

Nursing-Building a Better Today and a Vibrant Future

BMJ/IHI Forum



Maureen Bisognano
President Emerita and
Senior Fellow

Opportunities for Us All

- Working with today's nurses to create great work
- Improving care with nurse-led innovations
- Building a vibrant pipeline for the future



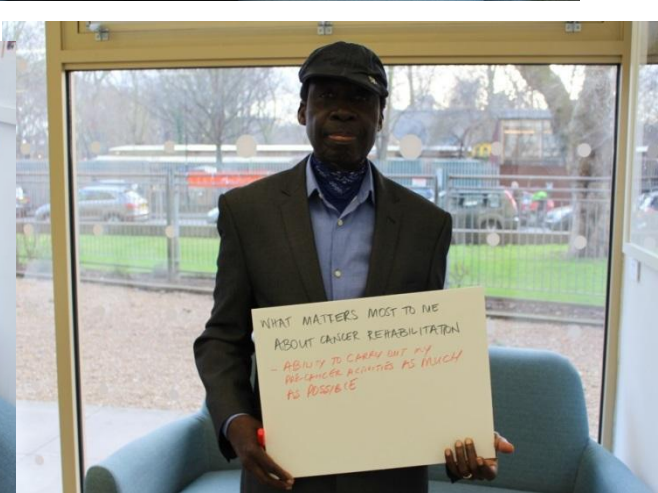
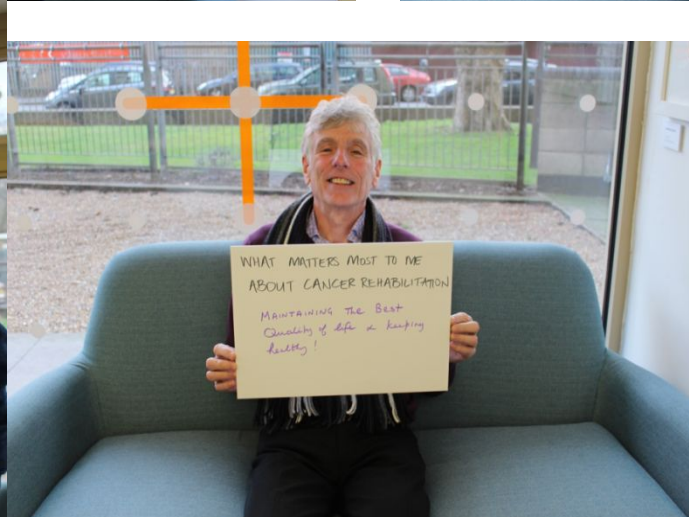
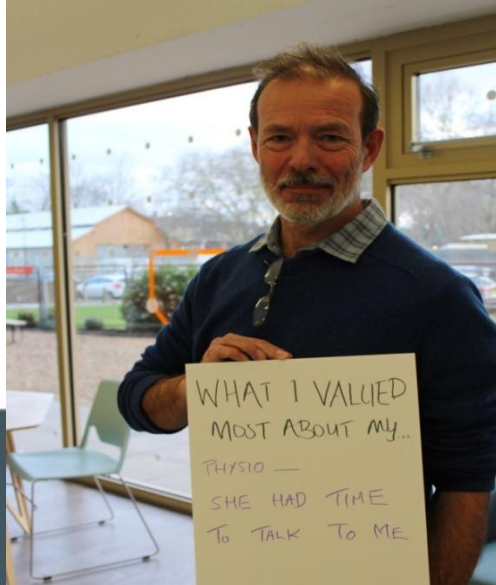
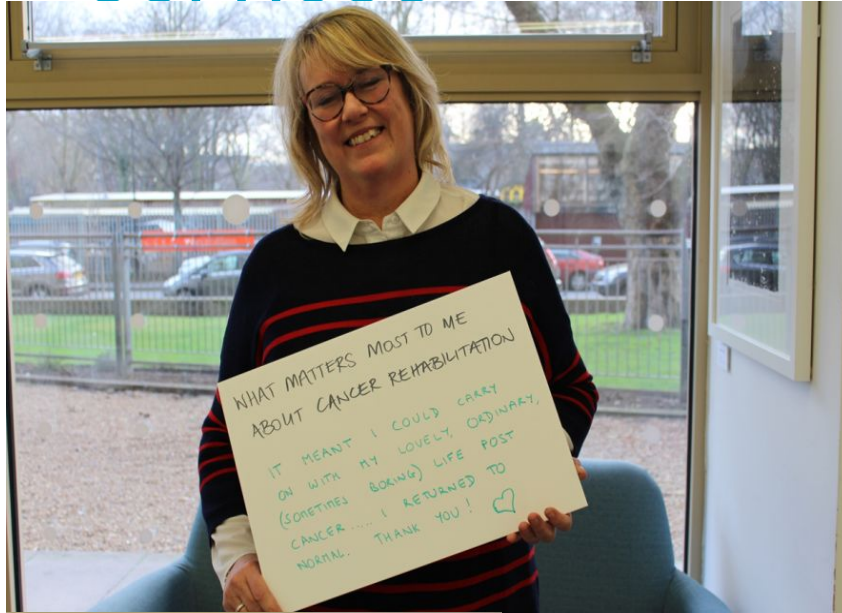
Royal Free Hospital

What Matters To Staff

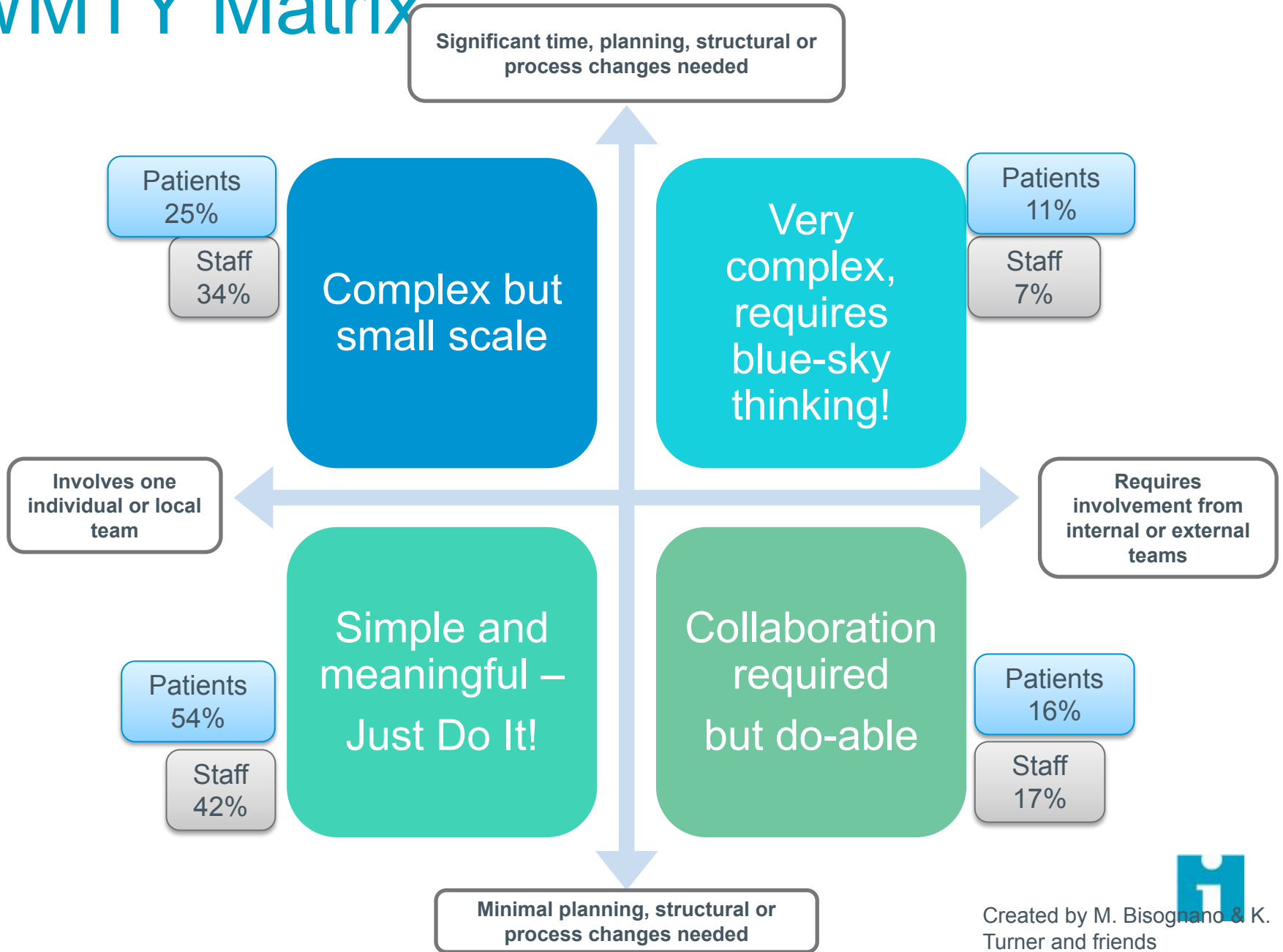
Improvement Cycle



WMTY: Vital to ask when developing services



WMTY Matrix



Ask

Listen

Do

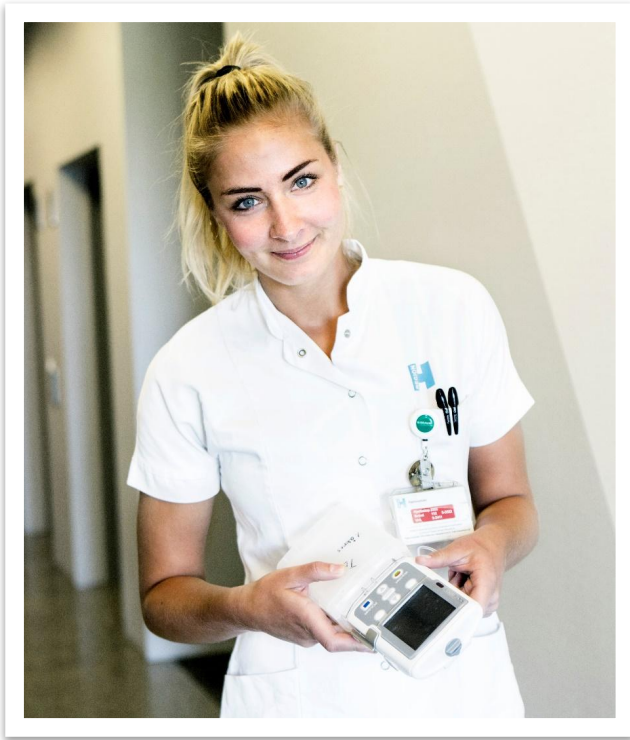
What
Matters to
Staff (JiW)



What Matters
to Patients

What Matters
to the
Organisation

The Backpack Nurse



Katrine Seier Fridthjof, RN
Region H, Rigshospitalet, Denmark

Chemotherapy at Home

- A new service allows patients to have high intensive chemotherapy treatment at home without any staff being physically present
- Possible due to a portable digital pump carried in a sleek backpack codesigned by patients, clinicians, and the Copenhagen Design School



Benefits to Home Chemotherapy

- Patients can:
 - Spend more time with their families
 - Enjoy their own home meals
 - Keep up with physical training
 - Enjoy usual pastime routines
 - **Avoid risks of acquiring hospital acquired infections (HAIs)**



| Rigshospitalet Making the Case | Denmark Ability to Grow | International Ability to Scale |
|--|---|---|
| The Concept: <ul style="list-style-type: none"> • Chemo high intensive chemotherapy treatment at home. • Prophylactic antibiotics treatment at home. • Complete redesign of work flow. | Pull effect from other DK Clinics: <ul style="list-style-type: none"> • The five other DK Haematology Clinics at Herlev, Odense, Roskilde, Aalborg and Aarhus are implementing the concept during 2016. | Moving onwards: <ul style="list-style-type: none"> • Working with Copenhagen Healthtech Cluster (Greater Copenhagen) to make the concept available internationally. • First foreign leads are in the book. • The concept was awarded a European Public Sector Best Practioner Award 2015 by The European Institute of Public Administration (European Union). |
| Design Principles: <ul style="list-style-type: none"> • Designed and tested with patients. • Identifying key touch points in the process from a patient's perspective. • Feedback from patients and staff ensures that the concept is safe to use. • Trained staff available by phone 24/7. | Adapting the concept: <ul style="list-style-type: none"> • Program management by Rigshospitalet and local project management – both with in depth knowledge of all relevant clinical issues. • Rigshospitalet provides the framework + textbooks and then invite clinics to finalise details relevant to local requirements. | |
| Impact: <ul style="list-style-type: none"> • Shortening stays in bed wards from 30 to 10 days. • During first year implementation a net saving of 550 bed days. | Implementing: <ul style="list-style-type: none"> • A minimalistic and disciplined approach to drive the new concept towards shared patient/clinic value. • Create impact to patient quality and costs a lot faster than before. | |

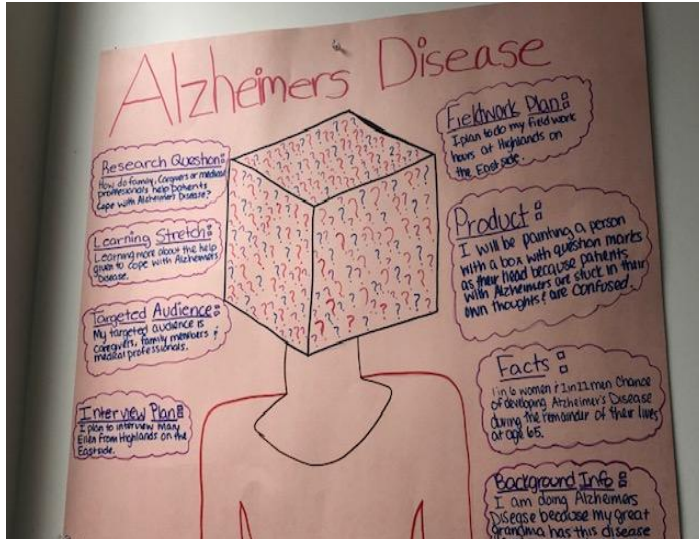
Source: Rigshospitalet, Denmark

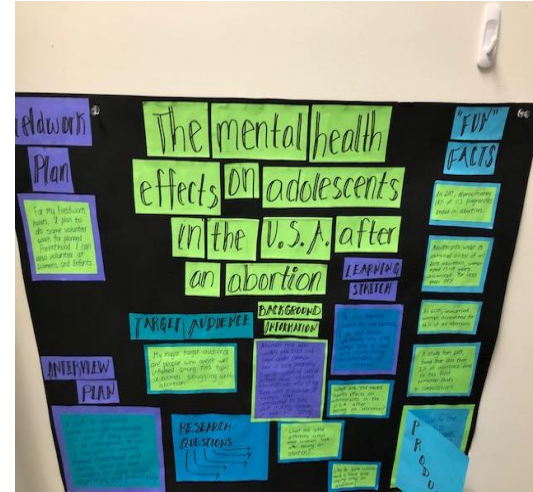
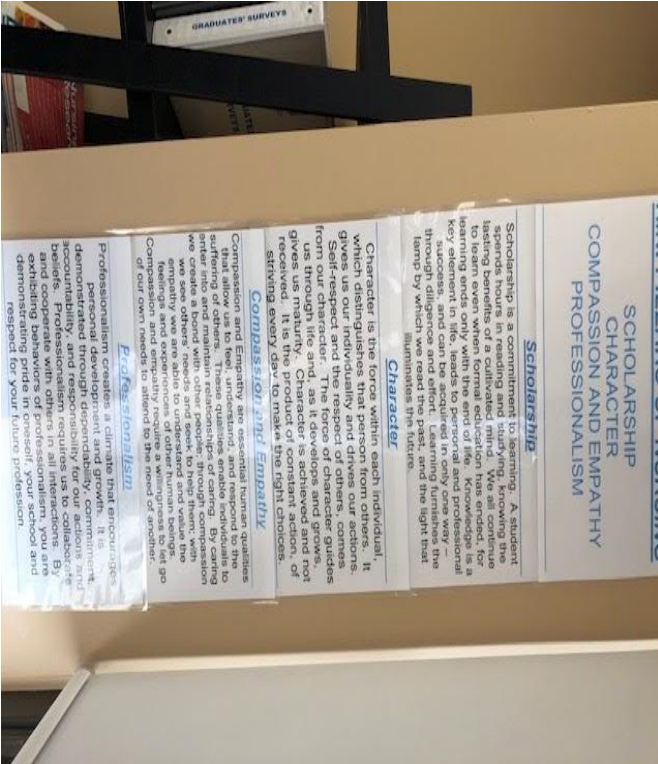




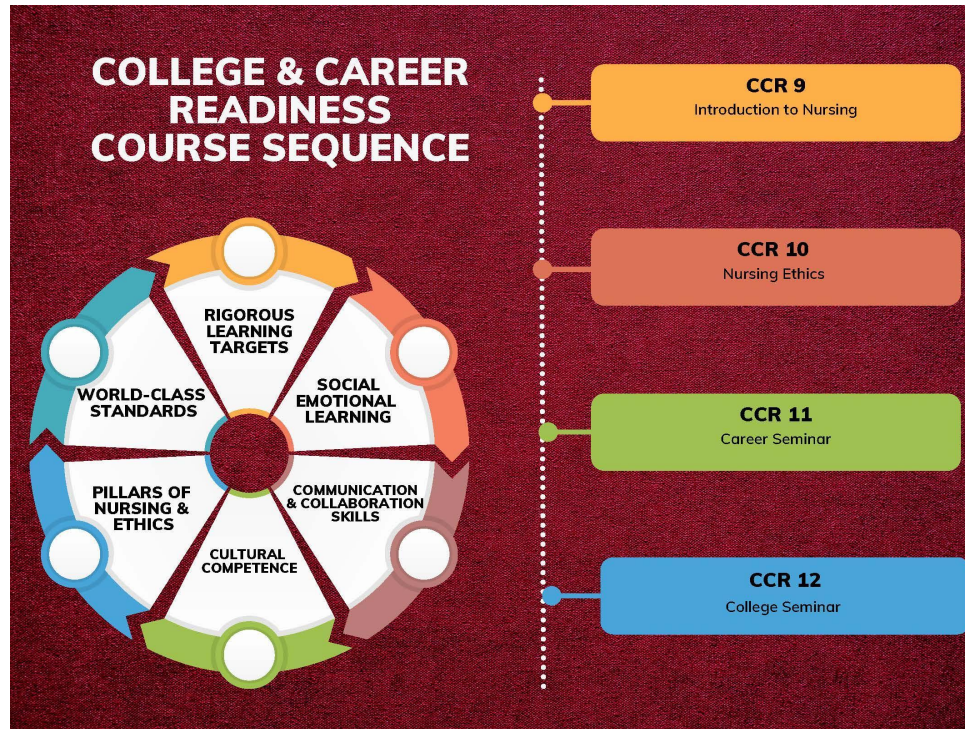




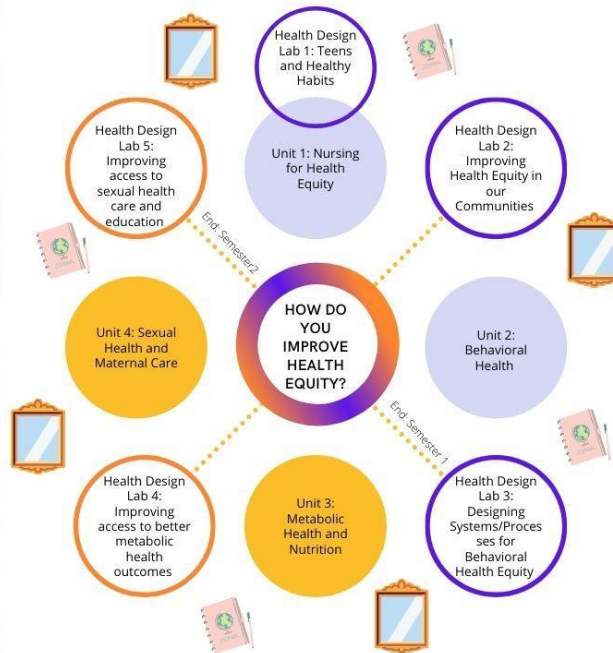
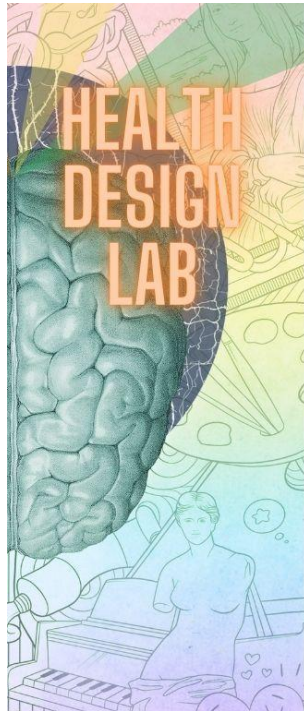




College & Career Readiness Course Sequence



Health Design Labs Infographic



Thank you!

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