

Course – Leadership in Healthcare

John J. Nance

**WHAT ARE WE
DEALING WITH?**

A Major Structural Deficiency in the Way Healthcare is Practiced

Confusion Over the Purpose and Focus of Healthcare

Confusion over What Causes Patient Catastrophes

**And by
Continuous
Attempts to Patch
an Unpatchable**

Problem #1:

**We're Unnecessarily
Slaughtering 440,000
Patients / Year with Zero
Justification**

Problem #2:

**We're Running Out of
Money to Keep the Doors
Open.**

Problem #3:

**We've Failed Utterly in
Giving the Patient
Consistently the Best
Care Medical Science Can
Provide,**

BECAUSE

Problem #4:

**There is an Egregious
Lack of Standardization
and Standards.**

**No Official or Practical
Source for Best Practices**

The IHI Triple Aim

- **1. Improve population health**
- **2. Reduce per capita cost**
- **3. Improve patient experience**
 - **Outcome**
 - **Safety**
 - **Satisfaction**









**the Expectation of
Continuous Perfect Human
Performance has
HARD-WIRED FAILURE into
its Structure.**

- *Don Berwick, MD*



one









Why hard-wire quality, safety, and service?

- Core measures reflect processes that lead to superior outcomes (45% lower morbidity and 55% lower mortality) and lower costs (35%-45%) for the top three DRGs in the nation
- 100% compliance with safety initiatives would lead to at least 44% reduction in preventable morbidity and mortality
- Patient/Associate/Physician loyalty is the

Doesn't standardized care demean physicians, staff, and worsen the care our patients receive?

- Gawande's "The Check List Manifesto"- standardizing complexity frees a professional to make critical decisions in a less encumbered way.
- Standardizing to excellence does NOT obviate the need for customization and professional judgment when necessary
- Standardizing reduces complexity to a manageable level to ensure critical decisions

NOVEMBER 28, 1994

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MANDELA: THE PRISON YEARS

TIME



STAR TREK

THE PASSION THAT DRIVES THE ENTERPRISE

William Shatner
and Patrick Stewart







EXPENDABILITY

KIRK, SPOCK, MCCOY, AND ENSIGN RICKY ARE BEAMING
DOWN TO THE PLANET. GUESS WHO'S NOT COMING BACK.

PERCEPTION

ASSUMPTION

COMMUNICATION

(FORGETFULNESS)



12.5 % RULE



FLAWLESS COMMUNICATION











The Patient Experience

The Patient Experience

...is the Core Element
of

PATIENT-CENTRIC
CARE

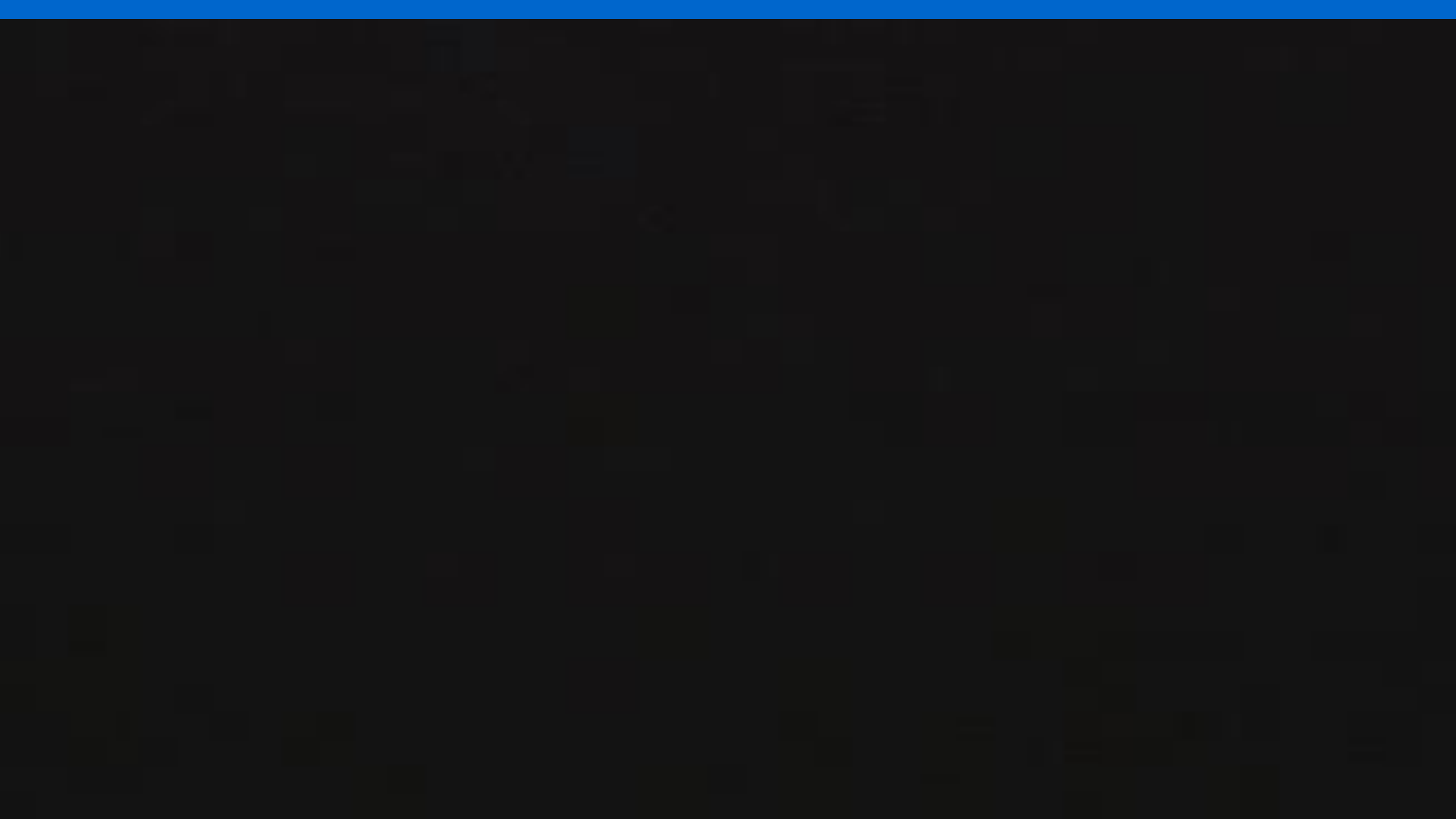
1. The Quality and Effectiveness of Clinical Outcomes

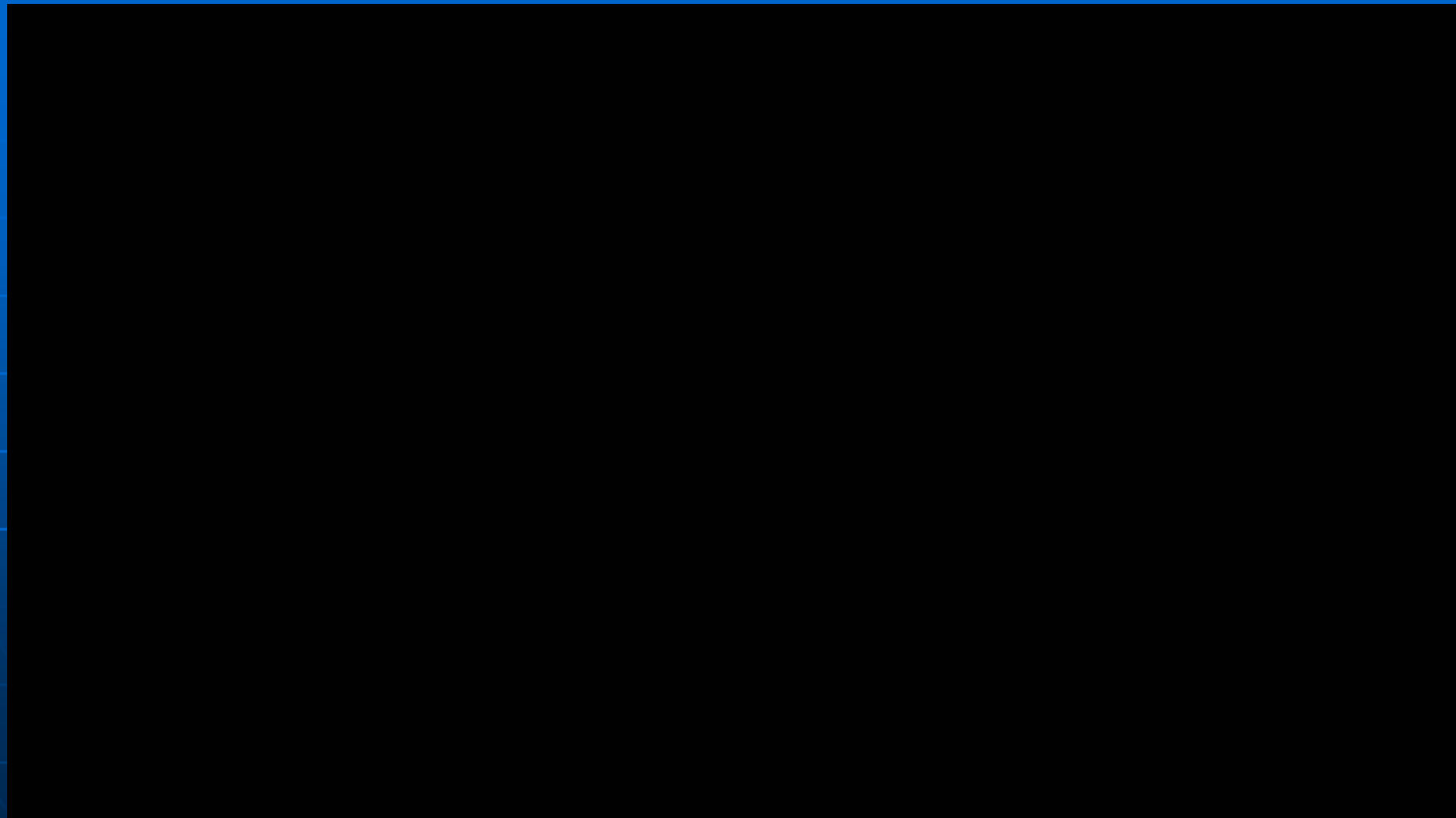
2. The Safety of Virtually Everything Done to the Patient.

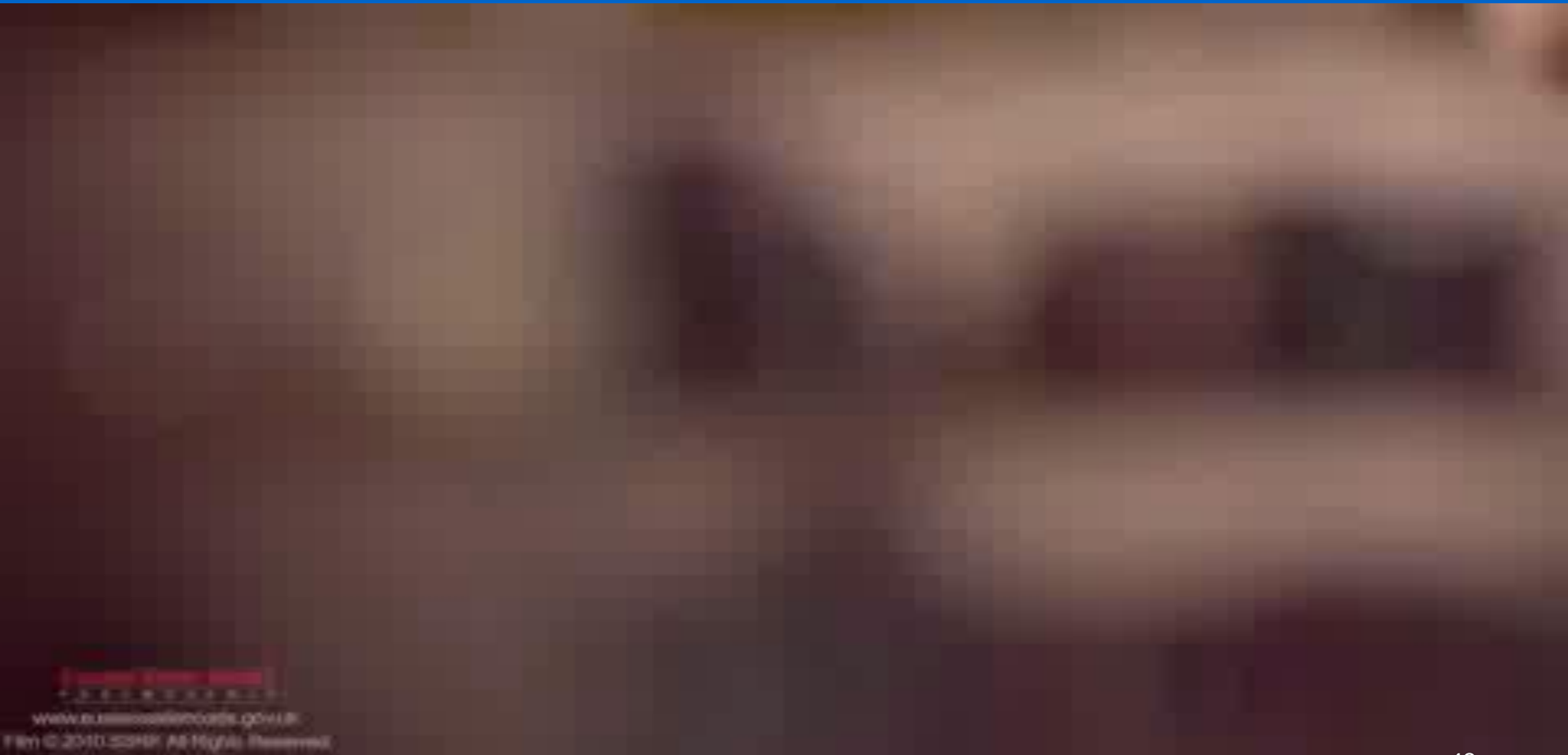
3. The Quality of the Environment into which the Patient Ventured.

The Patient Experience

4. The Quality of the Relationships







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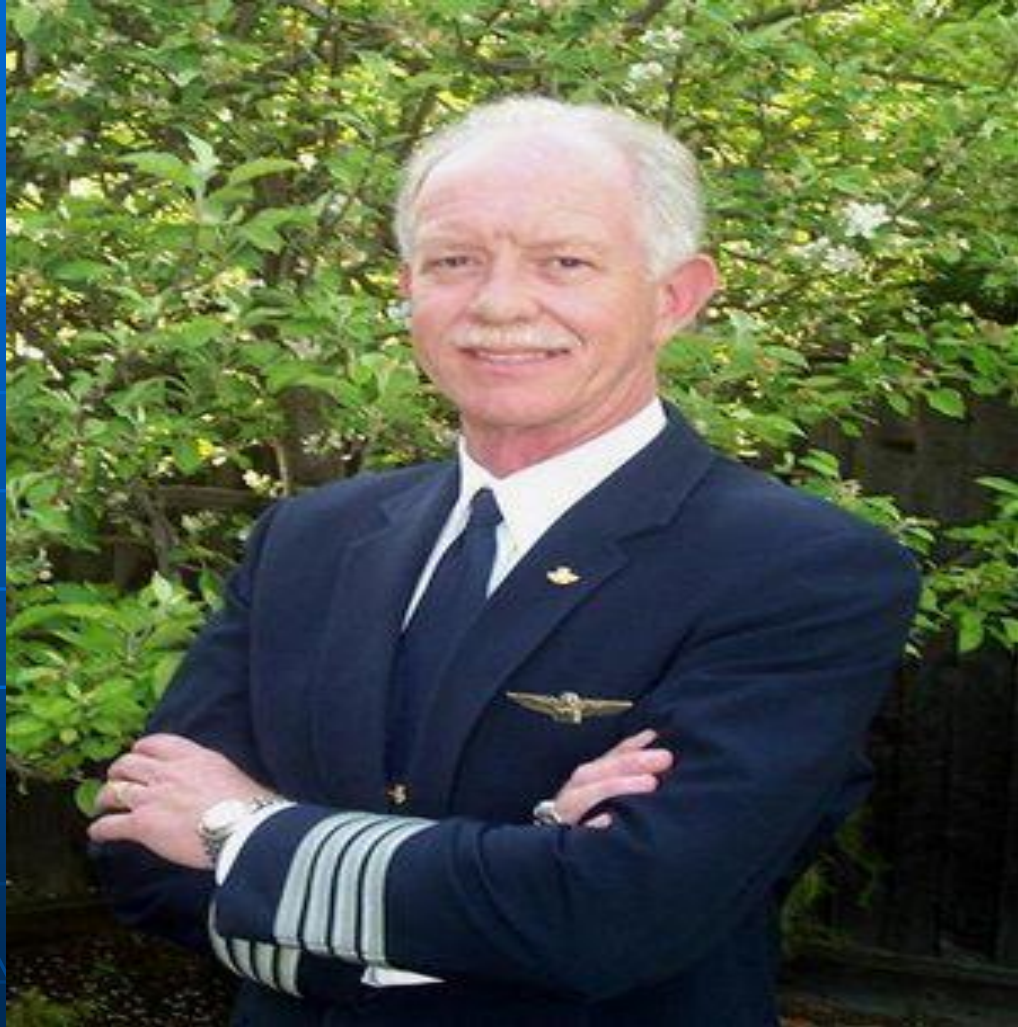
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