Clinical Microsystem Thinking
‘the Gouda experience’

Lia Donkers, managing director Transmural Network
Renée van Haastert, programleader Patient as Partner

Content

- The Gouda situation
- It’s all about patients
- How to start and support a movement like Patiënt als Partner?
- Quality improvement work
- Where are we now?
- Next steps
- Questions?

30 minutes presentation
Gouda situation

Groene Hart Hospital
- 1 location since 2014
- 2 outpatient clinics
- 620 beds
- 150 medical specialists
- 2,200 health care professionals
- 130 voluntairs

The Transmural Network Foundation
A joint venture of care providers in Midden-Holland.

Dutch healthcare ‘quality transparency’

From external accountability to internal hygiene of improvement
It’s all about *people* patients
Patient as Partner
‘the Gouda way of working with Clinical Microsystem Thinking’

Invite everyone to become a healthcare improver!

Improvement sessions with a systematic approach

Not a new project → a culture of contiuously improvement!

How to start and support a movement like Patient as Partner?

1. Commitment of the board and management
Focus on microsystem, helpfull: management review стрategic plan

2. Program leader and change team
The success of any kind of social epidemic is heavily dependent on the involvement of people with a particular and rare set of social gifts¹. These people are described in the following ways: connectors, mavers and salesman¹.

¹ Law of the few, Malcolm Gladwell, 2000
How to start and support a movement like Patient as Partner?

3. Coaches and improvement sessions

- Don’t implement, spread on interest and enthusiasm
- Start small in the microsystems

4. Organize learning moments (learning community)

'If you want to be among the best – you have to be the best improver'
Agneta Jansmyr, CEO Jönköping County Council

- Whiteboardsessions
- Training coaches
- Knowledge cafes
- Festival Patient as Partner
- Changeteam – process learning
5. Communication

Briefings, interviews/articles in staff magazine, intern website

Quality improvement work

Some examples of our quality improvement in the microsystems

**Ice lollies after anesthesia**
Patient had a dry, bad taste in their mouth after anesthesia. An ice lollie helps prevent this and reduces nausea

**Route of patients by cardioversion**
In the analysis of the process from the patient point of view, illogical actions where discovered. By changing the proces a whole blood sample moment became unnecessary

**Phone chargers ER**
Patients come unexpected and unprepared on the ER. Battery of mobile phones are often empty, while it’s important for patients to be reachable. On of the nurses had solved this by re-use chargers of the lost & found (after several months)
Where are we now?

85 coaches, 35 departments/wards
> 100 quality improvements

Next steps

- Involve the doctors
- Turn our quality improvements in measurable results
- Maintain our movement en keep on learning
Questions?

Lia Donkers – lia.donkers@ghz.nl
Renée van Haastert – renee.haastert@ghz.nl