

Preparing For Tomorrow's Health Care

Integrated Health Care

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May 1, 2015 Perth Ontario

Integrated/Transformed Health Care

Current Reality

- Provider Driven Services/Designs
- Fragmented services offered across a series of unconnected silos
- Patients & Families confused and uncertain about whom to call about what, and how to move from provider to provider

Emerging Vision

- Customer Driven Services/Patient Experience Design Processes
- A seamless customer experience across the continuum of services
- Patient/system navigation services available to patients and families

Integrated/Transformed (cont'd)

Current Reality

- Other than some strides on Family-Health Teams (FHTs) and minor growth of Community Health Centres (CHCs), not much activity to improve primary care.
- Declining levels of patient satisfaction.
- 5 – 7% annual growth
- Invest in acute care hospitals & doctors for care & treatment

Emerging Vision

- Well-developed primary care system – with more effective health promotion & prevention, as well as enhanced self-management of chronic diseases.
- Increasing customer and family satisfaction levels
- 2 – 3% annual growth (health & education)
- Invest in home care/long term care/chronic care/partnerships with patients

Integrated/Transformed (cont'd)

Current Reality

- Goal is to maximize resources for your silo
- Waiting list = asset
- Unleveraged use of resources
- Hospitals are the hub of the system
- Little focus on the “determinants of health” or health promotion strategies

Emerging Vision

- Goal is to allocate resources appropriately in the system to meet the community's needs
- Waiting list = liability
- Leveraged use of resources
- Primary Care is the hub of the system
- Health promotion/illness prevention/determinants of health are part of the Provincial Health Strategy

Integrated/Transformed (cont'd)

Current Reality

- The systems, structures and processes have evolved over time and have been cobbled together with unaligned assumptions in each silo
- System is fragmented. Patient fend for her/himself, moving from silo to silo.

Emerging Vision

- Systems, structures and processes are aligned and intentionally designed to achieve the outcomes required
- System is seamless
Coordinates needs of complex patients, use *Case Managers* for those that are especially difficult.

Integrated/Transformed (cont'd)

Current Reality

- Governance represents the self-interests of the organization
- Machine-like organizational design
- Designed to be complicated
- Fragmented information system
- No economies of scale

Emerging Vision

- Governance represents the “owners”: the citizens/ community
- Organic-like design
- Designed to be complex & adaptive
- Integrated database / patient record.
- Economics of scale

Integrated/Transformed (cont'd)

Current Reality

- Lack of capacity for organization & system transformation
- Strategic planning / strategy development
- Mistakes are “undiscussables”
- Focus is on “knowing” stuff

Emerging Vision

- Build the system’s capacity for strategic transformational leadership
- Skills for leveraged thinking/ strategy execution / performance
- Mistakes are a valuable source for learning. We learn from our “best mistakes”
- Focus on “learning” stuff

Integrated/Transformed (cont'd)

Current Reality

- Silo thinking and behaviour
- Little sense of accountability for the results produced.
- Fear
- Anxiety
- Cynicism
- Unsafe / Lack of Trust
- Scarcity Mindset
- Sense of Chaos

Emerging Vision

- Systems thinking and behaviour
- Culture of accountability and personal responsibility focused on results.
- Passion/Creativity
- Confidence/Innovation
- Commitment
- Trust / Supportive/ Safe
- Abundance Mindset
- Sense of Purpose