

MEDIA BACKGROUNDER QUALITY IMPROVEMENT INVESTMENT

What it means for Saskatchewan Families and Patients

- Getting the right medical/diagnostic test, the right drug and the right services when they need it.
- Patients can get in to see their family doctor when they want.
- Referrals to specialists will happen quickly.
- When medical care is required patients can move through the system without delays.

What it means for Saskatchewan Health Care Providers

- They are given the skills and knowledge to provide the best care possible.
- They will have the skills to identify where processes can be improved.
- They will be supported by their leadership teams to put the patient first.
- They are spending most of their time in direct patient care.

How the money will be used to achieve the goals above (some examples)

- Backfill staff positions so personnel are able to take specialized training in a variety of areas including how to redesign patient booking systems.
- Develop measurement tools to track progress (computer systems).
- Provide protected time for health providers and administrators to examine ways to eliminate waste in systems and processes in offices, medical facilities etc.

Listed below are a couple examples of successful models of health organizations elsewhere in the world that have taken a systematic, coordinated approach to quality improvement initiatives.

Jönköping County (Jönköping, Sweden)

- A publicly funded system, similar in concept to Saskatchewan regional health authorities.
 - It has dramatically reduced rates of staff absenteeism and turnover, while achieving impressive, measurable gains in chronic disease management.
 - It has achieved an estimated 2 per cent saving of net costs (\$12 million Cdn).

Virginia Mason Medical Center (Seattle, WA):

- The Centre developed the Virginia Mason Production System (applied LEAN management principles). Through system analysis and redesign, Virginia Mason eliminated wait times and improved productivity. In its first two years (2002-04), Virginia Mason has achieved the following results:
 - Productivity gain of 77 FTEs
 - Estimated capital/operating cash savings of \$13 million to \$17 million

In Saskatchewan, promising, broad improvements in quality and efficiency are also starting to emerge:

Five Hills Health Region, Pursuing Excellence Program

- FHHR received a one-time Technical Efficiency Fund grant of \$400,000 in 2006 to launch Pursuing Excellence, an initiative to integrate Lean management principles and tools across care systems.
- This is a comprehensive approach focused on all services provided within the region. The initiative represents a long-term organizational journey and subsequent shift in organizational culture.

Saskatchewan's Chronic Disease Management Collaborative

Since 2005, achievements of HQC's Chronic Disease Management Collaborative (CDMC) include:

- Participation by over 600 health care providers – including more than 200 physicians (28 per cent of family physicians) – who have been working in care teams to redesign care for people with heart disease and diabetes.
- Over 14,000 individuals with diabetes, heart disease, or both, are now being managed systematically with the assistance of a chronic disease registry.
- Improvements in care processes and outcomes include:
 - 27 per cent increase in diabetes patients receiving kidney screening,
 - 20 per cent increase in diabetes patients receiving anti-platelet therapy, and a 9 per cent increase in patients with heart disease receiving a prescription for a beta-blocker.

A more than doubling in the percentage of diabetes patients with optimal control of their condition. Currently in Saskatchewan, close to 20 per cent of patients are in optimal control; the latest medical literature cites 7 per cent as the "best" rate achieved elsewhere.