Empowerment and/or Co-production - Why and how

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The South-Swedish Highland

115 000 inhabitants
Area 5 200 km²

Höglandssjukhuset, Eksjö
Some words that bothers me:

"Patient"

"Compliance"
(obeys law, rule, or request.)

"Empowerment"
"Every system is perfectly designed to get the result it gets"

Donald Berwick

Two main types of processes:

"Emergency" care
- Healthcare process that are well defined in time
- Mainly performed/managed by health care professionals

"Chronic disease” care
- Healthcare process that will continue “forever”
- Mainly performed by the patient

(And – of course – any mixture of these)
Paternalism
Attitude or a policy reminiscent of the hierarchic pattern of a family based on patriarchy

Autonomy
In medicine, respect for the autonomy of patients is an important goal, though it can conflict with a competing ethical principle, namely beneficence. Autonomy is also used to refer to the self-government of the people.

“Emergency” care:
Identifying central processes that are important i.e. colon cancer, breast cancer, hip fracture etc etc.

From that we design pipelines for this specific process.
Pipeline:

A $\rightarrow$ B $\rightarrow$ C $\rightarrow$ Etc.

Benefits:
- Possible to standardize $\Rightarrow$ optimize
- Possible to measure outcome and process result
- The system can control the patient

Problems:
- The subject might be transformed into a diagnosis
- Many patients will not fit into any or fit in several pipelines
- Some patients will change pipeline
- Fragmented system
- SEPing problems

We will need empowered patients (and/or relatives and coaches) to override a fragmented healthcare system
Empowerment

Team ⟷ Patient

“Chronic disease” care

Ancoats Hospital Outpatients' Hall  (L.S. Lowry, 1952)
Principally 2 settings:

“Emergency” care - i.e. a healthcare process that will be finished
  - Mainly performed by health care professionals

“Chronic disease” care – i.e. a healthcare process that will continue “forever”
  - Mainly performed by the patient

We cannot use the same tools – it is different settings!!!!
The “team” from the patients point of view:

- Individualize the care to meet the patients actual needs
- Utilize the competence of the patients
- Define the boundary between different professions – mainly nurses contra physicians

Suggestion:
- Physicians task is to diagnose and initiate treatment
- Nurses do follow up when the patients condition is stable
The purpose of co-production is to canalize and facilitate the inborn power of people in need of our help.

Number of waiting referrals

Access to Gastroenterology
Inpatient care for IBD.

Most organizational problems are 10% about the people and 90% about the system.

Richard Demming
Culture

eat

systems

for

lunch

"He who seeks will find..."