



Accelerating Healthcare Improvement  
Accélérer l'amélioration des services de santé

# *Doing the right things right: A model for clinical and quality improvement*

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# A recurrent clinical & quality problem



1. Formulate an answerable question
2. Find the best evidence and reflect on experience
3. Critically appraise the evidence and experience
4. Work to apply the evidence and experience to individual and systems of care



1. What are we trying to accomplish? (Aim)
2. How will we know a change is an improvement? (Measures)
3. What changes can we make? (Change management)



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# A recurrent problem . . .

## Usual Care

- Fragmented
- Narrow in focus
- Not relevant
- Hospital-based

## Chronic Care



# A recurrent problem . . .

## Meet Frank



79-year-old widower  
COPD, CHF, Diabetes  
Anxious, breathless, can't manage  
Often dials 911 & visits the ED  
Hospitalized 7 times over last year  
Keeps a packed suitcase by his chair

## What Frank Needs

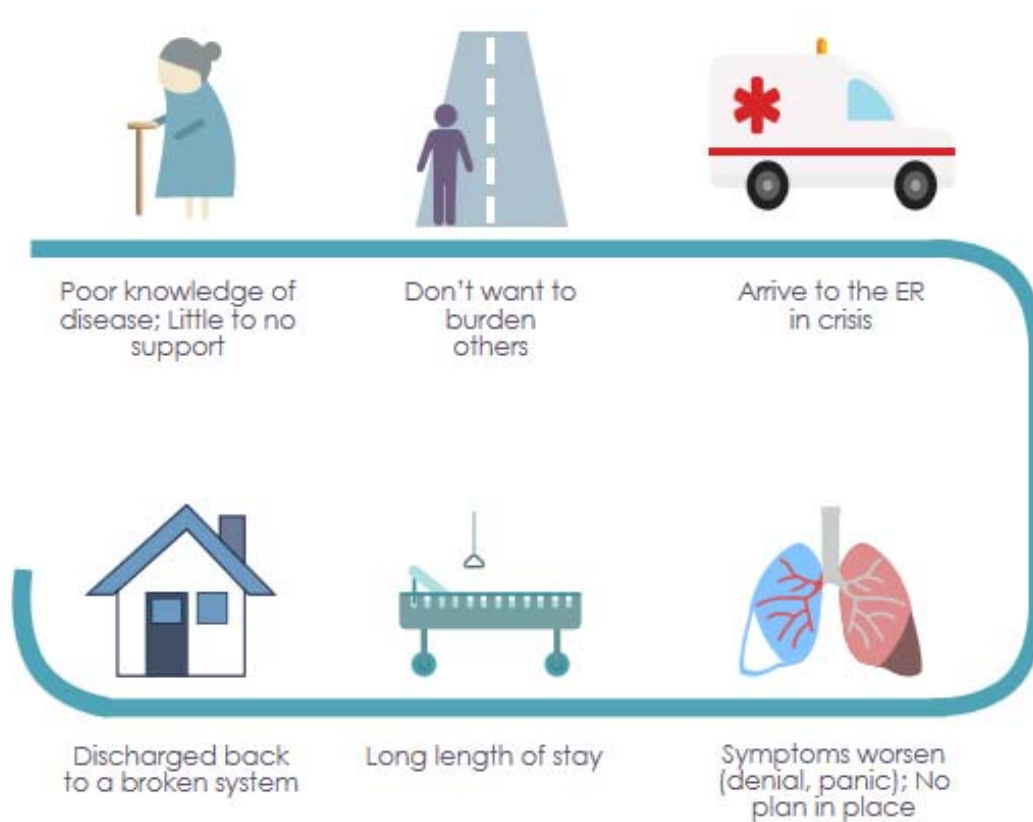
At home...

With a number to call...



# Apply Triple Aim to the problem...

Define "Quality" from the perspective of an individual in the population



# 1. Cost of Care



60% fewer ER visits and 63% fewer hospital admissions



62% fewer days in hospital



Estimated indirect cost 'saving' of \$977,000

Rocker and Verma. *Clin Invest Med* 2014; Rocker, Verma, Mittmann, Demmons. *Clin Invest Med* 2015


## 2. Care Experience



Highly significant improvements  
in the quality of care transitions  
pre-post for INSPIRED  
patients ( $p < 0.001$ )

*Rocker and Verma. Clin Invest Med 2014*

### 3. Health (symptom relief)



**Top 5 Patient-Reported Reasons Why INSPIRED Helps (n=18)**

- Action Plans and prescriptions on hand
- Accessible education, information and resources
- Less breathlessness, more stamina, recognition and management of COPD
- Someone to call for guidance and support
- Feeling cared for by caring, reliable and knowledgeable staff using effective communication

Rocker and Verma. *Clin Invest Med* 2014



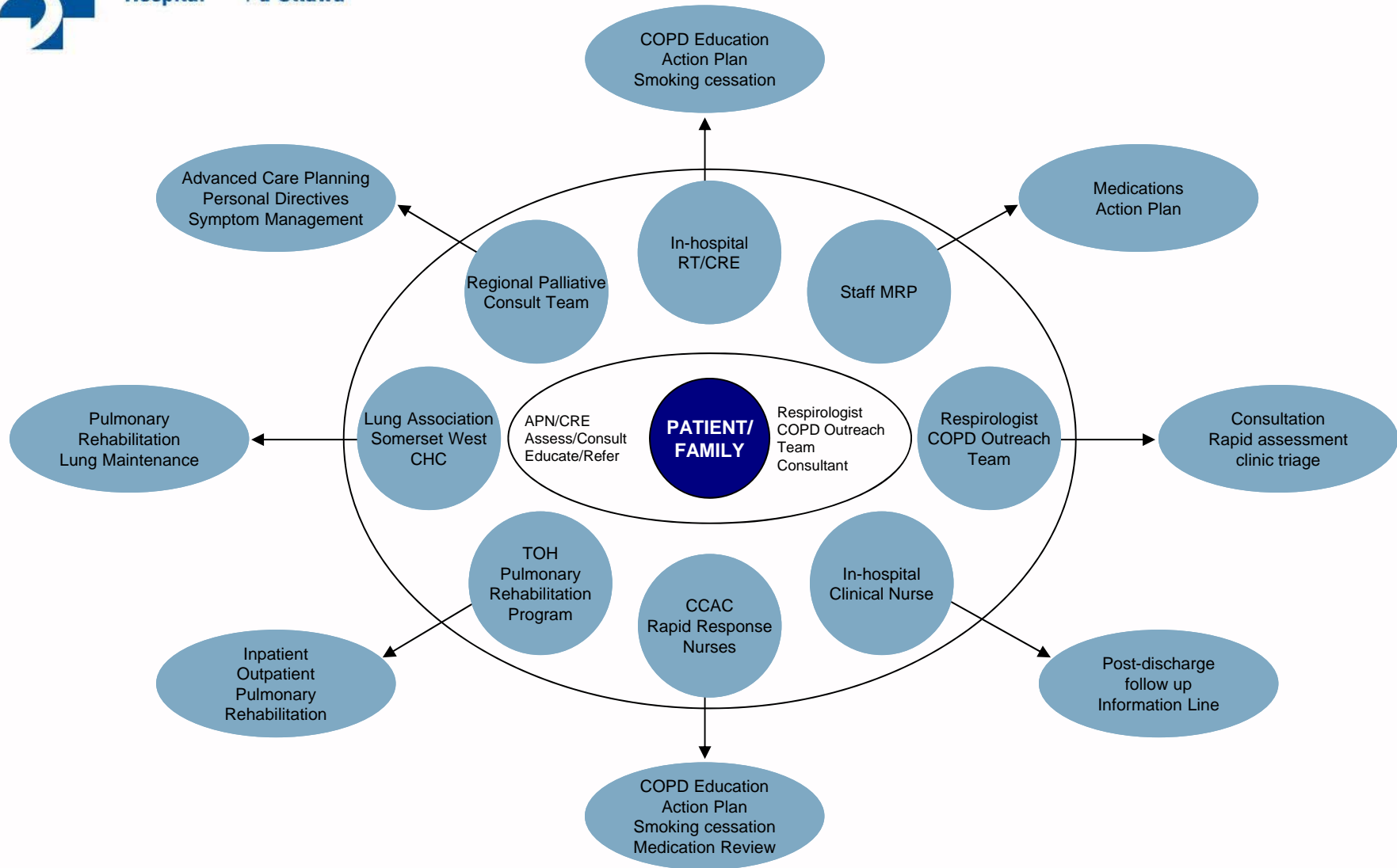
# A collaborative solution to a chronic care problem...

Solution: INSPIRED Approaches to COPD:  
Improving Care and Creating Value

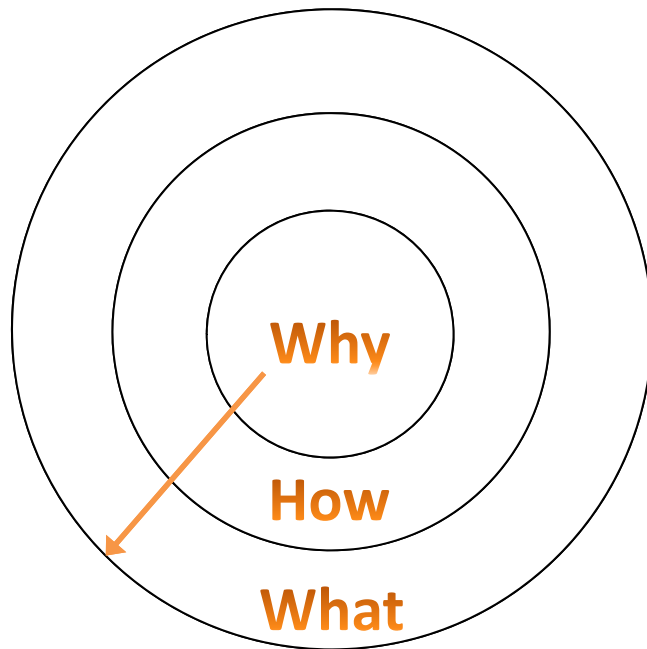




# Key Interventions



# Start with Why



## **Why = The Purpose**

*Pick the right problem*

## **How: The Process**

*Organize, organize and adapt*

## **What = The Result**

*Involve the right people*

*Plan for the necessary resources*

Adapted from: Simon Sinek (2011) "Start with Why"

Adapted from: Bibby J. 2014. Four lessons for running impactful collaboratives in health care. The Health Foundation.



# Quality Improvement Collaboratives (QICs): What Works

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Focus on improving provider practices or patient outcomes

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Structure activities for developmental team and cross-team learning

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Combine expert evidence in EBM and QI within an improvement model that prioritizes measurement and feedback

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Rely on multidisciplinary teams (including patients and families) executing small tests of change



Thank you!  
Questions?