Welcome to the Futural Festival

Retrospectives for prospectives. Reflecting pictures for tomorrow

Counties use of Urinary Catheter and CVC

Amount of risks Urinary catheter and CVC, PPM-VRI, Procent

KAD

CVK

Låg användning av både KAD och CVC medelhösten satrings

Hög användning av både KAD och CVC

Källa: PPM-VRI, Health Navigation-system

ARBETSMATERIAL
Reducing costs....

Reduced costs due to new methods in ICU and CVC treatment 2011-2012 (results reported till October)

Reduced costs- length of stay due to hospital acquired UTIs 7,378,560 SEK
Reduced costs- length of stay due to ICU treatment 3689280 SEK
Increased costs due to bladder scan, nursing time 730 000 SEK

Total reduced costs for our three hospitals during 2012
10337840 SEK

Less morbidity
priceless
Reflections

Laleh
http://www.youtube.com/watch?v=LifAcqepJVI

I had a talk with the shadow and the light
fighting for me
they said put your tricks aside
and for once believe

how can I, I don't
I never did, I don't know how to
but when it's not enough to fight
for me
I'm gonna wanna live and fight
for you

just because it's black in the
dark
doesn't mean there's no color
just because it's black in the
dark
doesn't mean there's no color

I pulled up my roots from the bottom I was
caught in
I was caught in
and I had a talk with the shadow and the
light
fighting for me

A festival that has to be lived: “In Sutu”
…we can open our hearts, change our minds and
take the positive actions

Change Day
Sterling 4 Juni 2014
Jönköping
Coaching Quality Academy
Skagen...and the Futural Festival
A home of the “artists” who search for the light that reflects sharpness, vitality...and “creactivity”
The futural festival needs

The pirates of mindsets
Helen Bevan, CEO of transformation services, NHS England tweeting:

“According to @lucienengeelen, we need a triple-P to transform healthcare: Patients, Professionals, Pirates”

The futural festival loves to support design work through a **prospective approach**

- uncovering, sustaining and enhancing our **success patterns**
- **seeking new design** for innovation and exnovation
- **learning** from and with one another
- defining concrete actions to improve the **future way of working**
Glimmering stars ...ready to support
We can celebrate!

• Best hospitals in Sweden
• Hygiene prize
• Masters program at Jönköping Academy
• Residents are highly satisfied
• Top results in key areas of patient safety 257 and over 400
• Clinical Simulation center
• Multidisciplinary Conferences

Best hospital in Sweden: the importance of the parameters in the comparison

Medical quality
The Healthcare Guarantee
Hygiene
Patient enquiries
Waiting time in Emergency room
Finances

>50%
The agenda for many of us

- Person-centered care
- Elderly and new co-dependences
- Resistance to antibiotics
- Value by Clinical results and patient safety
- Finance and resources
- Cooperation between different stakeholders

We all see the need for new design and co-dependence

In-dependence/De-pendence
A Japanese proverb...found in a temple

When you are young, you fight vigorously to carry out your projects and dreams, you think you can conquer the world on your own. But when you get older, you think about everything you have done and realize that everything you have achieved in your life has been thanks to the people around you.

Why are we here?
Retrospective to prospective!

• Designing from volume to value

• Focus on experiences and outcomes and reducing costs

• Search for new mental models
What’s important

• “Our lives begin to end the day we become silent about things that matter”.

• “Life’s most persistent and urgent question is, "What are you doing for others?"

Why are we here?

Photo: Rockebilly
Dear individual,

• Healthcare is a team sport. And you are the No. 1 draft pick!
• Research your symptoms on the internet.
• Learn as much as you can about the doctor and hospital that provide your care.
• Speak up, ask questions and tell us if you don’t understand something.
• Consider getting a second opinion.
• We have one goal: to get you better.

Can Cleveland Clinic become our role model?

• Individuals have access to most of their medical record online or via their smartphones.
• If you’re in a strange city and need emergency care, you can pull out your phone, put in the password, and show all your data points about your health.
• As valued members of their own healthcare team, hospitalized patients can see as much of their medical record as they choose.
Why are we here?

Fordism

Transaction Economy
Simple Interactions
Human Resources
Competency Models
Power Structures
Stored Values

Post - Fordism

Knowledge Economy
Complex Interactions
Shared Values
Human Cognition
Egalitarian Structures
Intangible Capital

Closing in on a Disconnected World

Source: Change Agents Worldwide

Reflect

The Solution

1. It's all about networks.
2. Structure to optimize networks.
   Open, transparent, diverse
3. Develop network skills.
   (Seek→Sense→Share)
   Delmar’s Pizza
4. Align your tools for networked collaboration + cooperation.
   Fortune 100 Health Service Company
5. Start to work out loud.
   Teams, networks, communities

Source: Change Agents Worldwide
Why are we here - Ubuntu: ‘I am because we are’
New mindset retrospective to prospective

*During world war II Arne Beurling decoded in two weeks (in summer 1940) the German G-Schreiber message code, so all German troop movements were known to the Swedish command.*

Gavagai—future-telling from social media

Linguistics as new mathematics

http://www.gavagai.se/about.php
http://www.dn.se/kultur-noje/nyheter/de-spar-framtiden-med-sociala-medier/
How can we help each other to better understand?

- There is no more one right thing
- No one can any longer be the only one updated
- New knowledge creates new uncertainties and ever-receding vistas (Prigogine, 1996)

"Everything that can be invented has been invented"

Charles H Duell, 1899
USA

This takes a new management approach in HC

Marte Meo

How to Work with our own strengths

Kanji
Develop Capacities for both adaptation and adoption AND resilience
Why: The old Mindset

Management ambition...
First the team and then the individual

New mindset

Promote the individual and also the team
Wholeness:
The new agenda

Wellness
Prevention
Diagnostics
Treatment

Health Impact Pyramid

Smallest Impact

Largest Impact

Source: Dr. Tom Frieden,
Director of the Centers for
Disease Control and Prevention
Wellness and activation: referals for physical and cultural activities

Medicines are generally designed to affect one biological marker and one medical condition at a time, while changing your life style can influence several biological markers and diseases.

Systemic approach in Prevention

**John** is a patient with the risk of falling. He has a plan with preventive actions.

Risk assessment, preventive actions and outcomes are registered in the clinical register "Senior alert". This is done by professionals in primary care, in the care home, in hospital and in the community.
Results Senior alert
Jan 2012 – Feb 2014

Weight loss > 5%:
Positive development if:

The five general measures in oral health:

1. Assistance with tooth brushing
2. Moisten the oral mucosal membranes
3. Cleaning
4. Lubricating the lips
5. Denture cleansing - assistance or full assistance

Control charts for the percentage of weight loss

We see a significant improvement which began in March 2013
Comparison of the percentage of weight loss in the municipalities that have and have not been working with oral health

The 43 municipalities that do not work with oral health:
There has been no improvement!

The 42 municipalities that have been working extensively with oral health.
Greater improvement than the country as a whole!

This positive results strengthen us in the oral health work!

Diagnostics: Breast cancer process in Jönköping County Council
Different approach – a design opportunity

Performance
NPM
Individual choice
Quality
Incentives
Purchasing
innovation
Focus on innovation and exnovation
Living And Life

Working with design

Bearing in mind that....

Patients spend 5800 hours a year managing their own condition

Patients spend about 5 hours a year having an HC professional manage their condition

We need to test new designs
Our residents and patients need more actions for integration

Triple Aim in Kinzigtal, Germany
Improving population health, integrating health care and reducing costs of care – lessons for the UK?

Helmut Hildebrandt OptiMedis AG, Hamburg, Germany and
Gesundes Kinzigtal GmbH, Haslach, Germany
Timo Schulte
OptiMedis AG, Hamburg, Germany, and
Brigitte Stunder
MQNK, Zeil am Harmersbach, Germany
The new integrators

Patients want apps to promote communication and engagement

The market for health applications, or apps, on mobile devices is growing rapidly, with over 40,000 currently in use. One type of app technology—clinical management apps—enable patients and providers to work together to manage chronic conditions, particularly diabetes and asthma. These apps are mostly used by health plans and large healthcare organizations with an interest in improving outcomes and controlling costs. Sharon Silow-Carroll and Barbara Smith, health management Associates, Nov 2013

https://www.crowdmed.com/

Design-led innovation is a joined-up process that moves seamlessly from analysis to solutions to implementation...and it needs exnovation

10 trends for 2014 (film)
Service design innovations: acting into new thinking

Livli Appiness

An appiness for proactive aging that aims to help the pre-frail elderly population to take an active approach and maintain a healthy lifestyle

Nominated for The European Award: Social Innovation in Ageing
Smart bed platform

Intelligence in the bed

- Wave system: Integrated wave function in the bed
- Wireless: Hand control
- Alarm function: Brake alarm, "out of bed" fluid alarm
- Lighting: "Under bed light" lamp
- Electrical driving: Drive the bed with the use of an electronic wheel
- Integrated tablets: that steer all the functions
- Service Data: Time of usage, Load, Service interval, Series number, Etc.

Smart bed platform: potential applications

- Wireless function: works both at the hospital and at home
- Alarm functions for caregivers: -“Out of bed”, moisture, alarm button, etc.
- "Tracking": -Where the bed is (patient)
- Different means of communication: -speech, pictures
- Key data and metrics
- Predestined steering: -Unique features for specific situations
- General gateway to the operational system, part of the PDM
- Possibility of using so-called Apps is adding functionality
But for innovation we need also *Exnovation*

- Bottom-up systematisation - ‘innovation from within’.
- A collective sensemaking of practice.
- The principal entry point for exnovation is the creation of ‘forums of engagement’.

Exnovation is about: resilience and safety

- being moved by what might otherwise appear to be mundane and taken as given.
- learning and change amongst the players
- confronting clinical work in all its complexity

Learning and change among the players, and growth in their sophistication about each other, about the issues, (Innes and Booher, 1999: 12).
Safety is contingent on three things (forums of engagement)

- Support systems
- Resilience
- Exnovation

Why Exnovation?

- The day-to-day practice unfolds in a space as normal to illegal, Ref: Amalberti and colleagues

- A way in which practitioners’ develop collective competence (Boreham et al., 2000) that enables them to co-create a weave of safe care.
Resilience and exnovation.............
a weave of safe care.

- the ability of systems to mount a robust response to unforeseen, unpredicted and unexpected demands and to resume or even continue normal operations

Safety I

- We usually think about security by referring to its opposite, namely the lack or absence of safety

- It’s people that make it unsafe
Safety II – an exnovation approach

- Functional Resonance Analysis Method (FRAM)
  - Erik Hollnagel
  - Complex processes
  - Analysis of functions / activities and how variable they are – normal?
  - Finding risks
  - Discovering resilience:
    - suppressions/ adaptations

To make a hamburger

function/ activity

INPUT

TIME

CONTROL

OUTPUT

PRECONDITION

RESOURCES
FRAM-models

Resilient people: those who exnovate and love innovation
**PROspective** mindset with core principles and values can be developed by exnovation:

- Working towards a “preferred situation” as a needed target
- Observe and adapt
- Act fast, with small steps
- Respect people and their needs
- Build on and sustain what works
- Search for and use existing resources and opportunities

**PROspectives: learning for the future – the futural festival Questions**

- What worked well that we want to share with many?
- What did we learn?
- What should we do differently next time?
- What still puzzles us?
- What do we need to discuss in more detail?
Together, we are stronger.

“At the Festival, we meet new-thinkers in health care. People who question old thoughts and are courageous to try new things. We are practitioners, theorists, authors, researchers, but above all, we are convinced that the main source for change, is within our own mind. In order to find new solutions, we need to look at the existing problems with new eyes. By meeting and sharing perspectives with others, this is made possible.”

www.lj.se/microsystemfestival

Who has the courage to turn the handle?

“To reach a port we must set sail – Sail, not tie at anchor. Sail, not drift.”
Franklin D Roosevelt

“He that will not sail until all dangers are over must never put to sea.”
Thomas Fuller
There is no roof, no walls only the measured floor