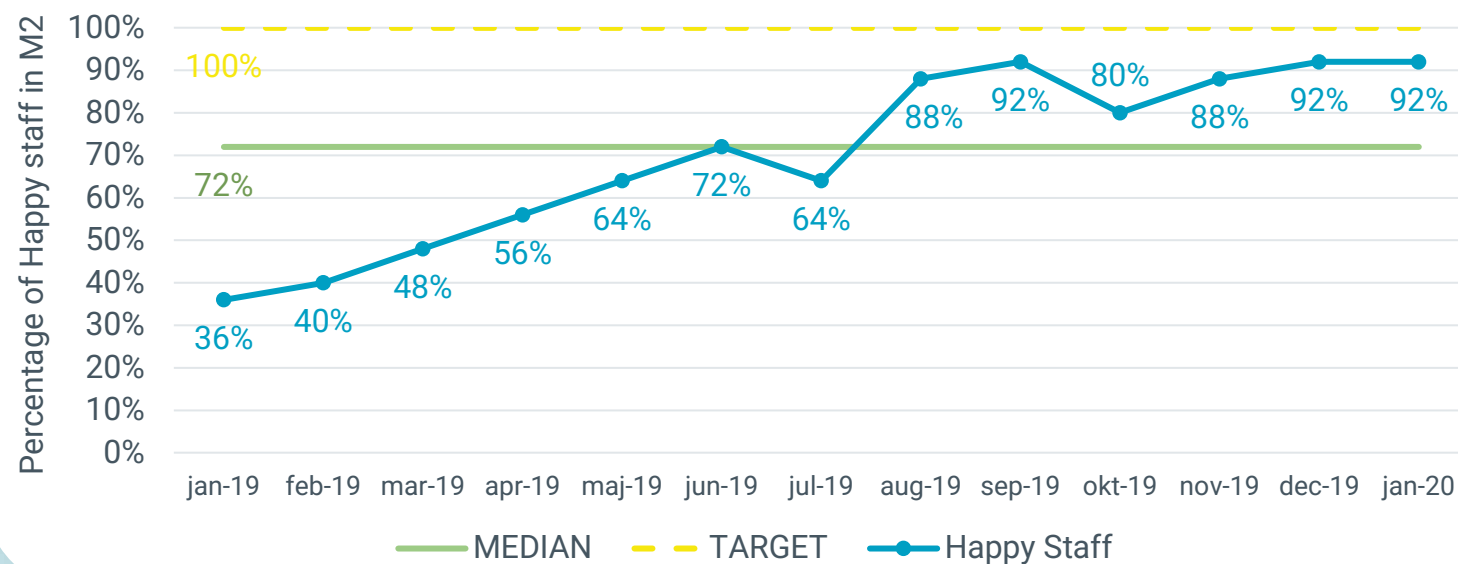
Greater flow efficiencies

Systems work is Culture Work

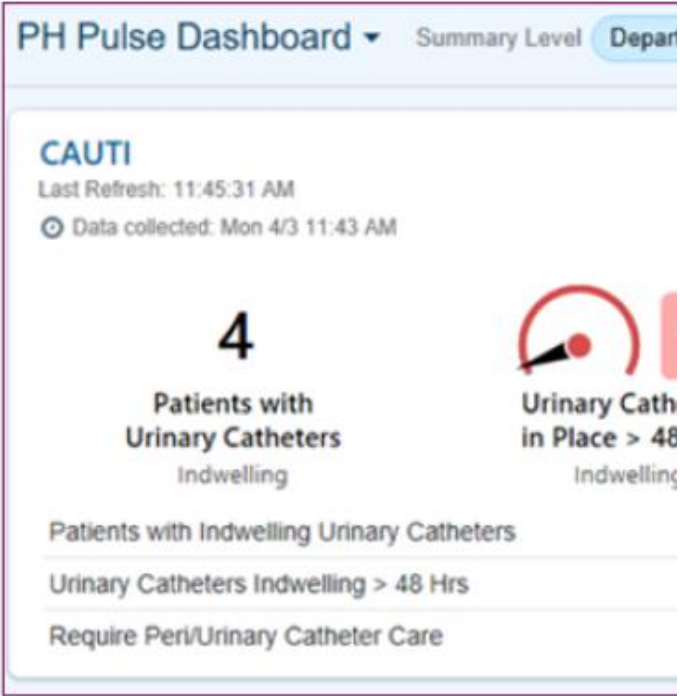




% of happy status staff



Lean into wh



2:13 PM Tue Oct 5 Back Zach Phillips 1 of 17 Submit

Jump to question

Introduction

Ability to Round

Medications

Medication

Home Care

Pain Management

Follow-Up Appointment

Discharge Instructions

Symptoms

Post-Care Program Enrollments

Social Determinants of Health

Transportation Issues

Living Situation

Introduction

Ability to Round

Hello, my name is __,I wanted to stop by to see how you're doing before your discharge. Is it ok if I ask you a few questions that are important for your care and recovery?

Yes- Rounded on patient

Return to Round

Yes - Rounded on family

Return to Round

Yes - Rounded on both

Return to Round

No - Unable to round on patient

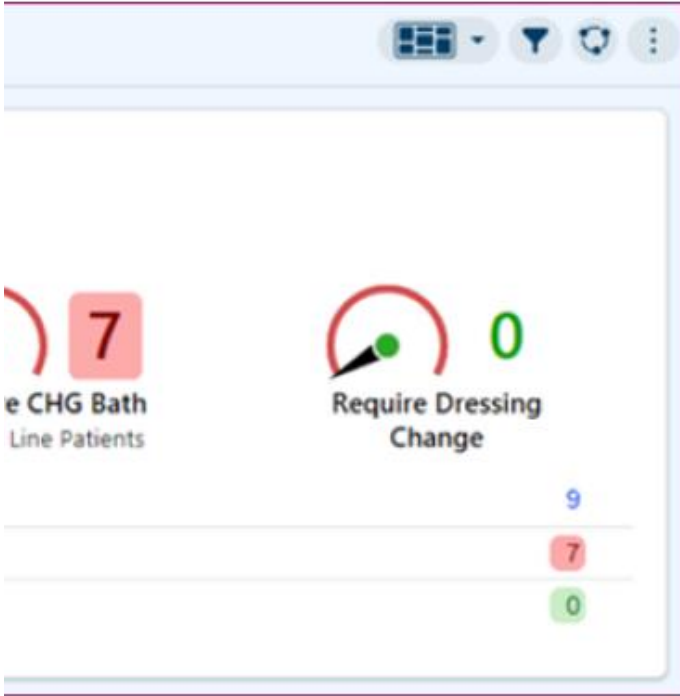
Return to Round

No - Not appropriate for rounding

Do Not Round

Reason for inability to perform round.

Type here...



IHI Framework for Improving Joy in Work



AN IHI RESOURCE

20 University Road, Cambridge, MA 02138 • ihi.org

How to Cite This Paper: Paulo J, Balak R, Swenson S, Kohnert J.
White Paper. Cambridge, Massachusetts: Institute for Healthcare Improvement.



We make it easy for organizations to capture real-time data to improve staff experience and service delivery.



Institute for
Healthcare
Improvement

WHITE PAPER

IHI Framework for
Improving Joy in Work

The RCPsych program achieved an aggregate:

+50%

improvement in the % of
people who enjoyed being
at work frequently

+41%

improvement in the % of
people who experienced
no symptoms of burnout

+38%

improvement in the % of
people extremely likely to
recommend their team as
a place to work

ImproveWell.

Health Tech
Awards
2022

'Major Project Go Live'

WINNER

HTN





iOS 11

ANNOUNCED: WWDC 2017 –
June 5, 2017

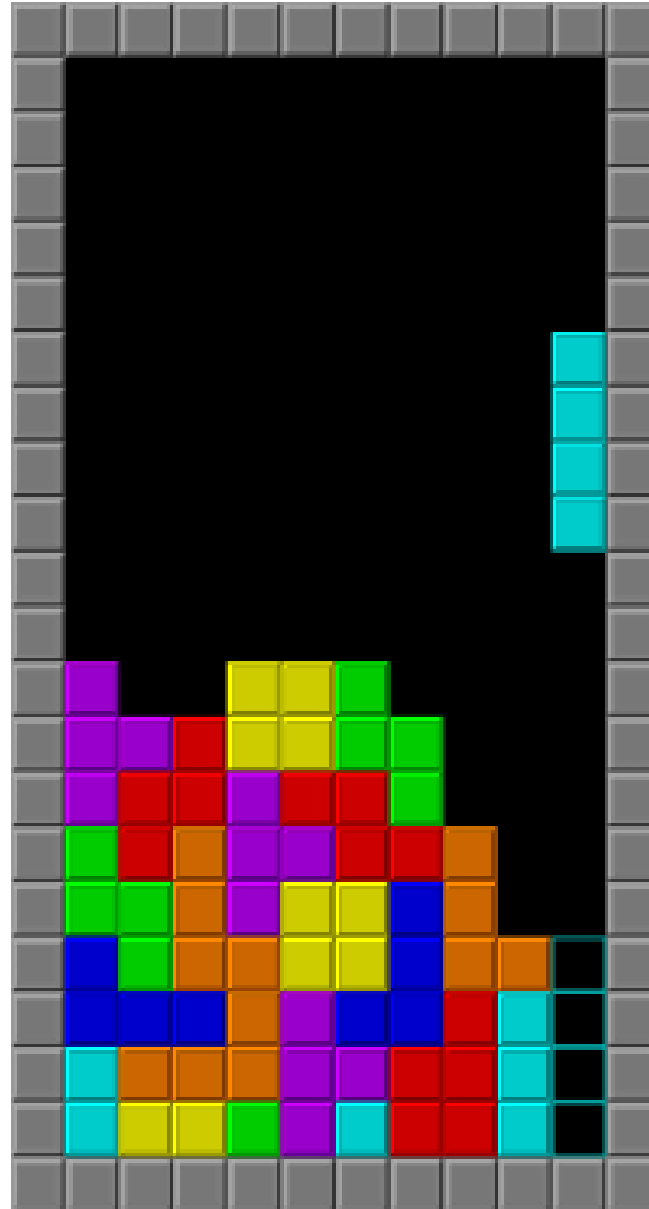
RELEASED: September 19, 2017

FEATURES: Files app and Dock (iPad); Improved Multitasking (iPad); Drag and Drop (iPad); ARKit for Augmented Reality; Apple Pay Cash; new App Store; updated Control Center, Siri and Maps; Do Not Disturb while driving; and Automatic Set Up.

PRICE: Free



Tetris Effect



A Tale of Two Bridges



Tak!

Kedar S. Mate, MD

President & CEO, IHI

kmate@ihi.org

