Innovation for Patient Safety

Saudi Patients Safety Center
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What is innovation?

- **Innovation** is the process and outcome of creating something new, which is also of value.

- A new way of doing things, which is commercialized. The process of innovation cannot be separated from a firm's strategic and competitive context (Porter).

- Today it is also said to involve the **capacity to adapt quickly** by adopting new innovations (products, processes, strategies, organization, etc)

What is the Innovation Process ?

- Innovation involves the **whole process:**
1. Opportunity(finding what to do).
2. Identification (focus on what to do).
3. Ideation or invention to development (the solution or intervention creation).
4. Prototyping (pilot of solution or production of a smaple).
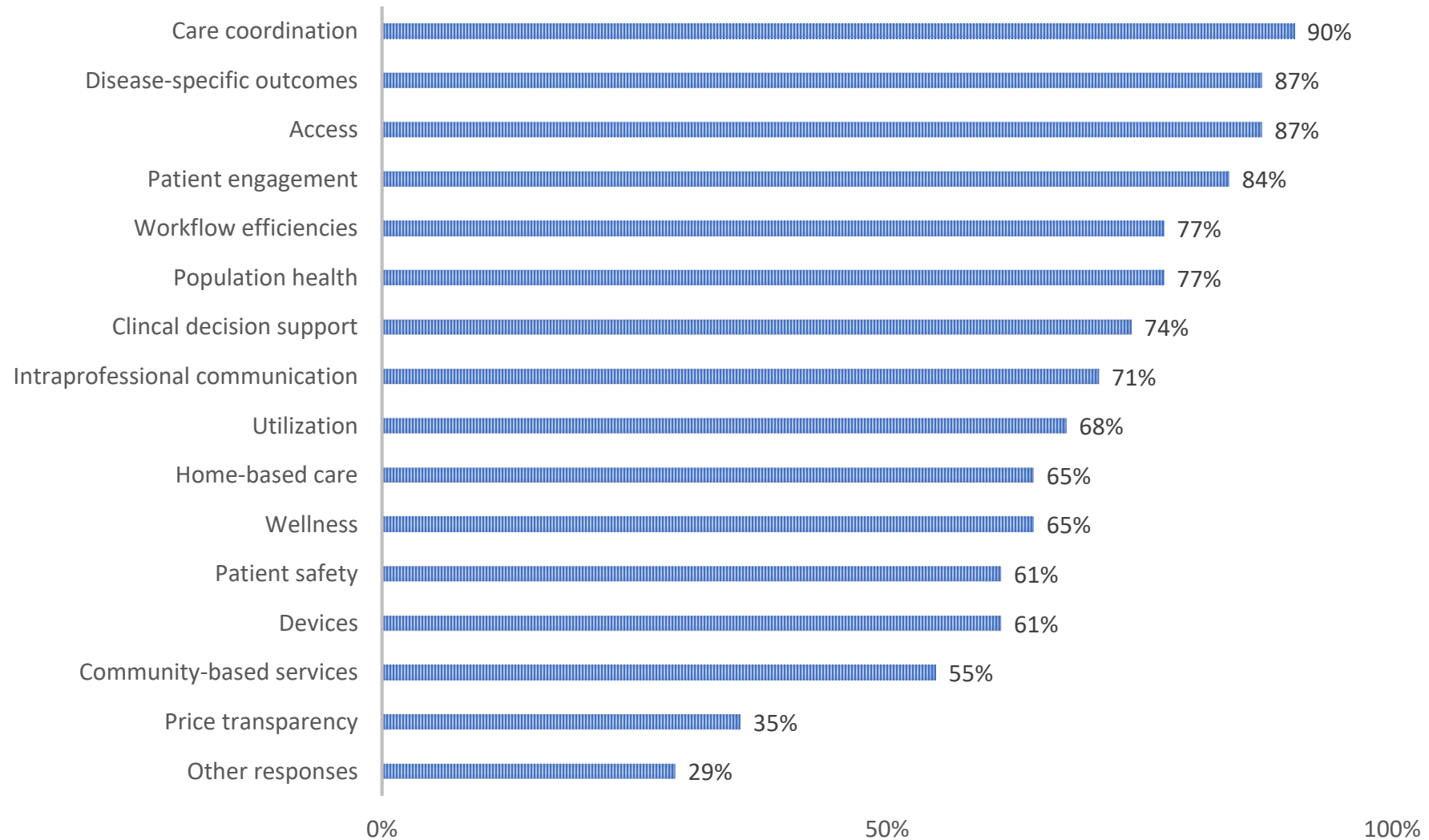5. Acceptance (the solution is ready for roll out).

- Drivers for innovation in Healthcare

  - Financial pressures to reduce costs, increase efficiency, do more with less, etc.
  - Increased competition of priavte sector healthcare services.
  - Stricter regulation Ex. CBAHI accreditation, Patient Safety issues.
  - Demographic, social and aging population.
  - Rising patients & customers expectations regarding healthcare service and quality
  - Changing economy
  - Greater availability of potentially useful technologies coupled with a need to use these technologies for benfits of cost cutting.

Health Care Delivery Innovation Center

- "places that are working to discover, develop, test, and/or spread new models of care delivery—in hospitals, clinics, and patients' homes. The innovations they test may be internally developed or adopted from elsewhere."
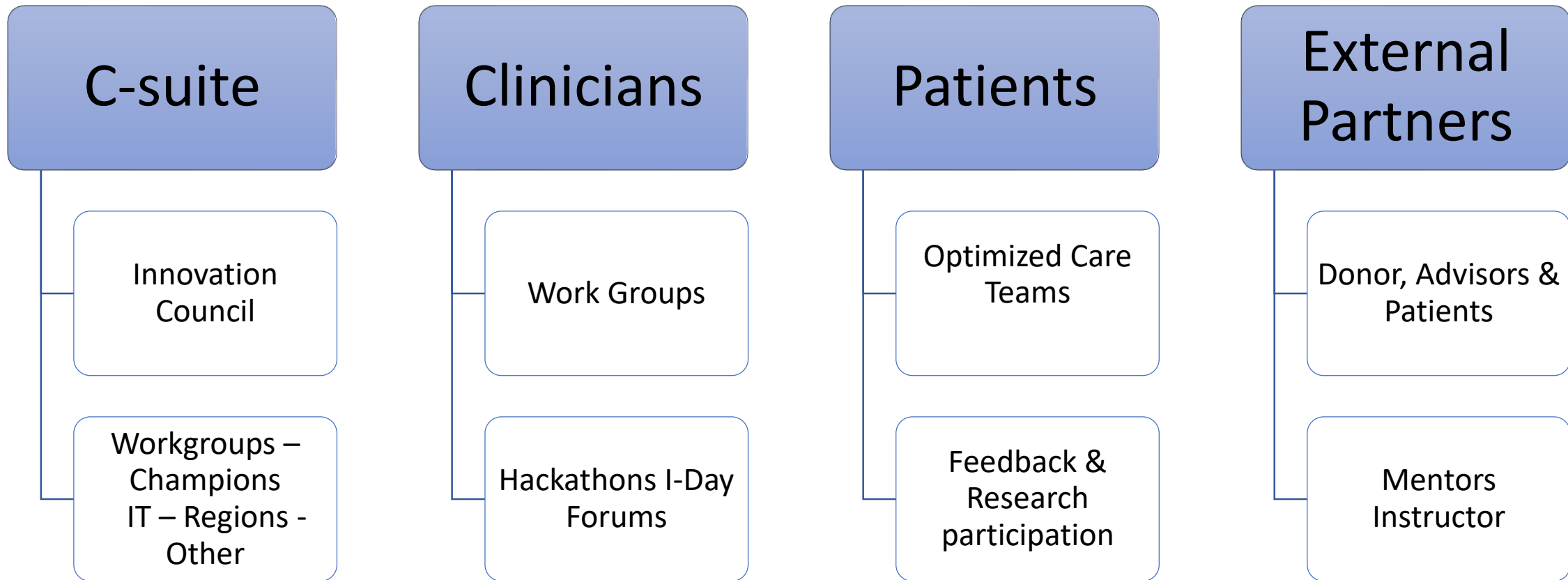
What do healthcare innovation centers focus on?

Focus Area	Percentage
Care coordination	90%
Disease-specific outcomes	87%
Access	87%
Patient engagement	84%
Workflow efficiencies	77%
Population health	77%
Clincal decision support	74%
Intraprofessional communication	71%
Utilization	68%
Home-based care	65%
Wellness	65%
Patient safety	61%
Devices	61%
Community-based services	55%
Price transparency	35%
Other responses	29%

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Innovation Engagement Models for Healthcare

- Innovation is a collective work, that bring different skills and expertise to work together.

- Each member of the organization plays a role to support the wheel of innovation.

- Although innovation is an internal process, it involves and affects members outside of the organization.

Example of how the different organization members can work towards innovation together.

C-suite	Clinicians	Patients	External Partners
Innovation Council	Work Groups	Optimized Care Teams	Donor, Advisors & Patients
Workgroups – Champions IT – Regions - Other	Hackathons I-Day Forums	Feedback & Research participation	Mentors Instructor

Innovation Engagement Model for Healthcare

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Some of the Leading Healthcare Innovation Institutes:

- Kaiser Permanente's Innovation Centers.
- Mayo Clinic Center for Innovation.
- Johns Hopkins Center for Bioengineering Innovation and Design
- The Innovation Institute.

Case Study of Patient Safety Healthcare Innovation

Problem

- Intensive care unit patients have life-threatening problems and complex care needs
- Require a combination of many treatments and services to achieve timely recovery and discharge
- Susceptible to preventable complications (i.e. ventilator-associated pneumonia, deep vein thrombosis, and catheter-associated bloodstream infections), which lead to suboptimal clinical outcomes and prolonged length of stay
- Tools to improve communication and checklists to guide adherence to evidence-based interventions are known to improve outcomes, yet many hospitals have not adopted these initiatives

Case Study of Patient Safety Healthcare Innovation

How is innovation used?

- Created a patient safety innovation & improvement team
- Established multiple initiatives designed to improve care including a comprehensive unit-based safety program (CUSP) to enhance the culture of patient safety and tools to expedite the translation of evidence into practice
- Used evidence-based processes to reduce catheter-related bloodstream infections
- Integrated proven interventions to reduce complications associated with mechanical ventilation
- Adopted tools and tactics

- ## Case Study of Patient Safety Healthcare Innovation

  The Outcomes

- Improved the culture of safety among participating ICUs
- Prevented catheter-associated bloodstream infections
- 1,800 lives saved
- 140,000 hospital days avoided
- $270 million in savings in 5 years
- Evidence rating: moderate
- Pre- and post-implementation comparisons of safety culture survey results and catheter-related bloodstream infections
- Predictive model that estimated the number of lives, dollars, and hospital days saved over a 5-year period

#U_Safe Patient Safety Innovation Program in a Nutshell

- It starts with a patient safety champion.

- Activate innovation engagement model for your organization.

- Target to introduce & train the organizations on the Innovation Methodology " Design Thinking".

- Establish patient engagement, empowerment as a basis for collaboration between the organization & the patients.

- Involves patients in a human centered design workshop with healthcare providers, in an interactive win-win environment.

- Creates a network of Patient Safety Innovation around Saudi Arabia.

- SPSC works with the organization to deliver on the outcomes of the workshop I.e. projects related to patient safety, but not only from the view of the hospital staff, it involves the organization in Co-Designing the solutions with the patients.

ENGAGING PATIENTS IN PATIENT SAFETY

- an approach to involve patients, families and/or patient partners in:4
  - ❖Their own healthcare
  - ❖The design, delivery, evaluation of health services
  - ❖A way that fits their circumstances
- Patients' experiential knowledge is recognized and power is share in ongoing, meaningful, constructive relationships at all system levels:
  - ❖Direct care
  - ❖Healthcare organization (service design, governance)
  - ❖Health system (setting priorities and policies)6

"Design thinking is a human-centered approach to innovation that draws from the designer's toolkit to integrate the needs of people, the possibilities of technology, and the requirements for business success."

- Tim Brown, President and CEO, IDEO

- What is design thinking?

- A Method of focusing innovation on people and designing based on:
  - What people need and want
  - What people like or dislike
- A skill that allows us in healthcare to align what patients want with what can be done, and produce a viable service that creates engagement value and patient safety improvement opportunity.

#U_Safe Patient Safety Innovation Program

Program Objective;	Define a set of best practices for establishing a partnership between healthcare providers and patients to empower engagement culture & patient safety initiatives within Saudi Hospitals by using design thinking and co-design innovation methods.
Sub-Objectives:	❑ Utilize community and non-profit organizations to Channel structured volunteering within healthcare facilities. ❑ Activate patient & family council partnerships between individual hospital leaders, and patients and family. ❑ Induce patient safety initiatives based on design thinking workshops. ❑ Build patients trust in healthcare system by managing projects within the hospitals with the help of hospital champions & in partnership with patients. ❑ Empower patient engagement research, and empower cost saving research as a result of patient engagement.
Assumptions	❑ Some hospitals understand patient engagement. Resistance for initiatives will be less. ❑ Patients are willing to work with the hospitals to develop the services presented to them.
Problems that will be be minimized or resolved by this program	❑ Compliance with Planetree accreditation requirements. ❑ Driving innovation for patient safety within hospitals using knowledge from within the organizations. ❑ Creating a network of learning between healthcare organizations and patients.

Facilitators Training

24-October, 2018

اجمل شخص البنوته الصغيره نور تفاعلها ما توقعته ابدا في الورشة .. اتكلمت معاها وسألتها سؤال وانطلقت.. فعلا الابداع يبدا مع الاطفال

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