Our Agenda

- Introductions
- Göran’s story – the problem with cancer care
- A microsystem approach for thinking about the problem
- Small group work to apply microsystem concepts to cancer care
Göran’s Story

- The problem with cancer care

Study on the gaps between inpatient and community microsystems

- What if we approached the interface as a clinical microsystem with stakeholders defined as patient, inpatient physician, inpatient nurse, and GP?
- Would we see the relationship between the two settings differently?

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Success Characteristics

Leadership
- Leadership
- Organizational support

Staff
- Staff focus
- Education & Training
- Interdependence of care team

Information & Information Technology

Performance
- Performance results
- Process improvement

Patients
- Patient Focus
- Community & Market Focus

Know Your Microsystem’s 5 Ps
- Purpose
- Patients
- Professionals
- Processes
- Patterns
Methods

- Semi-structured individual interviews
- 28 key stakeholders from 2 hospitals in the Netherlands
- Asked about general handover communication and perceptions on patient transitions
- Organized data into seven "virtual" clinical microsystems, each composed of:
  - one patient
  - hospital-based physician
  - hospital-based nurse
  - community-based general practitioner

For example . . .
Findings

- Healthcare providers do their best but...
  - Providers often work in isolation, not taking advantage of the "virtual microsystem" that exists between the inpatient and community care settings
- Five themes related to effective/ineffective care
  - Exchange of adequate information to care for patient
  - Provider's availability and opportunity for personal contact
  - Protocols to guide the transition
  - Feedback about the transition
  - Appropriate use of IT to facilitate communication
  - Role and responsibility of the patient in own care
Small Group Exercise

- Form a small group of 4 people
- Choose one role for each person in your group (patient, hospital physician, nurse, GP)
- Develop a list of ideas and principles to improve care for the problem that Göran presented for cancer patients
- Prepare to report back
Approach and findings
Actions of improvement concepts showing the quality and safety, and a multidimensional measures of results:
• Family members participating
• Early detection
• Quick exam
• Patient’s process map
• Perioperative work
• Schedule the whole individual process at once
• ERAS (Enhanced Recovery After Surgery)

Debriefing