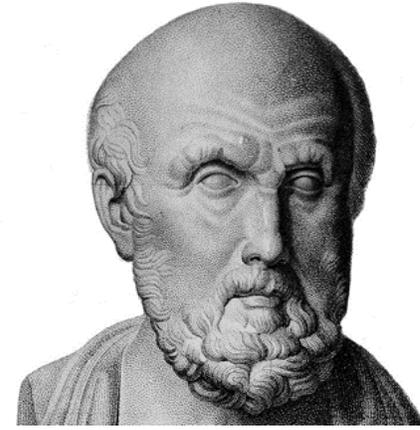# Disclosures

No relevant financial relationships to disclose
Will not discuss off-label medication use

Passionate about eliminating suffering from Healthcare Delivery Systems

Hippocrates: aprox. 400 BC

"Practice two things in your dealings:
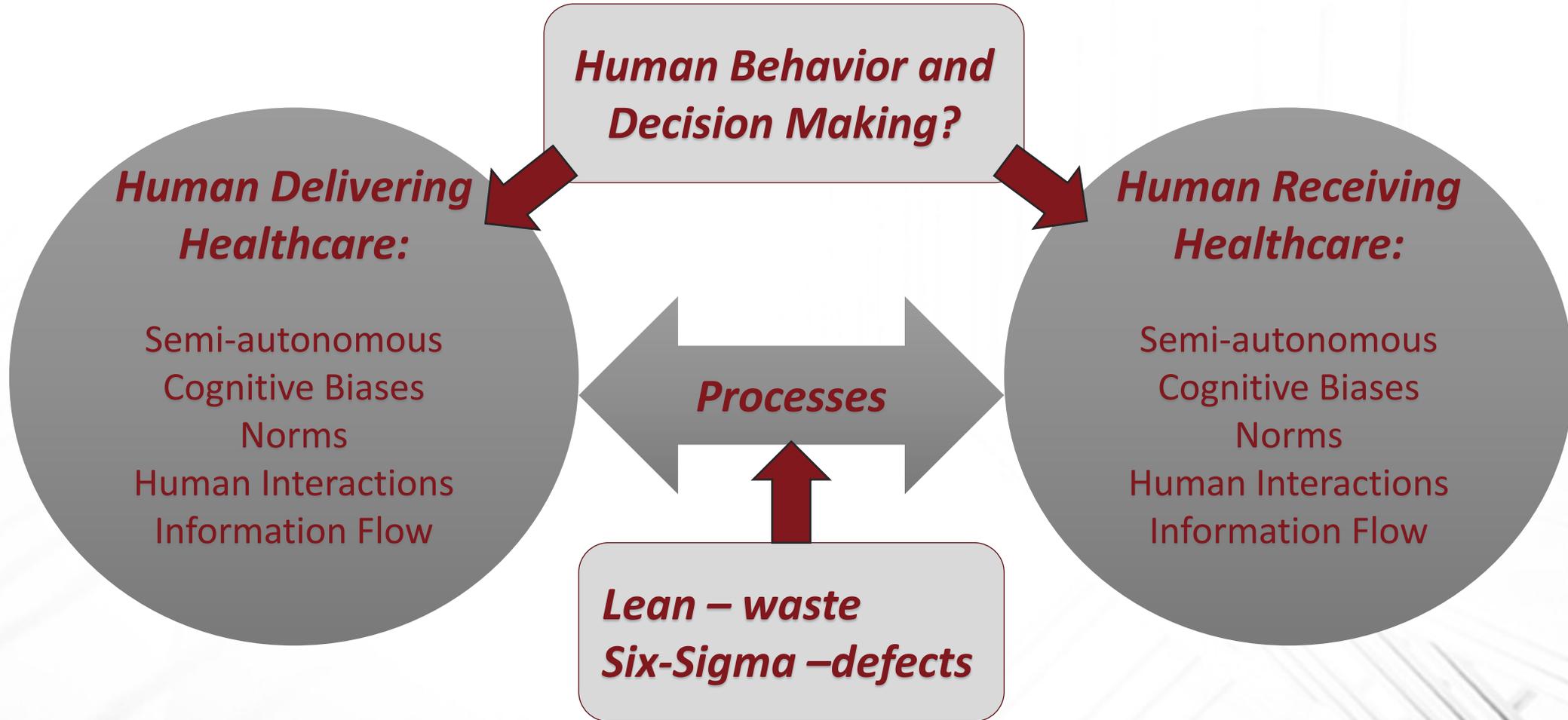
Either help or do not harm the patient"

Dr. Semmelweis:

1840's-1850's reduced childbirth mortality from 15% to 1% with hand and instrument washing

Why?

Sources of Variation in Healthcare

Human Behavior and Decision Making?

Human Delivering Healthcare:

Semi-autonomous
Cognitive Biases
Norms
Human Interactions
Information Flow

Processes

Human Receiving Healthcare:

Semi-autonomous
Cognitive Biases
Norms
Human Interactions
Information Flow

Lean – waste
Six-Sigma –defects

Our Journey

GREAT LAKES PRACTICE TRANSFORMATION NETWORK (2015-2019)

- **33** Healthcare Partners
- **7** Universities
- **15,000+** Clinicians
- **62** on-site, on demand Quality Improvement Advisors

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Top performing network of 29 in CMS program

$1B in cost savings to CMS over 4 years

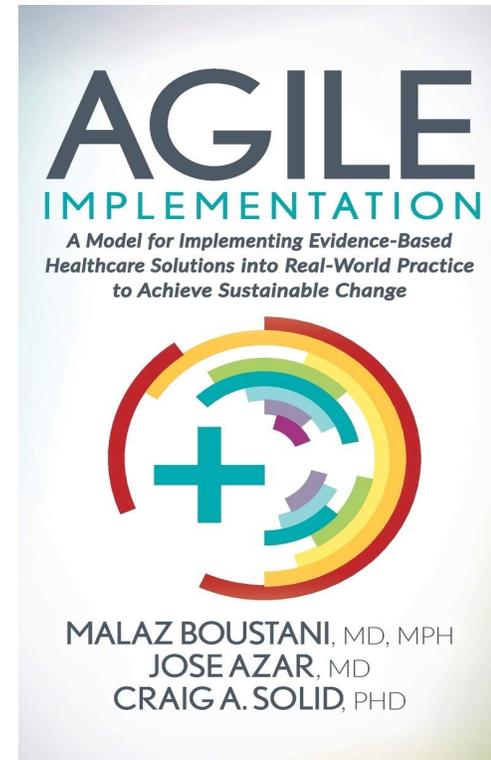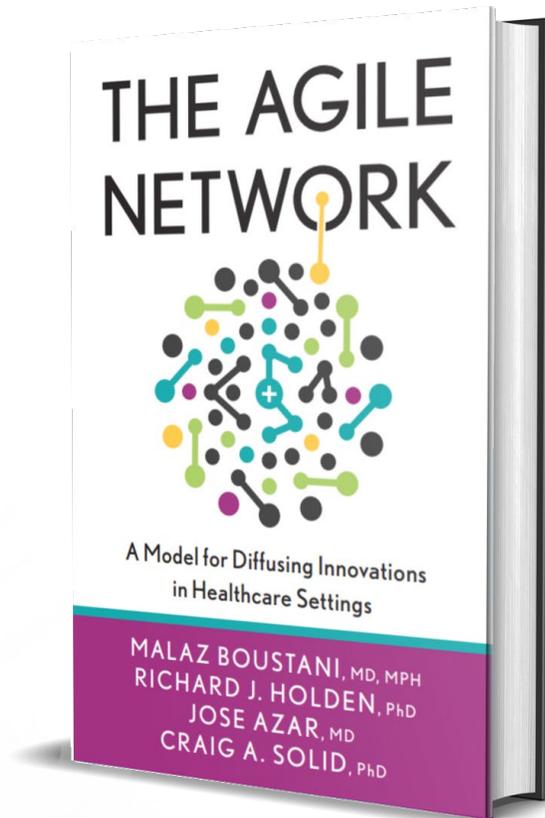Improvements of **10+ pts** in NPS

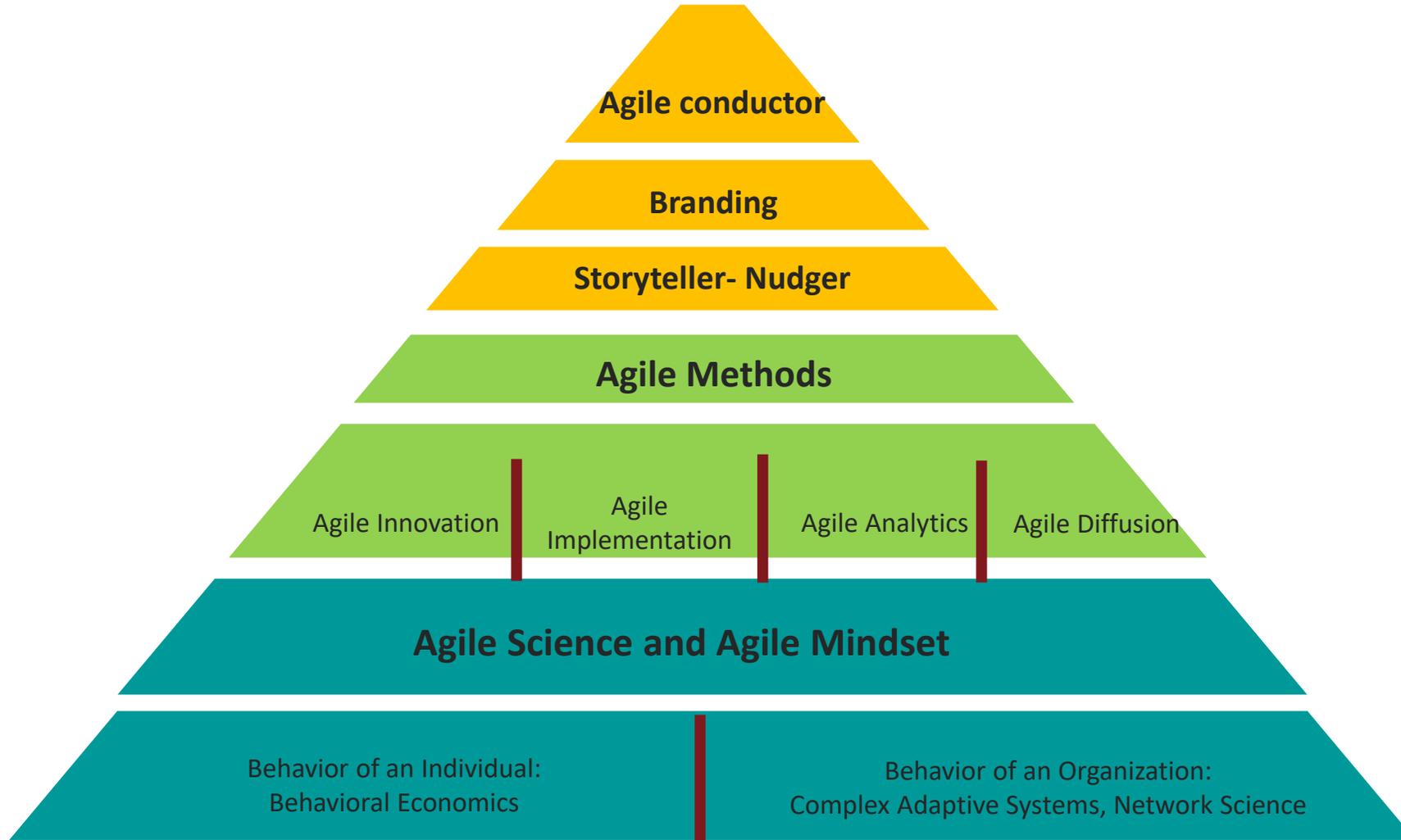Over **70%** improvement in patient harm events

10 million+ lives impacted

What?

Agile Transformation

HOW?

Agile Transformation Building Blocks

Agile conductor

Branding

Storyteller- Nudger

Agile Methods

Agile Innovation | Agile Implementation | Agile Analytics | Agile Diffusion

Agile Science and Agile Mindset

Behavior of an Individual: Behavioral Economics

Behavior of an Organization: Complex Adaptive Systems, Network Science

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SCHOOL OF MEDICINE

INDIANA
CTSI Clinical and Translational Sciences Institute

11

Agile Implementation Process
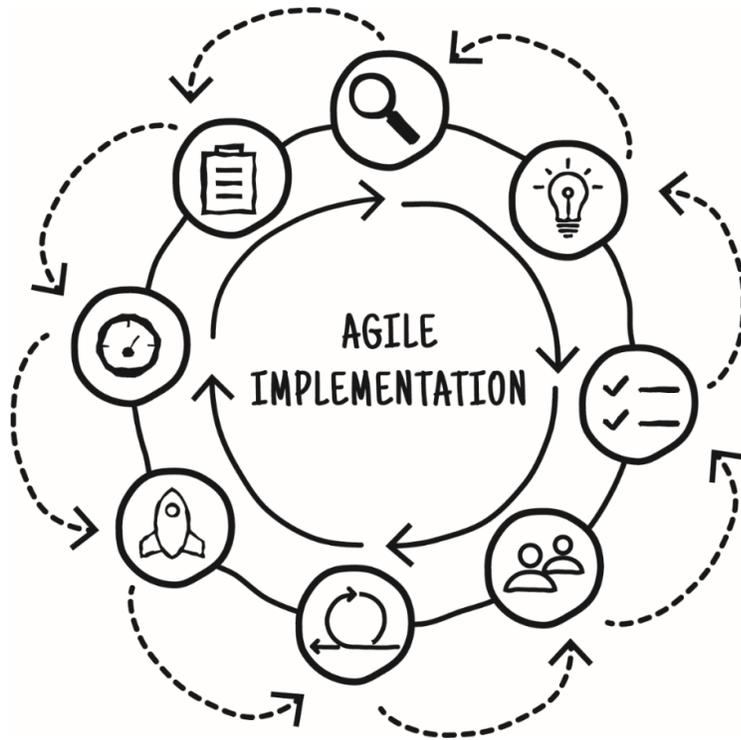
Agile Transformation:
The Planning-Doing-Reflecting Cycle

Scaling Agile Transformation: Digital Platform for Transformation in Complex

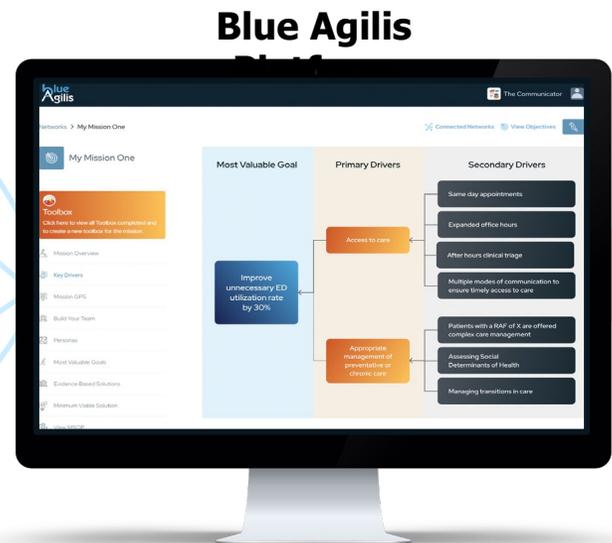**Provider Practice Patterns***
- Capability & capacity to transform
- Ability to use data-informed decisions
- Patient & caregiver engagement style
- Practice workflows
- Cost containment strategies

Provider and Staff Habits

Practice Environmental Sensors

Growth Journey to VBC

Data Aggregated by Practice (Synthesis)

Blue Agilis Platform

Insights

Actionable Data
(for provider support staff)

Influenceable Key Drivers for High Value Opportunity Areas

Smart Solution Match

Localized Practice-Based Interventions

Early Indication for Course Corrections

Proven Solutions Packaged for Scaling

Actions

*Blue Agilis has the only validated tool to capture and assess provider practice patterns

Engaging the Human Delivering Care: Creating Demand

How to engage Humans delivering care?

- It's **_NOT_** all about Autonomy – but "planning without me is plotting"

- Doctors, Nurses, Pharmacists are human – Intuitive and Analytic mind

- **_They care deeply_** – they take deep personal pride and ownership in their performance (Hero mindset vs Systems mindset)

How to engage Humans delivering care?

➢ Deeply understand the human delivering care:

➢ biases, beliefs, attitudes, mind set

➢ Engage through:

➢Connecting to the problem not the solution

➢Diffusing Information → Story Telling → Minimal Viable Story

➢Changing Behavior → Designing → Minimal Viable Nudge

➢Early involvement → Co-design and Co-production → Minimal Viable Hierarchy

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How to engage Humans delivering care?

➢ Message
  ➢ 0.01X (ROI power)

➢ Messenger
  ➢ 1X (ROI power)

➢ Social Norms
  ➢ 100X (ROI power)

Who Is This?

On a cold January day, a 43 year old man was sworn as chief executive of his country.

By his side stood his predecessor, a famous general who had commanded his nation's armed forces in a war that resulted in the defeat of Germany.

The young leader was raised in the Roman Catholic faith.

He spent the next several hours watching parades in his honor and stayed up celebrating till early morning.