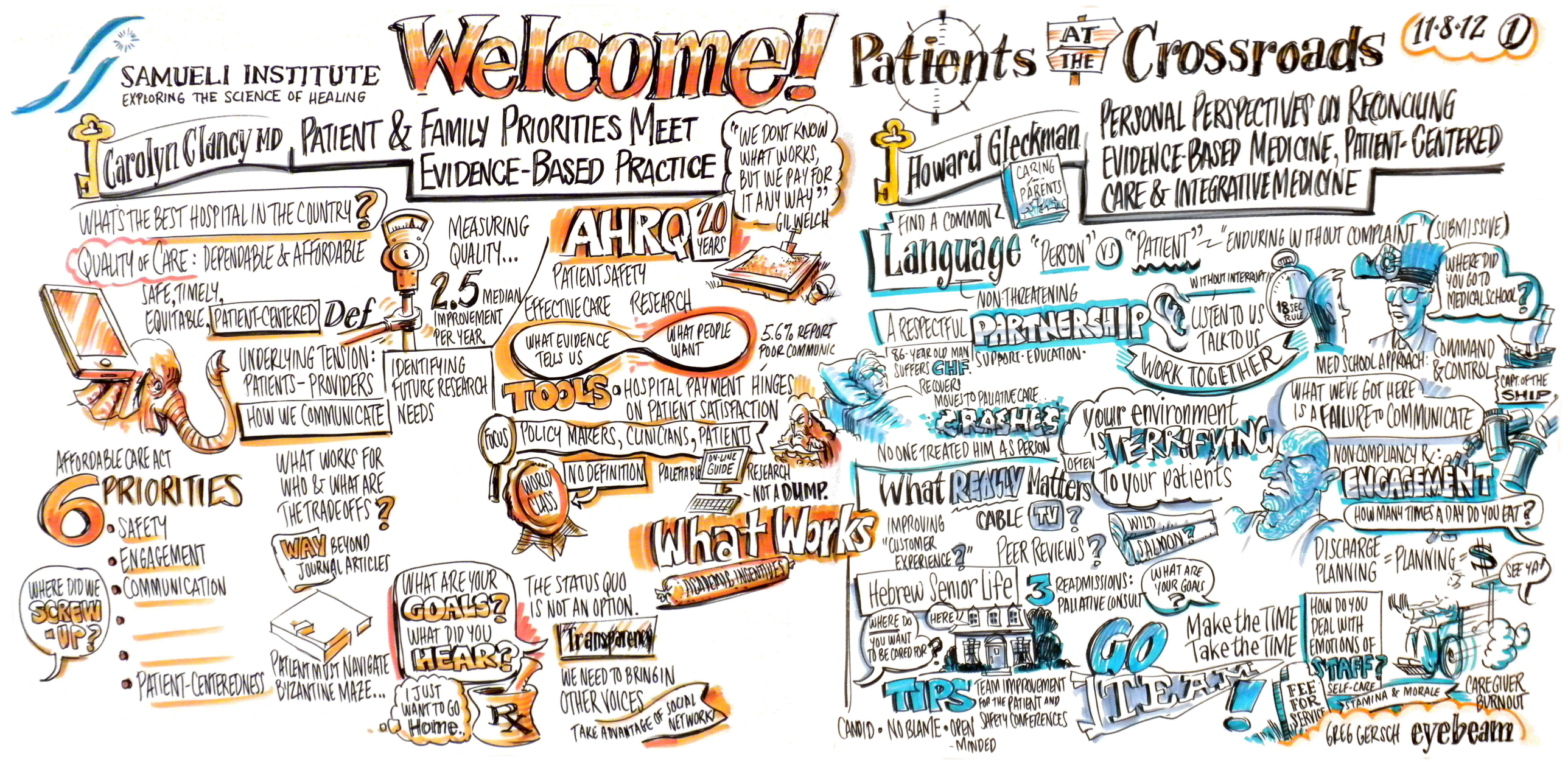
SAMUELI INSTITUTE
EXPLORING THE SCIENCE OF HEALING
Welcome!
Carolyn Clancy MD
Patient & Family Priorities Meet Evidence-Based Practice
"We dont know what works, but we pay for it any way" — Gil Welch
What's the best hospital in the country?
Quality of Care: Dependable & Affordable
Safe, Timely, Equitable, Patient-Centered
Def
Measuring Quality...
2.5 median improvement per year.
Identifying future research needs
Underlying Tension: Patients - Providers
How we communicate
AHRQ 20 years
Patient Safety
Effective Care
Research
What evidence tells us
What people want
5.6% report poor communic
Tools
Hospital payment hinges on patient satisfaction
Focus
Policy makers, clinicians, patients
World Class
No definition
Palletable
On-line guide
Research
Not a dump.
What Works
Disincentives/Incentives
Affordable Care Act
6 Priorities
Safety
Engagement
Communication
Patient-Centeredness
What works for who & what are the tradeoffs?
Way beyond journal articles
Where did we screw up?
Patient must navigate byzantine maze...
What are your goals?
What did you hear?
I just want to go Home.
Rx
The status quo is not an option.
Transparency
We need to bring in other voices
Take advantage of social networks
Patients at the Crossroads
11.8.12 ①
Howard Gleckman
Caring for Parents
Personal Perspectives on Reconciling Evidence-Based Medicine, Patient-Centered Care & Integrative Medicine
Find a common Language
"Person" vs "Patient"
"Enduring without complaint" (submissive)
A respectful Partnership
Non-threatening
Support · Education ·
Without interruption
18 sec rule
Listen to us
Talk to us
Work together
Where did you go to medical school?
Med school approach: Command & Control
Capt. of the ship
86-year old man suffers CHF
Recovers
Moves to palliative care
Crashes
No one treated him as person
Your environment is terrifying
To your patients
What we've got here is a failure to communicate
Non-compliancy R: Engagement
How many times a day do you eat?
What Really Matters
Often
Improving "customer experience?"
Cable TV?
Peer Reviews?
Wild Salmon?
Hebrew Senior Life
3 readmissions: palliative consult
What are your goals?
Where do you want to be cared for?
Here!
Discharge Planning = Planning = $
See ya!
Make the Time
Take the Time
Go Team!
How do you deal with emotions of staff?
Self-care
Stamina & Morale
Fee for service
Caregiver burnout
Tips
Team Improvement for the Patient and Safety Conferences
Candid · No Blame · Open-Minded
Greg Gersch
eyebeam