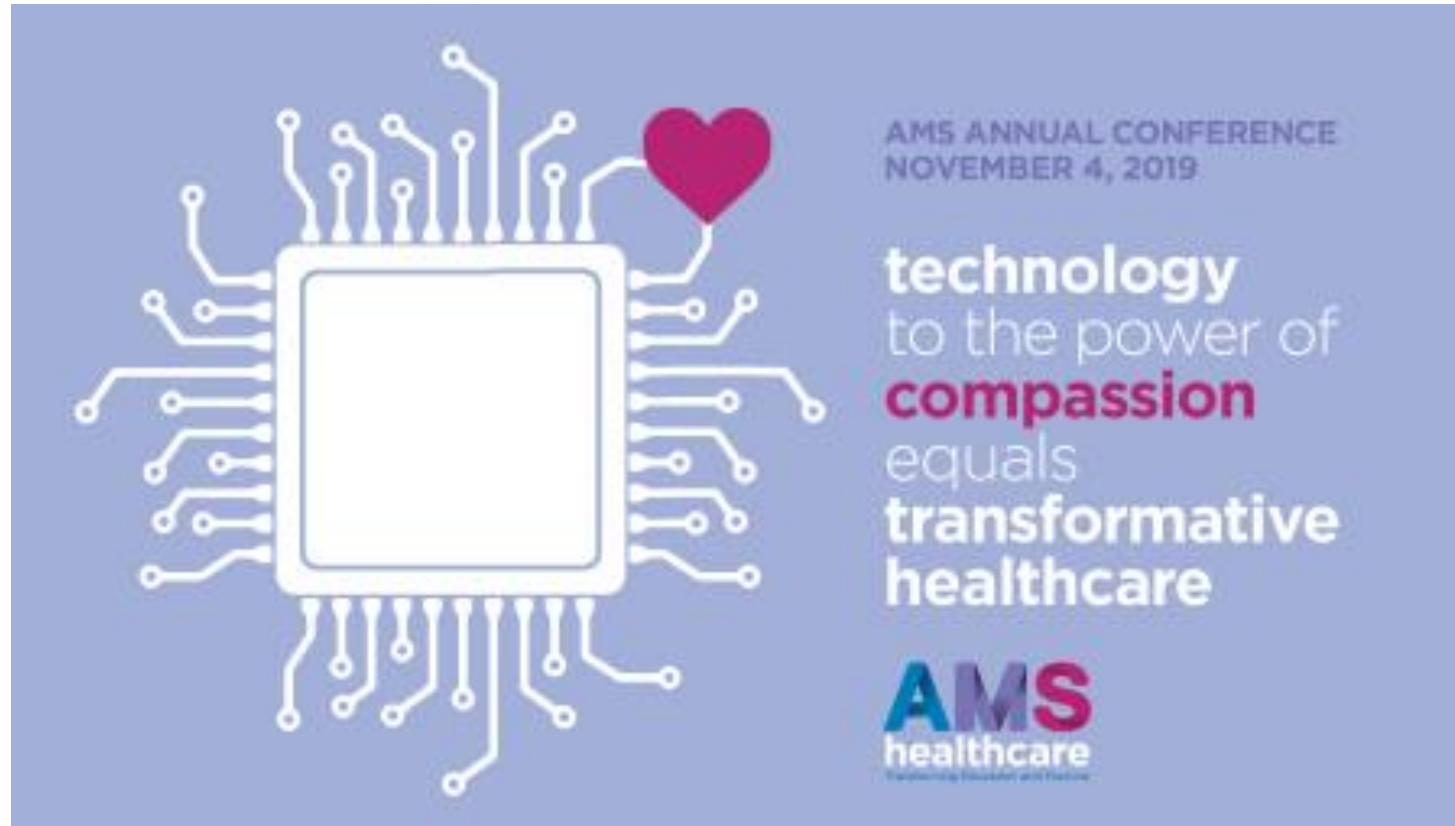


Designing Healthcare Services for Excellence and Empathy

was presented at:



The AMS Healthcare 2019 Annual Conference
November 4, 2019, Toronto, Canada
www.amshealthcare.ca

DESIGNING HEALTH CARE SERVICES FOR EXCELLENCE AND EMPATHY

PROFESSOR ELIZABETH TEISBERG, PHD

CULLEN TRUST FOR HIGHER EDUCATION DISTINGUISHED UNIVERSITY CHAIR
FOR VALUE-BASED HEALTH CARE



The University of Texas at Austin

Value Institute for Health and Care

Dell Medical School & McCombs School of Business

HEALTHCARE

IN HEALTH CARE, EVERYONE HAS A STORY



QUALITY OF LIFE AND DIGNITY OF DEATH
ARE AT STAKE

SMART, CARING, HARD-WORKING
PROFESSIONALS

HIGHLY VARIABLE,

INCREASING COSTS, SLOW INNOVATION

Michael E. Porter
Elizabeth Olmsted Teisberg

Redefining Health Care

*Creating
Value-Based Competition
on Results*



HARVARD BUSINESS SCHOOL PRESS

THE GOAL IS VALUE
FOR INDIVIDUALS AND FAMILIES

**BETTER HEALTH OUTCOMES
FOR THE MONEY SPENT.**

COST REDUCTION IS NECESSARY AND NOT SUFFICIENT



RESULTS MATTER.

**LOW COST TICKET
THAT DOES NOT GET TO
WHERE YOU NEED TO BE?**

$$\text{VALUE} = \frac{\text{IMPROVEMENT IN HEALTH OUTCOMES THAT MATTER TO THE PERSON BEING SERVED}}{\text{COST OF FULL CYCLE OF CARE}}$$

INTERNATIONALLY

UNWARRANTED VARIATION

CARE DISCONTINUITIES

CLINICIAN STRESS

EMINENCE V EVIDENCE

PROCESS V OUTCOME

HIGH-VALUE, RELATIONSHIP-CENTERED CARE

RESULTS FROM EXTRAORDINARY EFFORT

RATHER THAN USUAL PROCESS

THE PROBLEM IN HEALTH CARE?

IT DOESN'T IMPROVE HEALTH ENOUGH

BETTER OUTCOMES REDUCE COSTS

LIVING IN
GOOD HEALTH IS
INHERENTLY LESS
EXPENSIVE THAN
LIVING IN
POOR HEALTH



VALUE IS CREATED WHEN
A PERSON'S HEALTH OUTCOMES IMPROVE

ONE PERSON OR FAMILY AT A TIME



IN A CARING RELATIONSHIP

HOW WERE WE?

HOW ARE YOU?

HEALTH CARE NEEDS TRANSFORMATION



VALUE INSTITUTE FOR HEALTH AND CARE

**INSIGHT ON CLINICAL
TRANSFORMATION**



**UNIQUE
EDUCATION
PROGRAMS**

**NEXUS FOR
HEALTH CARE INNOVATORS**



How

CREATE VALUE: **FIX THE GAPS**

INEFFECTIVE

DISPARATE

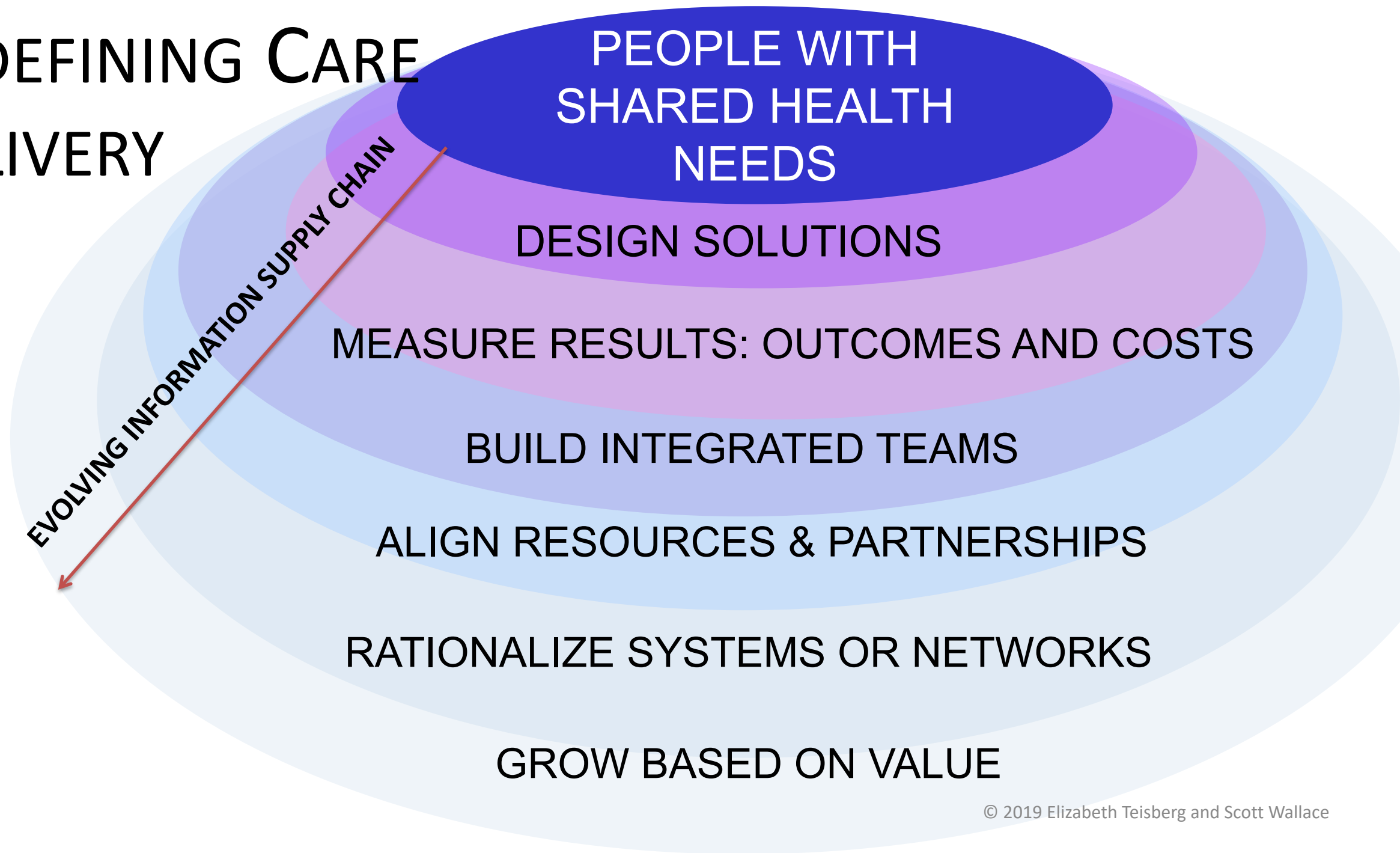
MIS-DIAGNOSED

INAPPROPRIATE

CHAOTIC & UNCOORDINATED

CREATE SOLUTIONS

REDEFINING CARE DELIVERY







XS



M



3XL



**SLIM
S**



M

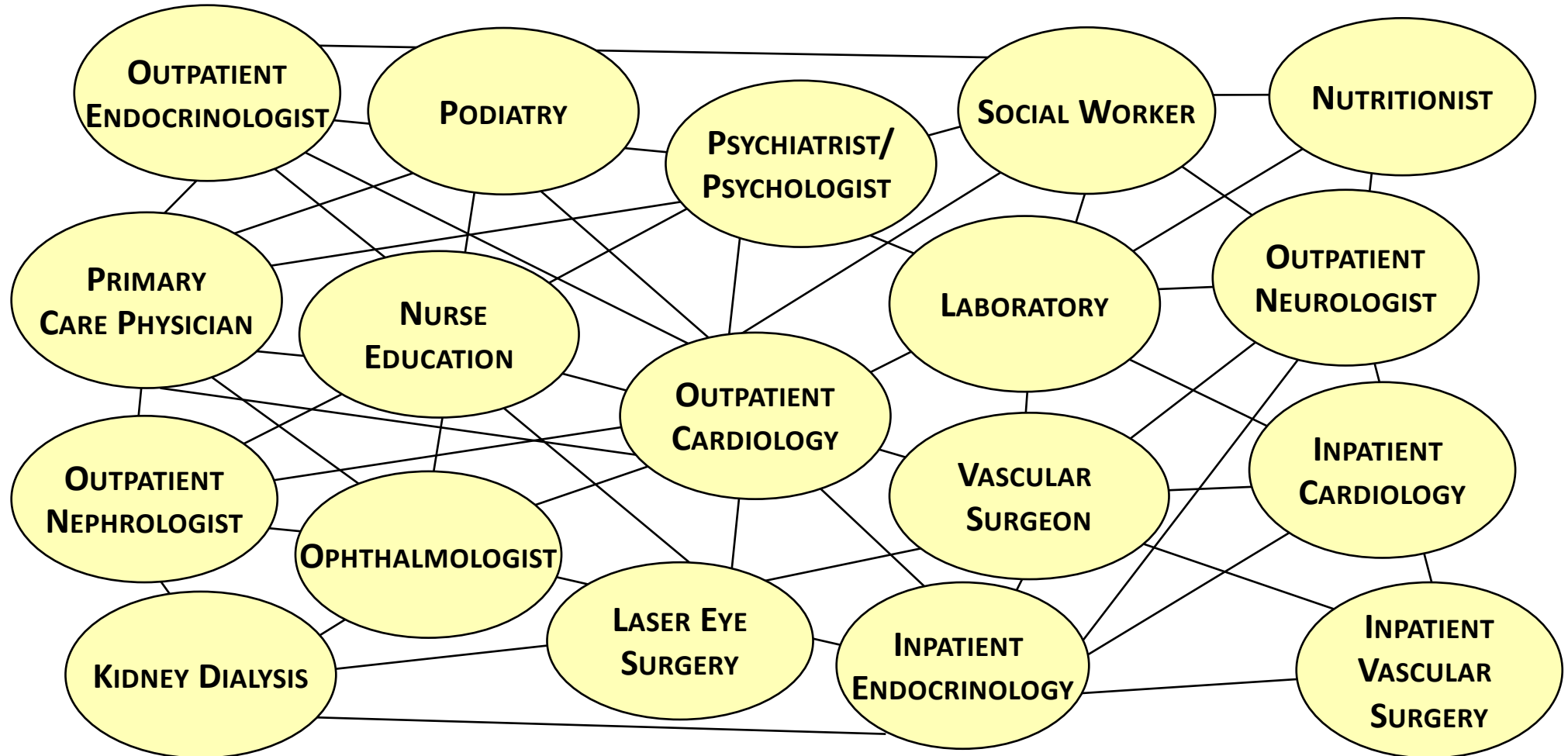


3XL

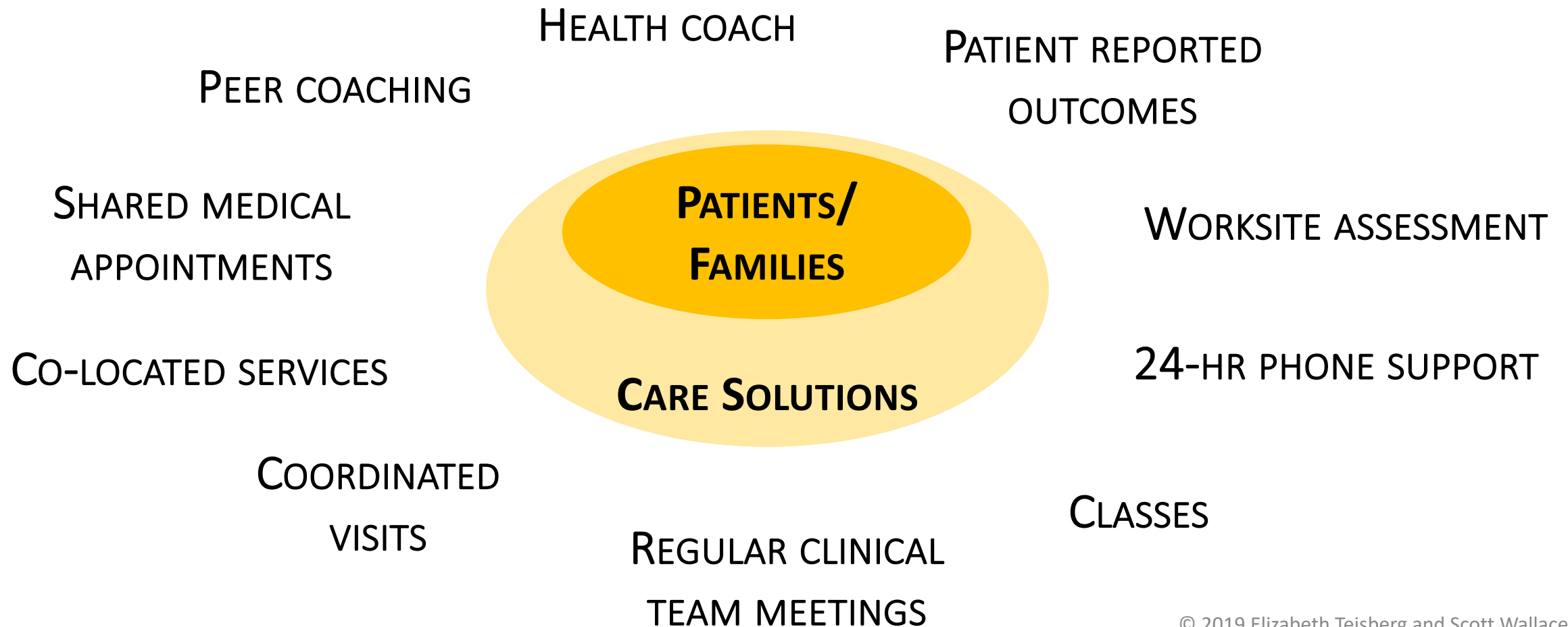


**TALL
XL**

DIABETES CARE – SERVICES NOT SOLUTIONS



SOLUTIONS ANTICIPATE PATIENTS' NEEDS



ORGANIZING AROUND SEGMENTS ENABLES

PATIENT-CENTRICITY AND RELATIONSHIP-CENTRICITY

EFFICIENT PERSONALIZATION

FULL CYCLE CARE

EARLIER CARE

MORE NON-PHYSICIAN CARE GIVERS

ORGANIZING RESOURCES FOR SUCCESS

MEANINGFUL MEASUREMENT

MEANINGFUL “QUALITY” ISN’T ONLY PROCESS

QUALITY IS BETTER HEALTH OUTCOMES

THE OUTCOMES THAT MATTER MOST DEPEND ON
THE PERSON’S SET OF MEDICAL CIRCUMSTANCES

HOW DO YOU KNOW WHAT MATTERS?



HEALTH CARE EXPERIENCE

RESPECT, DIGNITY, AND SAFETY ARE THE FLOOR,
NOT THE ASPIRATION

DESIGN THE CARE EXPERIENCE TO ACHIEVE
BETTER HEALTH OUTCOMES DURING CARE

HEALTH

CAPABILITY



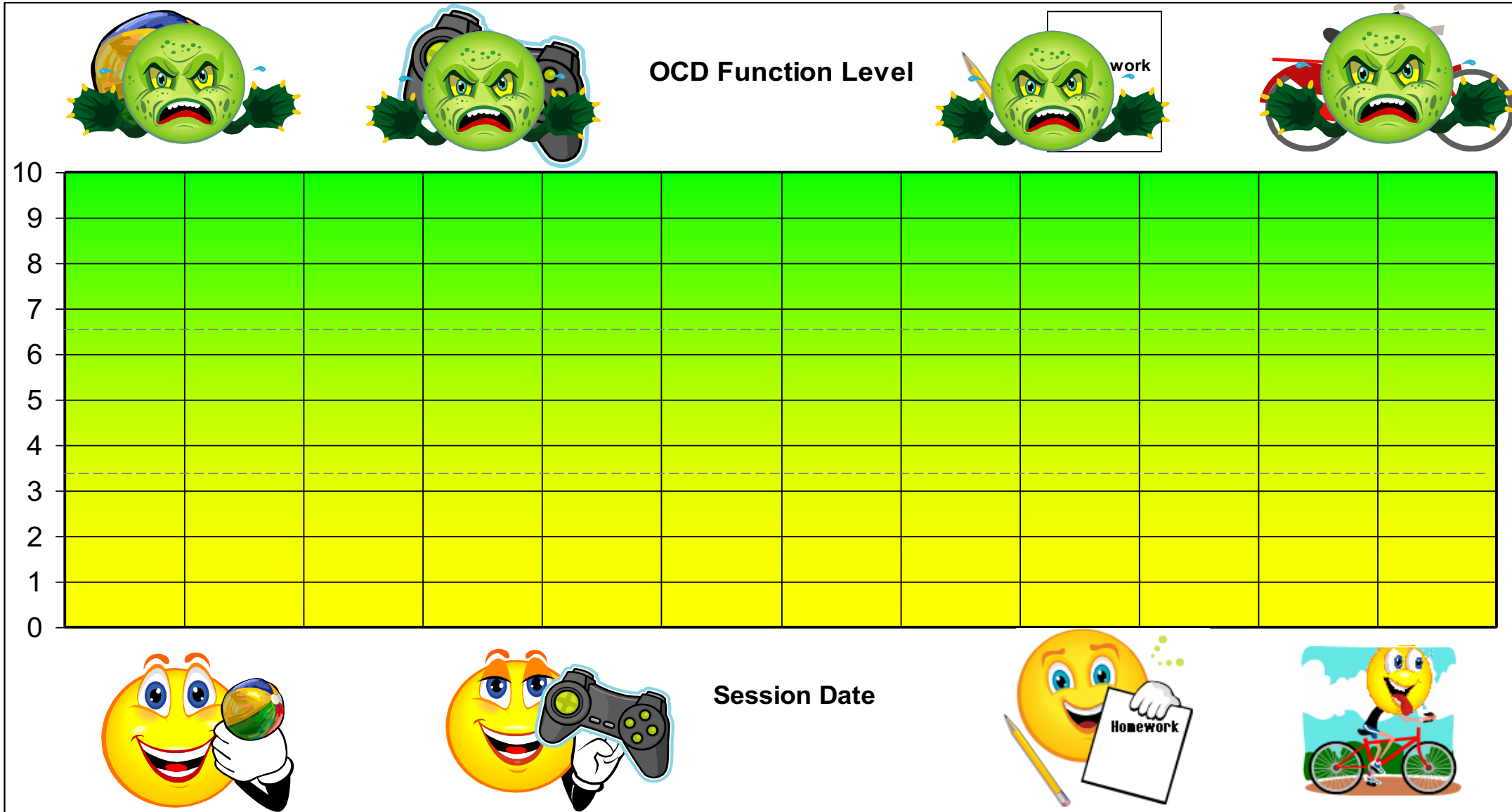
COMFORT



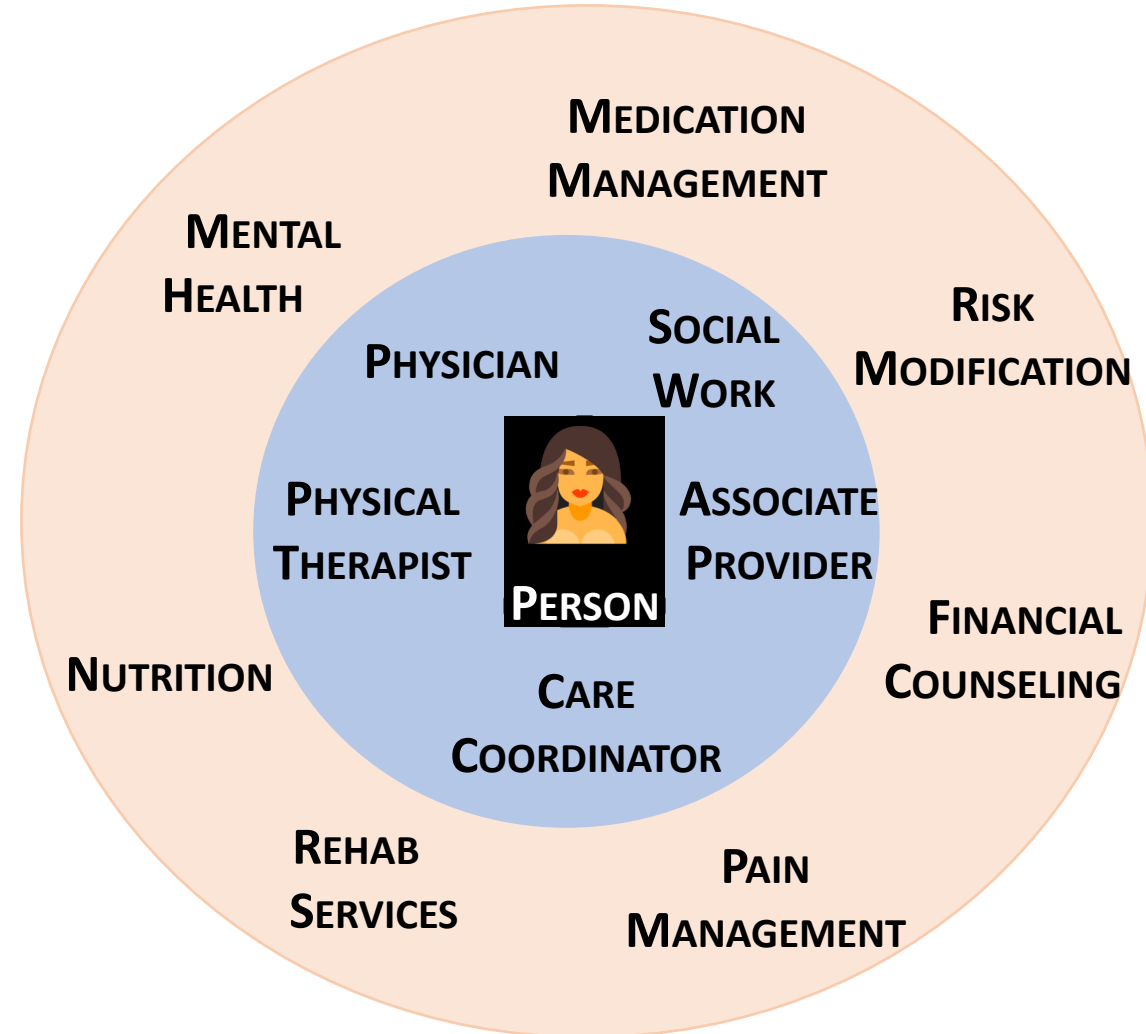
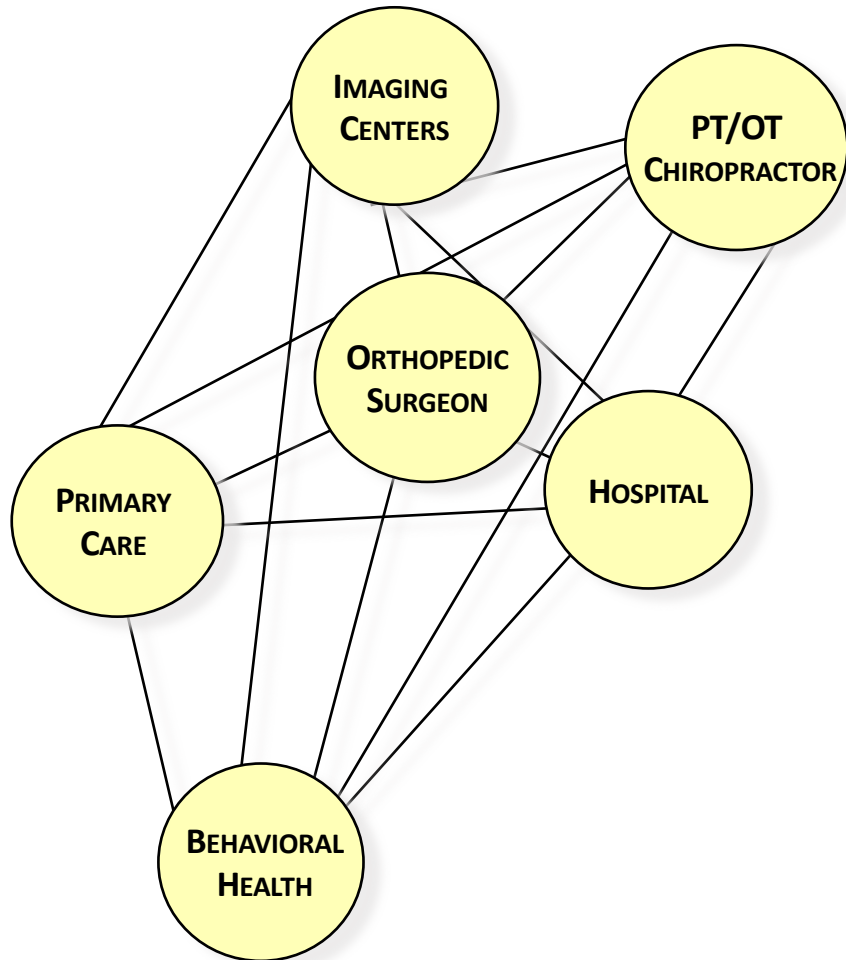
CALM



CCHMC CARE FOR CHILDREN WITH OCD



JOINT PAIN TEAM DESIGNED AROUND VALUE FOR PATIENTS & FAMILIES



INTEGRATED, TEAM-BASED CARE

YOUR TEAM



The University of Texas at Austin
UT Health Austin



- DOCTOR
- SPECIALIST
- NURSE
- LAB



SURGEON

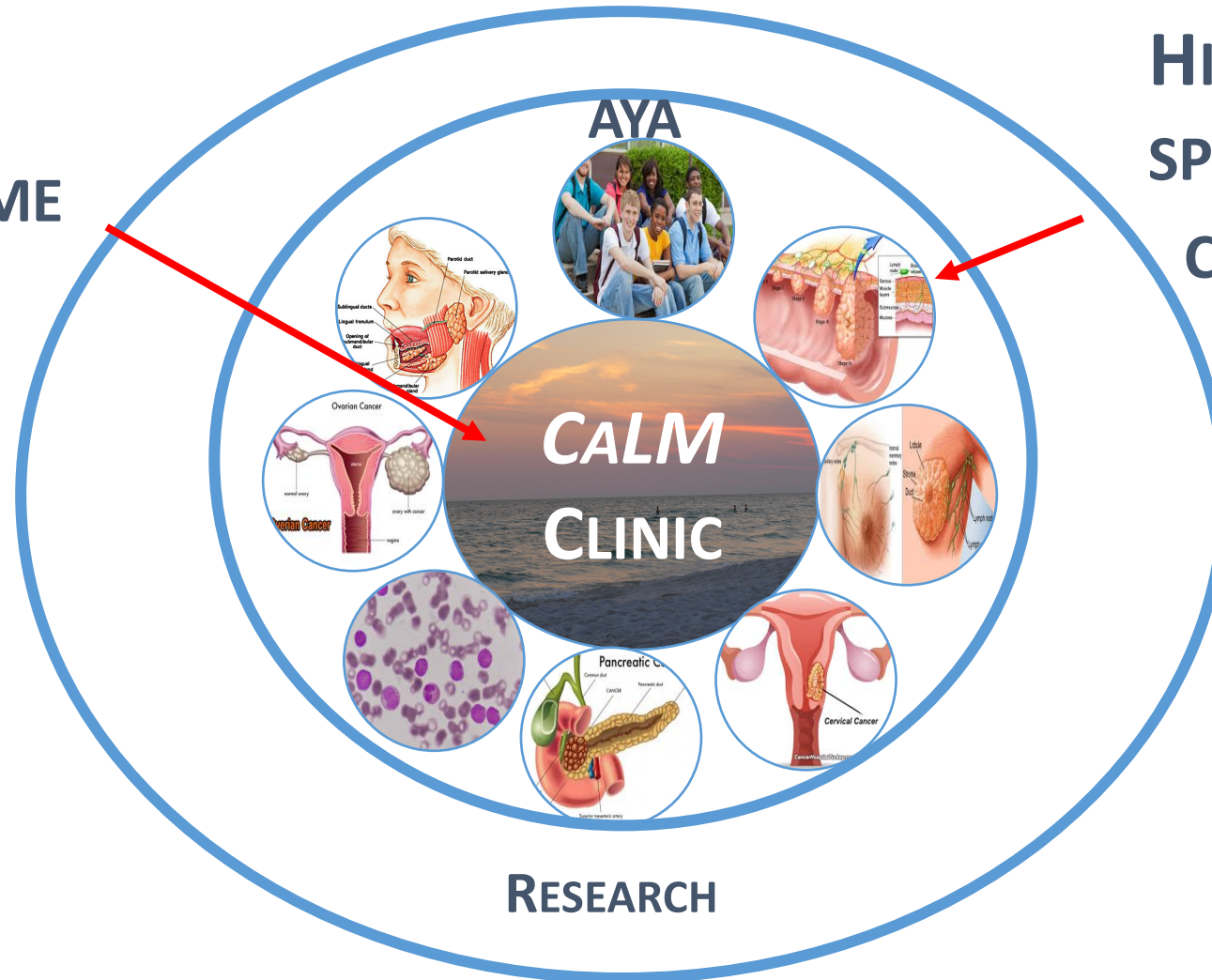
**SOCIAL
WORKER**

- PHYSICAL
THERAPIST
- DIETICIAN

THE CALM CLINIC CONCEPT: CANCER LIFE RE-IMAGINED

CENTRAL
CLINICAL HOME
FOR ALL
PATIENTS

HIGH ACUITY, SUB-
SPECIALTY CLINICAL
CARE (EPISODIC)



A LEARNING LABORATORY FOR THERAPY, CARE DELIVERY, AND PATIENT OUTCOMES

HIGH VALUE CARE DELIVERY

SOLUTIONS

BETTER OUTCOMES

RELATIONSHIP-CENTERED

LEARNING TEAMS

SCALABLE

TRANSFORMATION VIA CULTURE, STRATEGY, & MEASUREMENT



TRANSFORMATION BRAID

CULTURE SETS ASPIRATIONS

STRATEGY FOCUSES AND ALIGNS ACTIVITY

MEASUREMENT ENABLES IMPROVEMENT

CULTURE ACCELERATES LEARNING

STRATEGY ACTS ON LEARNING

MEASUREMENT RAISES ASPIRATIONS. . .

VOLUME



VALUE



CAPABILITY

COMFORT

CALM



PURPOSE

PROFESSIONALISM



THANK YOU!

VALUE INSTITUTE FOR HEALTH AND CARE

--A NEXUS FOR LEADERS TRANSFORMING HEALTH CARE--

TEISBERG@AUSTIN.UTEXAS.EDU



[HTTPS://WWW.MCCOMBS.UTEXAS.EDU/MASTER-OF-SCIENCE-IN-HEALTH-CARE-TRANSFORMATION](https://www.mcombs.utexas.edu/master-of-science-in-health-care-transformation)