Improving Experiences Across the Continuum

2016 Patient Engagement Summit
January 28

2016 NC ACT Care Transitions Summit
January 29

January 28-29, 2016
Sheraton Imperial Hotel and Convention Center, Durham, NC

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Patient Safety Officer and Medical Director
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Everisto
Caregiver in Health

1. An individual such as a physician, nurse or social worker who assist in the identification, prevention, treatment of an illness or disability.

2. An individual, such as a parent, foster parent, or head of household that attends to the needs of a child or dependent adult.

Source: The American Heritage® Stedman’s Dictionary
Care is.....

Dignity  Compassion  Respect

Adapted from The Health Foundation
Who Cares About Me
Who Cares About Me

PERSPECTIVE

Invisible Colleagues

Benjamin J. Oldfield, M.D.
Part of me or the whole of me
### Part of me or the whole of me

<table>
<thead>
<tr>
<th>Pneumonia vaccination</th>
<th>Falls</th>
<th>Urinary Tract Infection</th>
<th>Iatrogenic Pneumothorax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk of mortality</td>
<td>Pressure Ulcers</td>
<td>Ventilator-Associated Pneumonia</td>
<td>Poor blood glucose control</td>
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<tr>
<td>Aspirin on arrival</td>
<td>CLABSI</td>
<td>Accidental Puncture</td>
<td>30 Day Readmission</td>
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<tr>
<td>HbA1c</td>
<td>Wait time in ED</td>
<td>DVT</td>
<td>Air embolism</td>
</tr>
</tbody>
</table>
Is something wrong?

Nope.

Are you sure?

Yeah. Why do you ask?
The Triple Aim: Care, Health, And Cost

The remaining barriers to integrated care are not technical; they are political.

by Donald M. Berwick, Thomas W. Nolan, and John Whittington

**ABSTRACT:** Improving the U.S. health care system requires simultaneous pursuit of three aims: improving the experience of care, improving the health of populations, and reducing per capita costs of health care. Preconditions for this include the enrollment of an identified population, a commitment to universality for its members, and the existence of an organization (an “integrator”) that accepts responsibility for all three aims for that population. The integrator’s role includes at least five components: partnership with individuals and families, redesign of primary care, population health management, financial management, and macro system integration. [Health Affairs 27, no. 3 (2008): 759–769; 10.1377/hlthaff

**An exercise in balance.** Pursuit of the Triple Aim is an exercise in balance and will be subject to specified policy constraints, such as decisions about how much to spend on health care or what coverage to provide and to whom. The most important of all such constraints, we believe, should be the promise of equity: the gain in health in one subpopulation ought not to be achieved at the expense of another subpopulation. But that decision lies in the realms of ethics and policy; it is not technically inherent in the Triple Aim.
“Of all the forms of injustice, injustice in health care is the most shocking and inhuman.”

-Martin Luther King Jr.
Addressing the Social Determinants of Health

Levels of Health Intervention

- Primary Prevention
  - Addressing the Social Determinants of Health
- Safety Net Programs and Secondary Prevention
- Medical Care and Tertiary Prevention
Addressing the Social Determinants of Health

Levels of Health Intervention

Addressing the Social Determinants of Health

Primary Prevention

Safety Net Programs and Secondary Prevention

The Joint Commission
Addressing the Social Determinants of Health

Levels of Health Intervention

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Levels of Health Intervention
Addressing the Social Determinants of Equity

Why Are There Differences?
Addressing the Social Determinants of Equity

Why Are There Differences?

Why are there differences in resources along the cliff face?
The Health Care Cliff

Addressing the Social Determinants of Equity

Why Are There Differences?

Why are there differences in resources along the cliff face?

Why are there differences in who is found at different parts of the cliff?
The Health Care Cliff

Dimensions of Health Intervention

Health Services

3 Dimensions of Health Intervention

Health Services
Addressing social determinants of health
Addressing social determinants of equity

Adapted from Jones CP et al., J Health Care Poor Underserved 2009; 20(4 Suppl):1-12.
The Fence or the Ambulance

Published in the Iowa Health Bulletin in 1912
Written in 1895?

The Fence or the Ambulance
By Joseph Mains

"Twas a dangerous cliff, as they freely confessed
Though to walk near its crest was so pleasant,
But over its terrible edge there had slipped
A dute, and full many a peasant,
So the people said something would have to be done,
But their projects did not all tally.
Some said, "Put a fence around the edge of the cliff."
Some, "An ambulance down in the valley."

But the cry for the ambulance carried the day,
For it spread through the neighboring city,
A fence may be useful or not, it is true,
But each heart became brimful of pity.
For those who slipped over that dangerous cliff.
And the dwellers in highway and alley
Gave pounds or gave pence, not to put up a fence,
But an ambulance down in the valley.

Then an old sage remarked, "It's a marvel to me
That people give far more attention
To repairing the results than to stopping the cause,
When they'd much better aim at prevention.
Let us stop at its source all this mischief," cried he.
"Come, neighbors and friends let us rally:
If the cliff we will fence we might almost dispense
With the ambulance down in the valley."

Better guide well the young than reclaim them when old,
For the voice of true wisdom is calling:
"To rescue the fallen is good, but 'tis best
To prevent other people from falling."
Better close up the source of temptation and crime
Than to deliver from dangerous or squalor,
Better put a strong fence 'round the top of the cliff,
Than an ambulance down in the valley!
"Only dead fish go with the flow."
Care is Love Transformed...All the Time
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