Together – for best possible health and equal care

Anette Nilsson
Region Jönköping County
"Health is to joyfully be occupied with your life’s work"  Gadamer, German philosopher
25. April
Måndag
Pouerwalk m. Lisa F. sol
Lunchdate ❥ Jytte
Flora f. Danmark

26. April
Torsdag
Molly Bar! 🍹
Lunchpromenad med Anna
Fabian 10°
Kalas f. Molly kl. 17

27. April
Fredag
Yoga med Helena 7°
Med boken
* * *
AW med Hjørring!

17°
Strategic organization

Together for best possible health and equal care

Asylum and integration

Health for life

Primary care as the base

Development of specialized care

Coordination

The Flip

Health café

Menu for the inhabitant

ER to primary care units

Safe and secure care

Chronic diseases

Physical health for patients with mental illness

Surgical care

Medical care

Psychiatry and rehabilitation

Coordination of care

Mobile teams

Digital solutions

Supporting structures
Very good

- Patient satisfaction
- Take care of problems
- Run faster/more resources
- Everything everywhere
- Good examples

Best possible

- Person-centered care
- Prevention and planning for next steps
- Reduce over-, under- and misuse
- Standardized approach and specialization
- Faster distribution – equal care
Ways of working

- Learning organization
- Structured way of working
- Clear objective
- Set timetable
- Support systems
- Cooperation!!!
How do we change the culture?

Change the company culture
Change the attitudes of the individuals
Change behaviours

New ways of working, methods and tools
Segmentation of needs
The 5 P’s of the microsystem

**Purpose**
- What value shall we accomplish?

**Patients**
- Who are they?
- How well do we know their needs?
- How do we involve them more?

**People/professionals**
- How do we use and take care of the competence of our colleagues in the best way?
- How do we involve them more in the improvement work?
- How do we increase our colleagues understanding of our mission?

**Processes**
- How do we learn more about our processes?
- How do we use the result?
- How do we improve our co-operation?

**Patterns**
- How do we evaluate the variations in the clinical work?

To map out, reflect, discuss and try to systematically improve

Ref: Godfrey, Nelson, Batalden
What matters to you?

I shape my own care around the outcomes that matter to me.

I have one person acting for me to make the system work.

I own my own health and care information, which is shared with my permission.

I receive more care in my own home and the community.

Everyone involved in my care knows my goals and works together as one team.

I, and my community, have a real say in our local services.

I understand more about my problems, staying healthy, and what I can do for myself.

My experience of a service matters to those who pay for it.

Ref. I statement ; Sir John Oldham OBE MBA
From today to best possible
Improvement model

What do we want to accomplish? (objective!)

How do we know that the change is an improvement? (measure!)

What changes can lead to improvements? (ideas!)

PDSA-cycle

Ref: Nolan, Deming m fl.
Mind and heart must work together in large scale changes

<table>
<thead>
<tr>
<th>Strategic plan</th>
<th>Vision</th>
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<td>Implementation plan</td>
<td>Encouragement</td>
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<td>Measures</td>
<td>Purpose of the change</td>
</tr>
<tr>
<td>Analysis</td>
<td>Purpose of the measurements</td>
</tr>
<tr>
<td>“try and adjust”</td>
<td>“understand and affect”</td>
</tr>
</tbody>
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Support in change

Ref: Sarah Fraser
Large Scale change includes strategy, process improvement and culture change.

Today

Outcomes -> Strategy -> Process Improvement

Practices

Mindsets

Culture change

Tomorrow

Outcomes

Practices

Mindsets

Source: McKinsey and Co
What do we gain from new ways of working? Alternatively, what do we loose from continuing the old way?
Measurement and analysis team

We learned we need a multi-disciplinary team helping with analysis and measurement.
1) Define your problem
2) Adapt the concept
3) Implement for ALL

We are on the right track!
1. Want to change

2. Common reality

3. Shared conviction

4. Convey vision

5. Employment processes

6. Results

7. Find new forms

8. The culture change

Source: Kotter
Project process

• Project directive → objectives, action plan och measurements

• Process for developing new ways of working