Innovative Change Strategies for Patient Safety

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- Nothing to Disclose

"Somebody has to do something, and it's just incredibly pathetic that it has to be us."

Jerry Garcia

Objectives

- To present two examples of innovative change to improve patient safety:

- Using these examples, highlight key concepts:
  - Know your question (Focus and Finish)
  - Get the right people on the bus (Good to Great)
  - The art of Persuasion (The Elephant and the Rider)

The ACH ED

- Define the Problem:
  - 10,000 more kids over 5 years
  - An hour increase from door to discharge

The ACH ED

- Act to Improve
  - Implemented “Flow Beds”
    - Successful
  - Developed Team Based Care
    - Less than successful
  - Triage efficiency
    - Failed miserably

AHS Calgary Zone – Med Rec

- Define the problem
  - Implement med rec in acute care inpatient setting at admission, transfer and discharge in the Calgary zone

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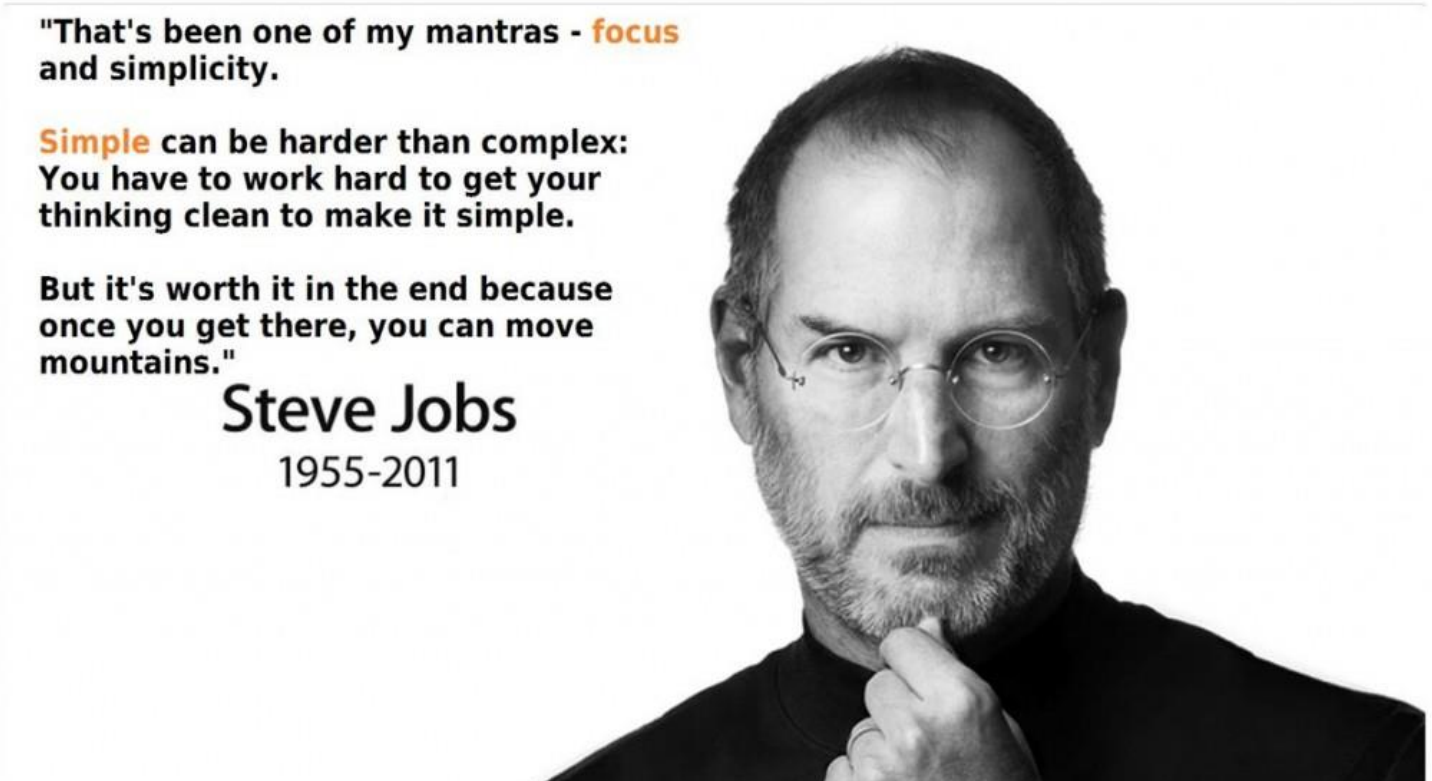
Focus and Finish

Know your question

Focus and Finish

- What ED didn't get right
- What med rec did get right



Focus and Finish

- Knowing your question
  - Essential step in implementing change
  - Many ways to get there:
    - Driver Diagrams
    - Fishbone Diagrams
    - Process mapping
    - 5 Why's
  - Just need to get there!

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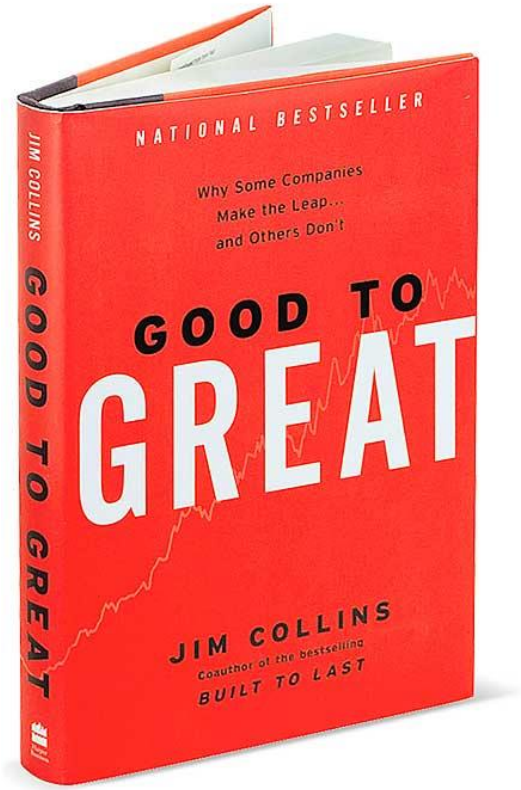
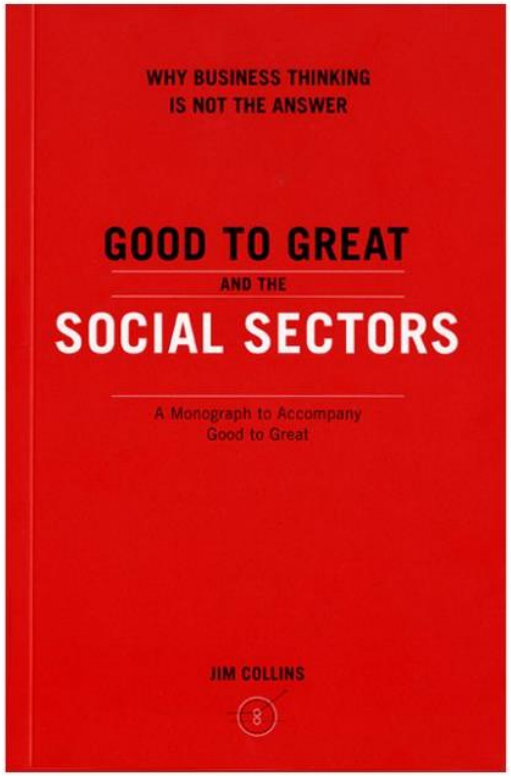
Get the Right People on the Bus

Understand Strengths

Getting the Right People on the Bus





Getting the Right People on the Bus

- What ED got right
- What MedRec didn't get right

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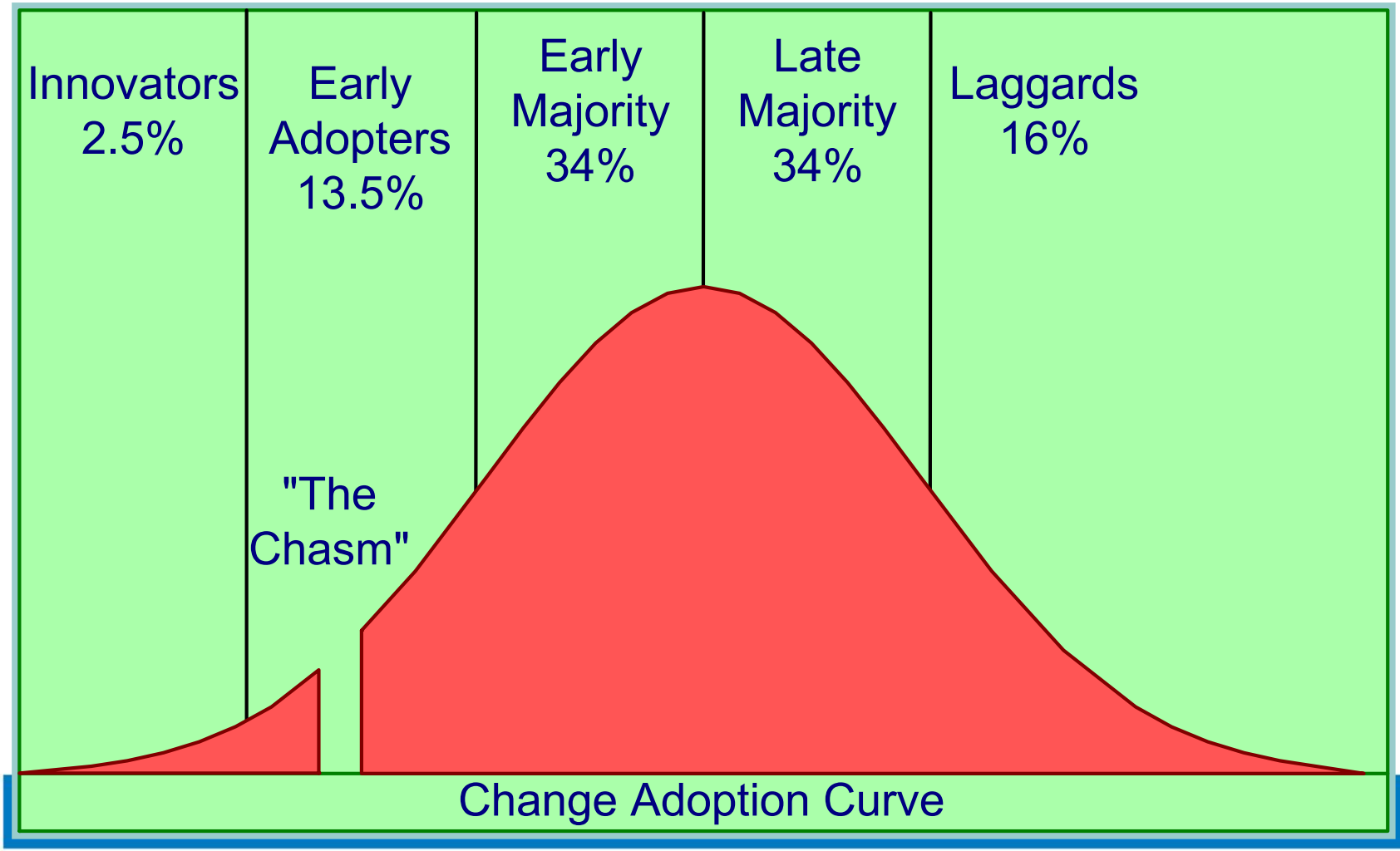
Getting the Right People on the Bus



Getting the Right People on the Bus

- Strength-Based Leadership

Your Top Five Clifton StrengthsFinder Themes

Executing	Influencing	Relationship Building	Strategic Thinking
Arranger	Maximizer	Harmony	
Responsibility		Developer	

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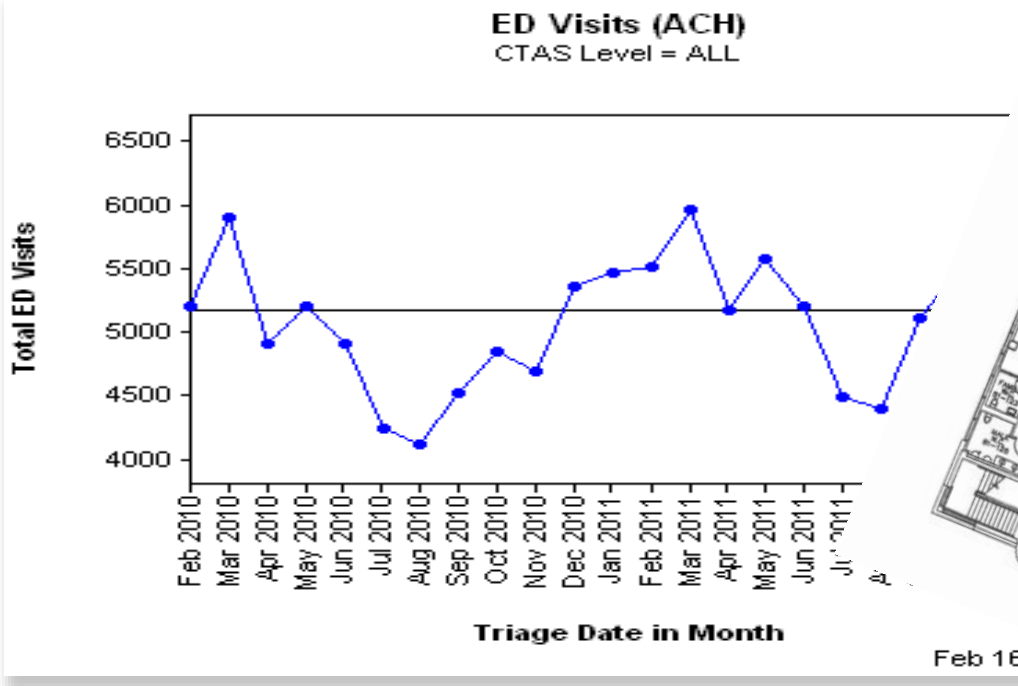
The Art of Persuasion

The Elephant and The Rider

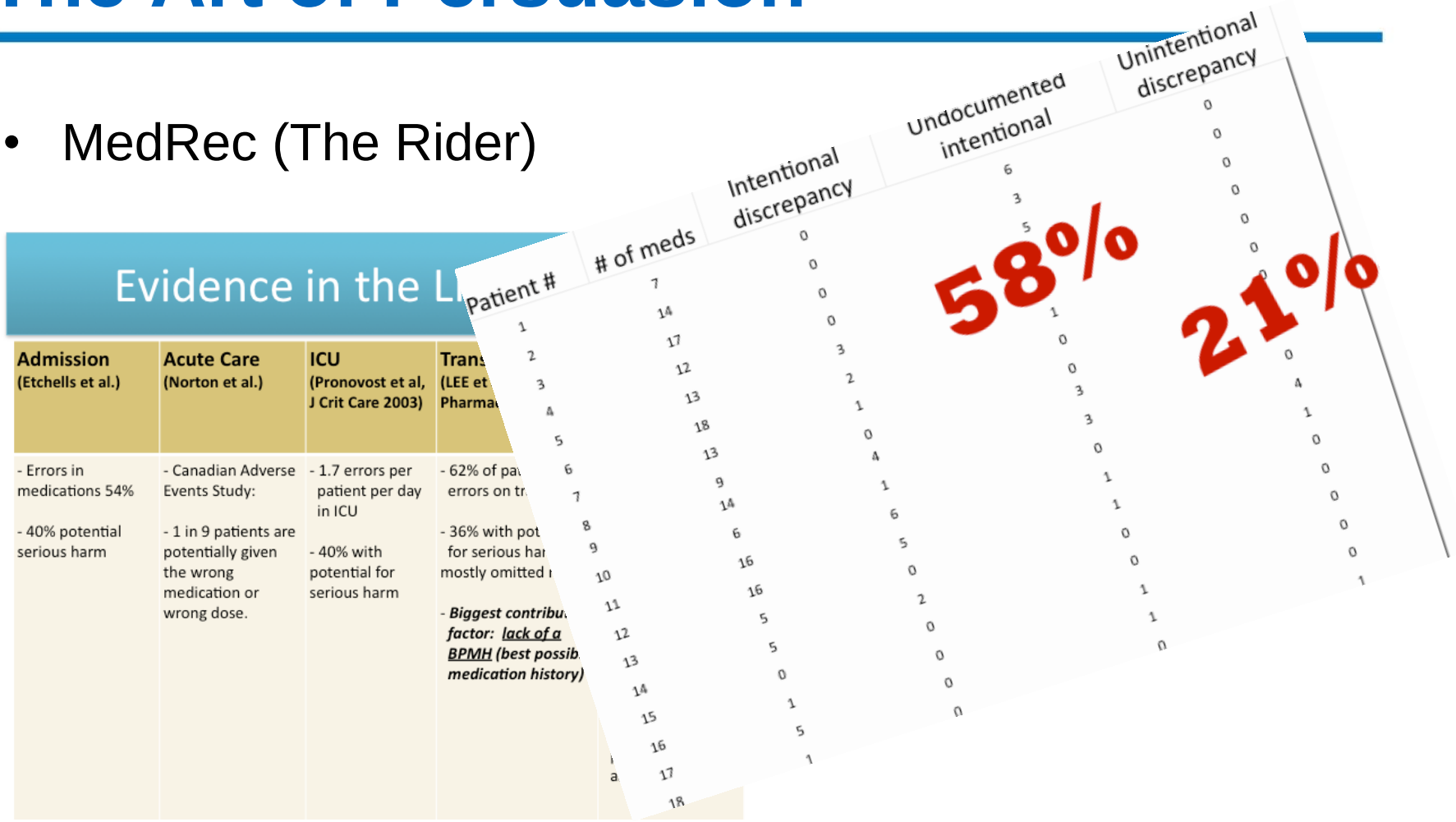
The Art of Persuasion

- The ACH ED (The Rider)



The Art of Persuasion

- MedRec (The Rider)



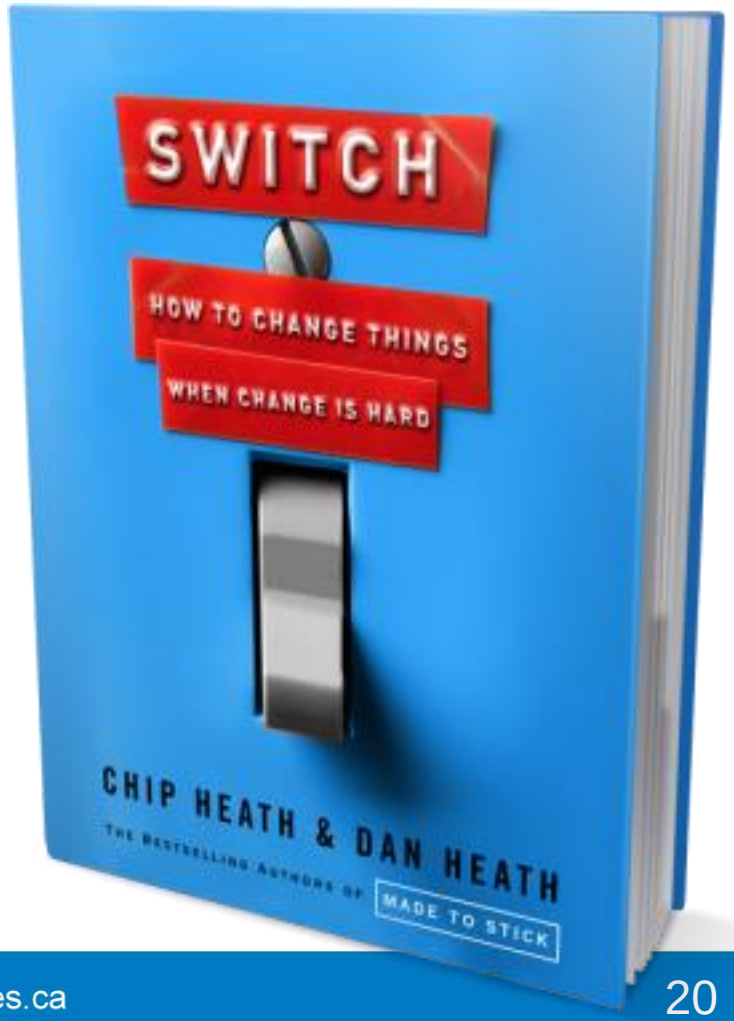
The Art of Persuasion

- The ACH ED (The Elephant)

The Art of Perusuasion

- MedRec
  - (the Elephant)
  - Stories!

http://www.bretlsimmons.com/2013-08/switch-metaphor-of-change/



Summary

- Use a method (IHI, LEAN, AIW)
- Clearly state the problem (the elevator speech)
- Build a complimentary team (top-down, bottom-up)
- Your team needs to own it, understand it and connect with it