Creating a Culture that Cares:

Responding to what patients need and want – EVERY Patient, EVERY Time

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Montana Primary Care Association

Session 1D
March 7, 11:00AM-12:30PM

QUALIS HEALTH

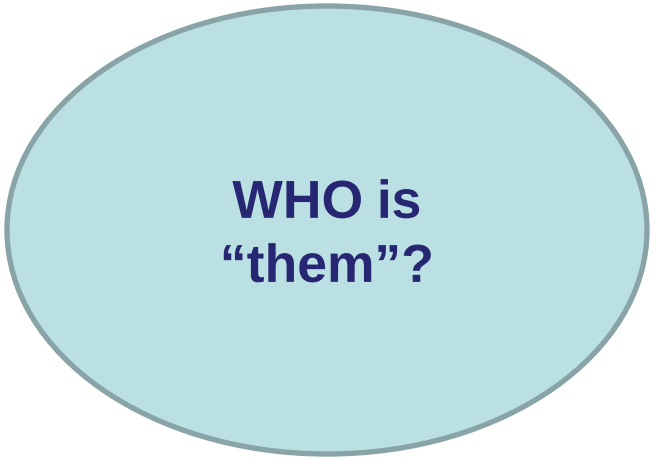
THE COMMONWEALTH FUND

MacColl Institute at Group Health Cooperative

“We owe them journeys-not fragments”

Don Berwick, MD

September 13, 2010



The Tenets/Flow of Today's Talk

- Patients are People
- Staff members are People
  - We need/want the very same things…….set up a culture that allows ***humans to connect with humans***
- Staff centered - engaged to create patient centeredness
  - Mission, Vision, Values walked….
  - Policies/procedure
  - Tools
  - Measures
  - Constant learning

Mission and Vision

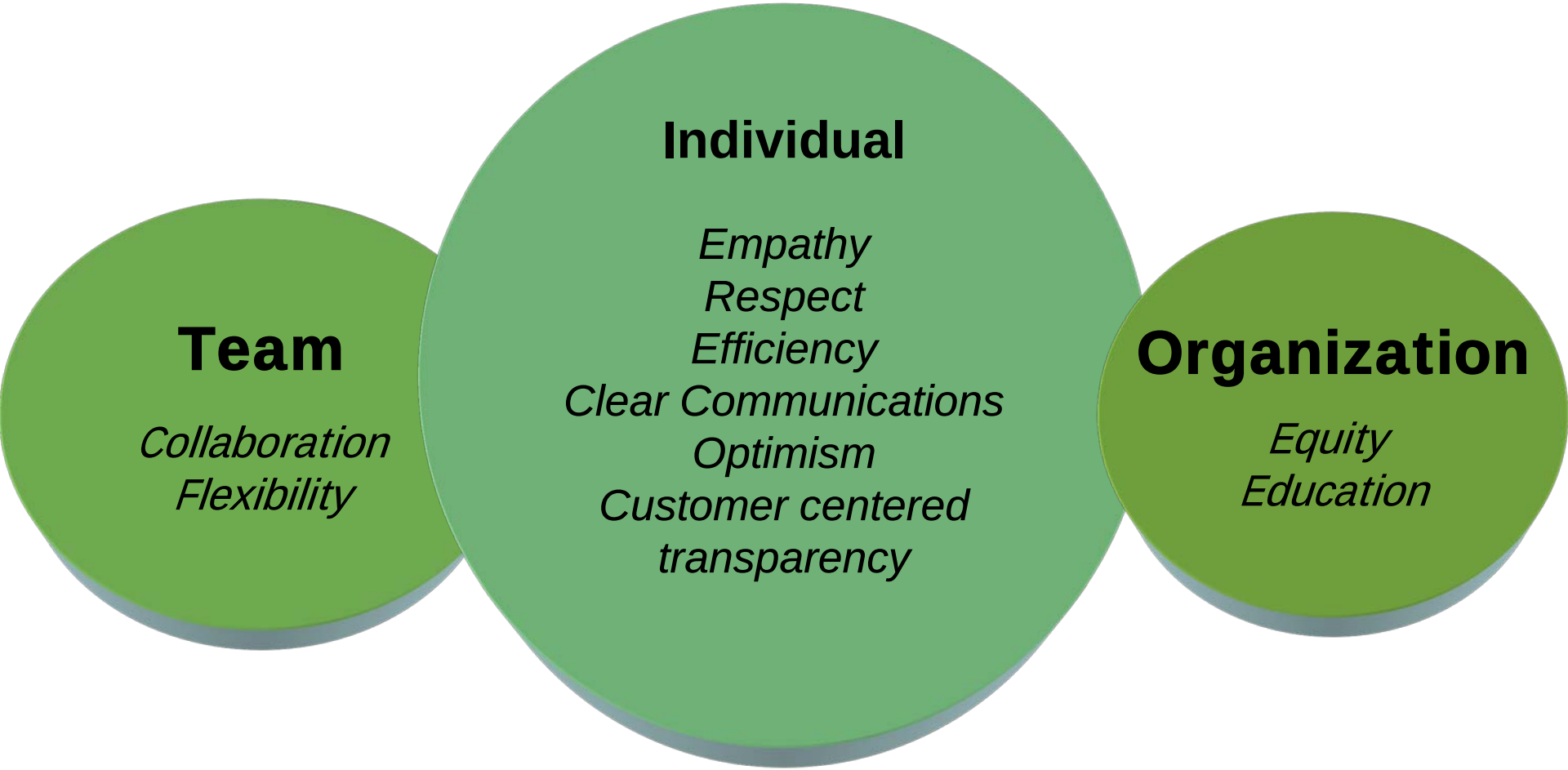
To enhance community health and well-being

through

- Innovative programming
- Strong partnerships
- Improved outcomes

VISION 100% ACCESS, 0% Disparity

Values – walk them, breathe them



Culture you feel – every staff member, every patient, every time

Creating Excellence through Full Alignment

Keeping ourselves focused on Culture

- What we were taught in school
- Who is the EXPERT???
- What we “know” to work – constantly learning, trust, creativity
- REMOVE “compliance” and “buy in” from our vocabulary
- What we want for all people……..Patients, Staff, Kids, Partners, ALL
  - Effective Communication
  - Respect for Values and Needs
  - Equity and Trust
  - Barrier-Free Availability of Care/Systems
  - Coordination

(List above from Dr. Bridget Duffy, Experiahealth.com)

The Tools/Specifics

- How we support a culture that cares
  - Mission – all emanates from here
  - Hire well
  - New Employee Orientation **Can send this**
  - SM/MI training and use – patient centered, staff centered
    - What are your priorities
    - Rate them – How important to you? 1-10, 7 or greater!
      - How confident are you?? 1-10, 7 or greater
  - Evaluations – 360s and self – with goals **Can send these**

More specifics with links/tools

- Leadership training – Facilitative Leadership

http://www.interactioninstitute.org/

- DATA, DATA, DATA – Baldrige, Engagement, measure what matters…

http://www.nist.gov/baldrige/publications/progress.cfm

- Time to meet, create, improve, connect, review data – creating STRONG, flexible teams – self efficacy – team evaluation

Can send this – team eval, norms, work plan

- Summits – small to large group gatherings
  - Mini measurement summits
  - Leadership Study group
  - Full staff summit – celebrate, recognize, educate

Measurement

- History of measurement at CHP
- How good, by when and how do you know?
- Current measurement process
  - Leadership inspires
  - Organic evolution with staff
  - Data “guru”/team
  - Mini Measurement Summits
  - Staff understanding and shared derivation – in sight of priorities and mission
  - Run charts everywhere……..

Baldrige “Are We Making Progress”

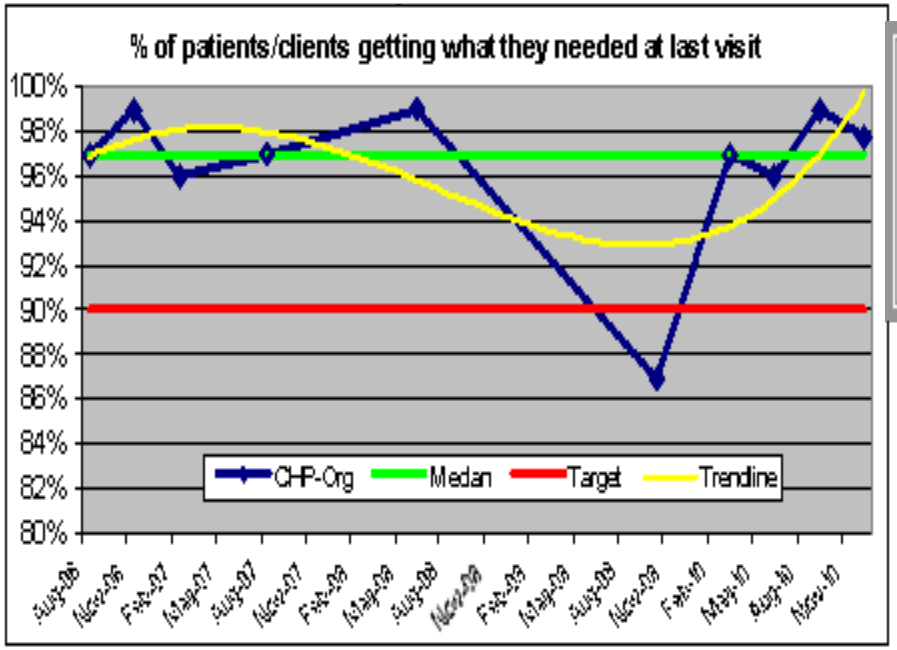
Baldrige "Are We Making Progress Survey	2009 CHP Score	Baldrige Benchmark	2009 Difference	2010-11 CHP Score	Baldrige Benchmark	2010-11 Difference
Leaders ask employees for ideas to plan for future	86%	52%	34%	78%	52%	26%
Leaders ask employees what they think	86%	60%	26%	78%	60%	18%
Leadership uses values to guide organization	92%	68%	24%	90%	68%	22%
Organization has good processes	75%	51%	24%	68%	51%	17%
Leaders create environment for staff to do job	88%	67%	21%	77%	67%	10%
Employees get all important info they need to do work				75%	51%	24%

	2009				2010-11	
Areas for Improvement	2009 CHP Score	Baldrige Benchmark	Difference	Goal for 2010	2010-11 CHP Score	Reached Goal
Employees know how the organizational plans affect them	57%	68%	-11%	63%	66%	✓
Employees know if they are making progress on their part of plan	50%	70%	-20%	55%	65%	✓
Employees know how well CHP is doing financially	38%	77%	-39%	42%	53%	✓

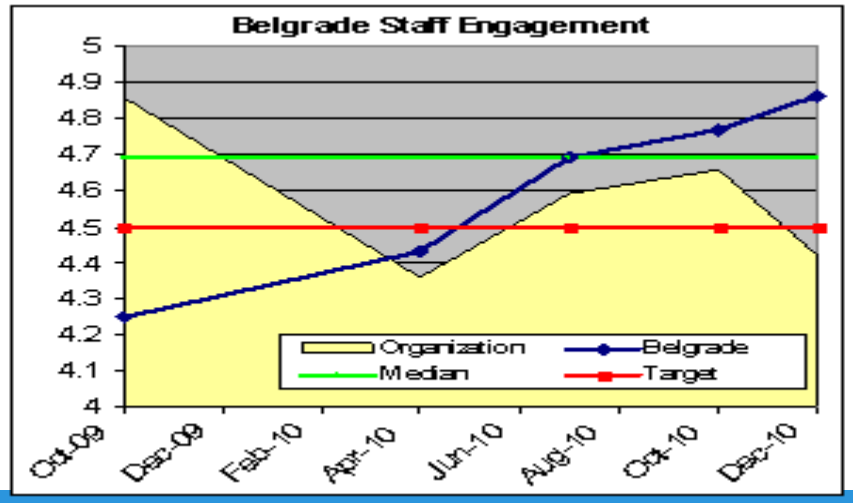
http://www.nist.gov/baldrige/publications/progress.cfm

Strategic Plan Goal Area – Goal: Engage staff, clients and board in pursuit of mission

Objective 1.0: Ensure clients get "what they needed"

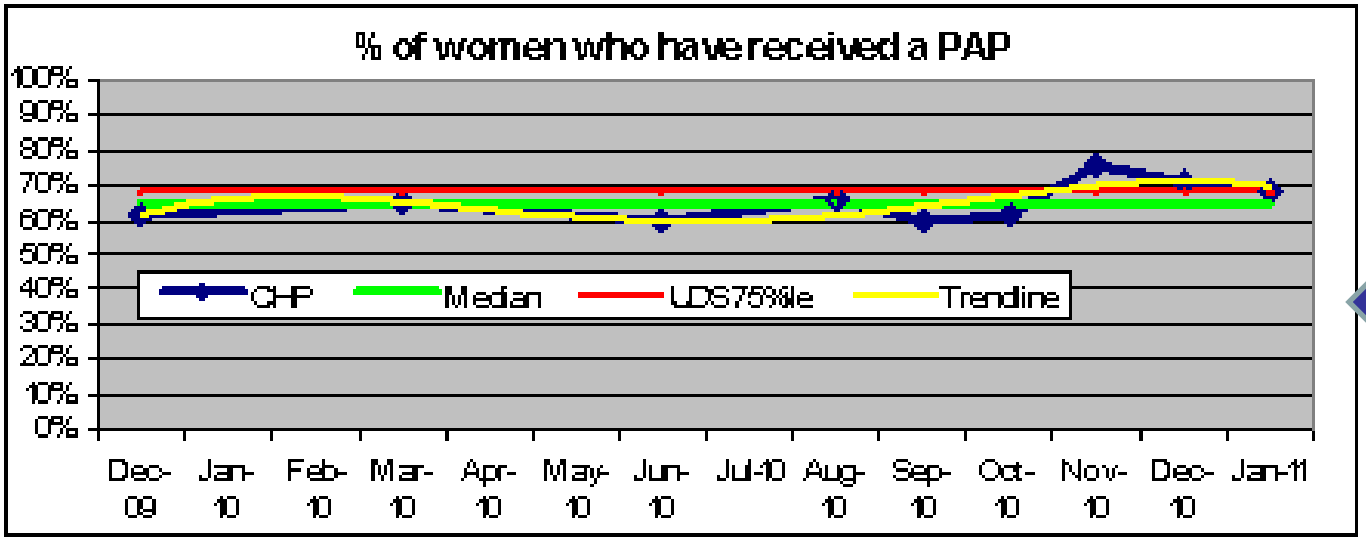


Operational Definition: This is the percentage of patients who say their needs were met at a visit during a one week period, all site (medical, dental, and educ.). All patients are surveyed during that time, typically about 300 responses representing a return rate of approx 67%. New survey starting Dec 2010 questions patients about individual providers as well as access and communication.

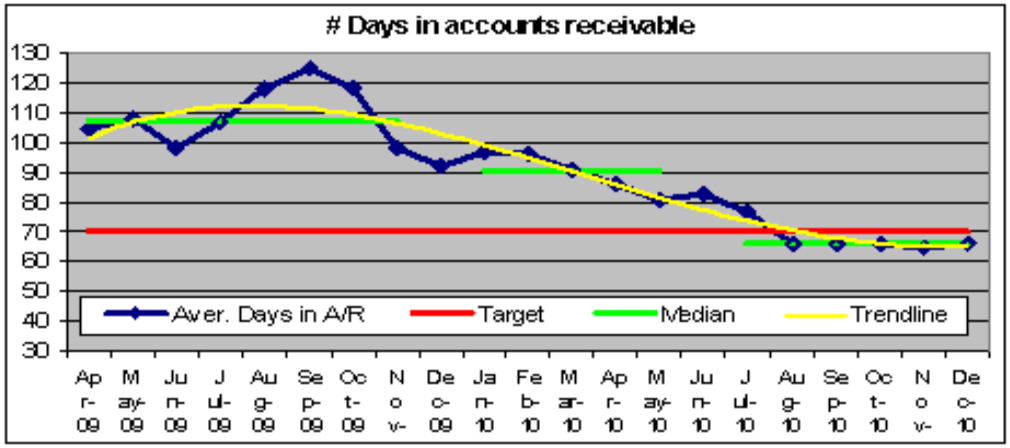


Contact cooneyl@chphealth.org for more info..

Balanced With……..



This is done at the provider team level weekly along with A1cs, BPs, Immunizations, and Plan distributed at visit




Nutrition Facts
Serving Size
Servings per container
Amount per serving
Calories 250
Total Fat 12g
Saturated Fat 3g
Trans Fat 3g
Cholesterol 30mg
Sodium 470mg
Total Carbohydrate 30g
Dietary Fiber 0g
Sugars 5g
Protein 5g

Summary – Key Points

- Creating a Patient-Centered Setting by attending to the foundation
  - Mission focus
  - Lead for mission
  - Hire for mission
  - Evaluate for mission
  - Measure for mission and change constantly based on data
  - Build teams that work together on complex issues in pursuit of mission
  - Have fun together!!

Questions?

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