Singapore fellows

October 24th 2017
We start with the need
Clinical Microsystems are the units in which the health care team and a distinct group of patients and their families meet.

Patients, their families and health care professions belong to the same system. It is in microsystem care values are created and that is where employee along with patients and families with the greatest opportunity to develop your business.

Interaction of microsystem creates its result. Microsystem has the goal of several dimensions, experience, clinical, and financial.

A micro-systems share common values and a common information system that supports processes, monitoring of outcomes and learning.

The central of each Microsystems are the individual's needs.

Ref: Godfrey, Nelson, Batalden
A “Generic” Clinical Microsystem model

Satisfaction of need, monitoring, assessment of outputs

Entry, Assignment → Orientation → Initial Work-up, Plan for care → Disenrollment

- Acute care
- Chronic care
- Preventive care
- Palliative care

Beneficiary knowledge, including knowledge of life while not in direct contact with the health care system

Functional

Biological

Expectations

Costs

Satisfaction

Region Jönköpings län
So, why focus on the “clinical microsystem?”

- Basic “building block” of health care as a system
- Unit of clinical policy-in-use
- Locus of most workplace “motivators” and many “hygiene” factors
- Most variables relevant to patient satisfaction controlled here
- Where “good value” and “safe” care is made
- Where most health professional “formation” occurs after initial preparation
Looking carefully at the clinical microsystem...

As a home for connecting:
- better patient/population outcome,
- better system performance and
- better professional development

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Seven questions showing the way 
for the microsystem team on their journey to the best possible results.

1. What is the purpose of our existence?
2. How do we measure?
3. How do we define the gap between today and the best possible future?
4. How do we develop connection maps to describe the work that is being done?
5. How do we identify waste and links that do not work?
6. How do we prioritize which processes that are in most need of improvement work?
7. How do we integrate improvement work as a natural part of everyday work?

Ref: Henriks, Nilsson, Bojestig, Edvinsson, Berger
The 5 P’s of the microsystem

Purpose

• What value shall we accomplish?

Patients

• Who are they?
• How well do we know their needs?
• How do we involve them more?

People/colleagues

• How do we use and take care of the competence of our colleagues in the best way?
• How do we involve them more in the improvement work?
• How do we increase our colleagues understanding of our mission?

Processes

• How do we learn more about our processes?
• How do we use the result?
• How do we improve our co-operation?

Patterns

• How do we evaluate the variations in the clinical work?
• Culture

To map out, reflect, discuss and try to systematically improve

Ref: Godfrey, Nelson, Batalden
What is a process and why do we save time by doing everything at the same time?

Seqential processes – We do one thing at a time
Riskassess  Preventiv plan  Follow up

Start

Aktivitet  Aktivitet

Aktivitet  Aktivitet  Aktivitet

Aktivitet  Aktivitet

Slut
8 form of waste – missed opportunities

1. Overproduction
   - Earlier than need
   - more than need
   - unnecessary things

2. Waiting for
   - Something to happen
   - Lack of information

3. Transport
   - creates delays
   - demands resources
   - not needed?

4. Overwork
   - Wrong work processes
   - Extra work
   - no standards

5. Storage
   - Demands management and space
   - Ties up money
   - Old documentation, tools...
   - hides problems
   - increase process time

6. Movement
   - Walk bend
   - Reach for
   - look

7. Rework (defects)
   - Material and time
   - manpower and space

8. Unused creativity
   - Competence
   - bad meeting skills
   - lack of communication

Tachii Ohno
Väntetider sjukgymnastik

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To measure and analyze over time

Hypotes
Ökad effektivitet på dagtid ger kortare väntetid

TEST från v 26
Havregynsgrötsfrukost
HYPOTES
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