

Creating Value For Patients: What Will The Future Be Like?

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How we receive goods and services has been transformed in recent decades

Healthcare has not kept pace... we are stuck in the past

A perfect storm of challenges is set to change all that

We need to shape this transformation or risk being overwhelmed by it

- What do we mean by “Value for Patients”?
- What will the future be like?
- What does this mean for the NHS?
- What does it mean for Medical Leaders?
- What are you going to do about it?

About AQuA

AQuA's mission is to support our members to improve health and the quality of healthcare for the people they service

Our goal is to support a transformation in the way health services are delivered

About AQuA

- A membership organisation founded by 56 PCTs and providers
- Firmly rooted in North West England but beginning to look wider
- Focus on quality of healthcare
- Work with Boards and with front line staff
- Seeking to support a transformational shift in service delivery
- Promoting the development of “systems for improvement”

AQUA Work Programme 2012/13

Our work supports the five domains of the NHS Outcomes Framework

Domain 1	Domain 2	Domain 3	Domain 4	Domain 5	
Preventing premature deaths	Enhancing quality of life	Episodes of ill health or injury	A positive experience	Safe and harm free	AQUA Action
<ul style="list-style-type: none"> • Advancing Quality • Reducing hospital mortality • Mental & physical health • Tackling health inequalities 	<ul style="list-style-type: none"> • Long Term Conditions Collaborative • Self management • Children & Young People • Improving Outcomes Packs • Dementia 	<ul style="list-style-type: none"> • Managing emergency demand • Managing elective demand • Enhanced Recovery Pathways • Lean Network 	<ul style="list-style-type: none"> • Shared Decision Making • "Here to Hear" • Work with partners to improve experience 	<ul style="list-style-type: none"> • Safety Express • Boards on Board • Patient Safety Ambassador • Safety workbooks • Safer Care Mental Health 	

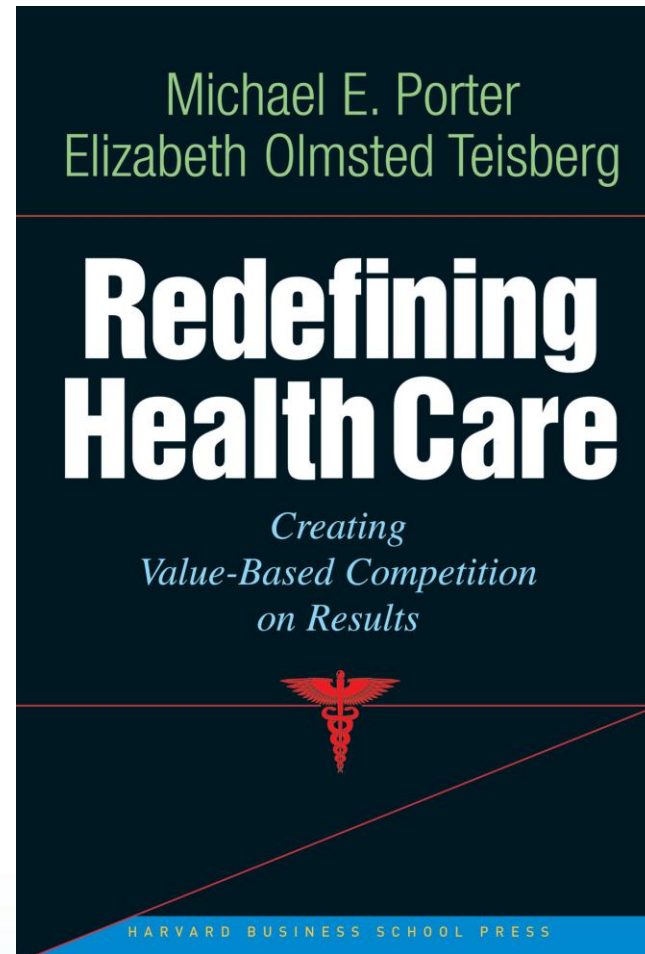
Integration: working together to improve health and healthcare

AQUA Observatory

AQUA Academy

AQUA Partnerships

What do we mean by value for Patients?



$$\text{Value} = \frac{\text{Outcomes}}{\text{cost}}$$

“Accountability for value should be shared among the providers involved... rather than “focused factories” concentrating on narrow groups of interventions we need integrated practice units accountable for... total care.”

(Porter)

What will the future be like?

TRANSFORMING THE DELIVERY OF HEALTH AND SOCIAL CARE

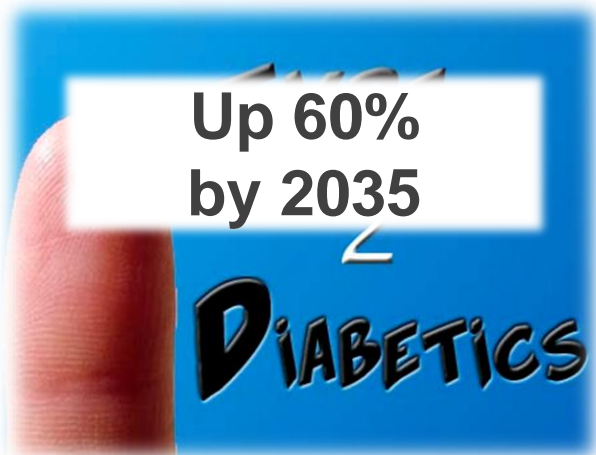
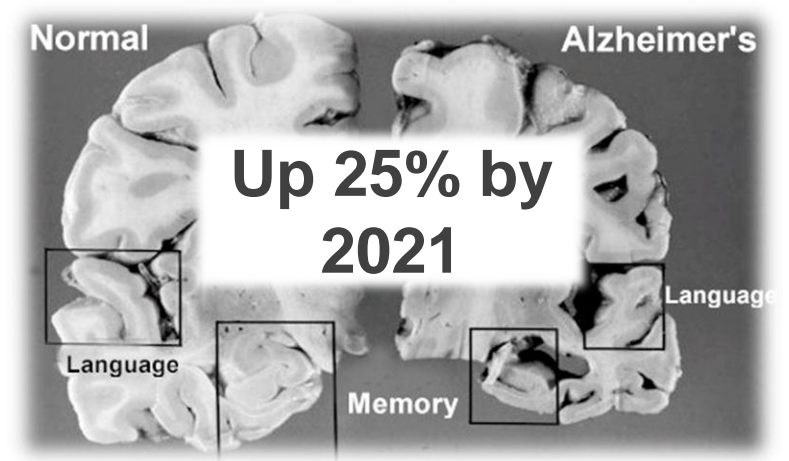
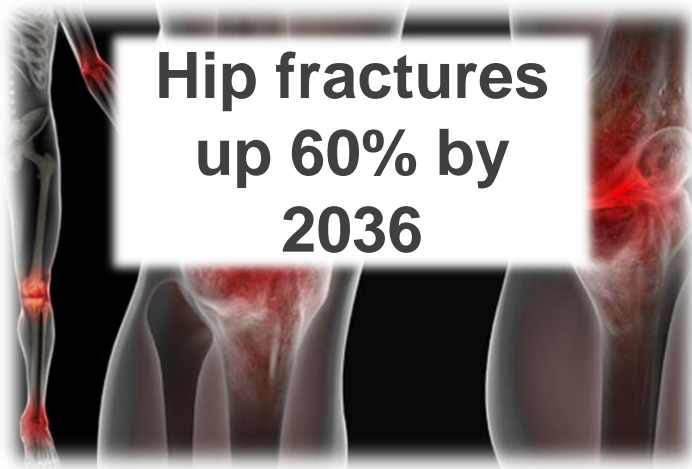
The case for fundamental change

Chris Ham
Anna Dixon
Beatrice Brooke

Overview – Key trends

- › An ageing population – with increasing capacity to treat
- › Rising rates of obesity
- › Growing rates of chronic disease
- › Rapid medical advance
- › More powerful and ubiquitous IT
- › Rise of social media – growing consumer power
- › New opportunities health care
- › Prospective funding gaps
- › New models of care required

Growing burden of chronic disease and disability



Increasing capacity to diagnose and treat

- A “cure” or “vaccine” for certain cancers.
- An increase in the number of lifestyle drugs available
- Devices that have the capacity to replace or integrate with human tissue
- Biosensors that allow continuous monitoring of a patient
- Pharmacogenetics support more effective treatments
- In the longer term stem cells provide capacity to replace or repair organs



Rise of social media - shifts balance of power between consumer and service



Consumer/
Patient

Service/
Professional

What does this mean for the NHS?

Industrial Age Medicine



Information Age Healthcare

- Infectious diseases
- Hospitals predominate
- Acute intervention
- Silo working
- Paper based
- Doctor knows best

- Chronic diseases
- Community based Services
- Prevention and self care
- Integrated delivery network
- Smart use of technology
- Shared Decision Making

Organizations Learning from Patients

The Old Way

- Ryhov Hospital in Jönköping had traditional hemodialysis and peritoneal dialysis center.
- But in 2005, a patient, Christian, asked about doing it himself.



The New Way

- Christian taught a 73-yr-old woman how to do it...



- ...and they started to teach others how to do it.

The New Way

- Now they aim to have 75% of patients to be on self-dialysis
- They currently have 60% of patients



Lessons to Date

- From Christian (patient):
 - “I have a new definition of health.”
 - “I want to live a full life. I have more energy and am complete.”
 - “I learned and I taught the person next to me, and next to her. The oldest patient on self-dialysis is 83 years old.”
 - “Of course the care is safer in my hands.”

Update

- Now calculated costs at 50% of costs in other hemo-dialysis units
- Complications dramatically reduced and subsequent expensive care avoided
- Measuring success by “number of patients working”

What does this mean for Medical Leaders?

5 areas for Medical Leaders to make a big impact:

- New Models of Service Delivery
- New job roles and ways of working
- A new relationship with patients
- The innovative use of new technologies
- Leading change well through turbulent times

What are you going to do about it?

- Does this vision of a possible future ring true for you?
- What examples do you have of the “future” in the here and now?
- What lead can you take to shape the future for the benefit of patients?