

K1: Keynote, Kedar Mate



International Forum on  
**QUALITY & SAFETY**  
in **HEALTHCARE**  
**COPENHAGEN**



Adapting to a changing world: equity, sustainability  
and wellbeing for all



 @QualityForum #Quality2023

 Institute for  
Healthcare  
Improvement

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International Forum on  
**QUALITY & SAFETY**  
in **HEALTHCARE**  
**COPENHAGEN**

LARS GAARDHØJ

Chairman of the Capital Region of Denmark, Chairman of Danish Society for Patient Safety and Chairman of the Host Country Programme Advisory Committee

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KATRINE KIRK

Patients for Patient Safety, WHO

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# Patient Partnership

We are passionate about working with patients on the design and delivery of this International Forum. Make sure to connect with some of the inspirational patient advocates who will be in Copenhagen.



## Patient Choice Awards

The Patient Choice Award will be given out for a second year in a row to highlight the importance of including a genuine patient perspective in healthcare quality improvement work.

A jury of patient delegates will assess sessions presented at the conference that include at least one patient co-presenter. The jury will be using criteria relating to content, format and wow-factor. The presenter/s of the session with the highest rating will be announced at the closing ceremony on Wednesday.

## Visit the Patient Engagement Stand

Take the chance to share and hear examples of co-creation at the Patient Engagement stand in the Exhibition Hall.

## Improving Quality in Patient Care

Lookout for our video created by our international patient network, sharing their thoughts on how to improve quality in patient care and why patient involvement is so important.



THE PATIENTS' VOICE

A PURELY PATIENT Led SESSION FIRST TIME!

ROSIES' STORY TO IMPROVE INFECTION RATES WE NEED your STORY!

KNOWING EACH OTHER as PEOPLE is CRITICAL

I AM NOT A NUMBER!

ONE IS TOO MANY!

SO MUCH MORE IS IMPACTED WITH PATIENTS than YOU KNOW

THE ARK is VITAL

GILBERT'S STORY

IT'S NOT JUST me!

EXTRAPOLATE STORY HUMAN COST FINANCIAL COST

LOOK at EVERY PART of the HOSPITAL

OPEN the DOOR!

COME IN!

BUILDING CONSTRUCTION HYGIENE





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KAMRAN ABBASI

Editor-in-Chief, The BMJ

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## PARTNER ORGANISATIONS

Thank you to our partners who have helped us to develop and present Copenhagen 2023

### Strategic Partner



Dansk Selskab for  
**PatientS!kkerhed**

Danish Society for Patient Safety

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## Strategic Partner



## Danish Supporting Partners



## International Supporting Partners







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**JOIN THE CONVERSATION ON TWITTER**



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Swap ideas with  
peers and celebrate  
alongside new  
friends

## FORUM SOCIAL EVENT THIS EVENING

- If you have bought a ticket, please collect it from the Enquiries Desk before 17:00
- Your ticket will allow you entry on to one of the coaches, which will depart from 18:00
- Please meet at the Enquiries Desk on the Congress Foyer
- Unfortunately, this event is now sold out



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PEDRO DELGADO

Vice President, Institute for Healthcare Improvement (IHI)

 @QualityForum #Quality2023



## PROGRAMME ADVISORY COMMITTEE







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KEDAR MATE, MD

President and Chief Executive Officer, Institute for Healthcare Improvement (IHI)

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# Think Big, Start Small

Kedar S. Mate, MD  
President & CEO,  
Institute for Healthcare Improvement  
@KedarMate

SEASON 1 • EPISODES 1-10

# BORGEN

A SERIES BY ADAM PRICE

SIDSE BABETT  
KNUDSEN

PILOU ASBÆK

BIRGITTE HJORT  
SØRENSEN

















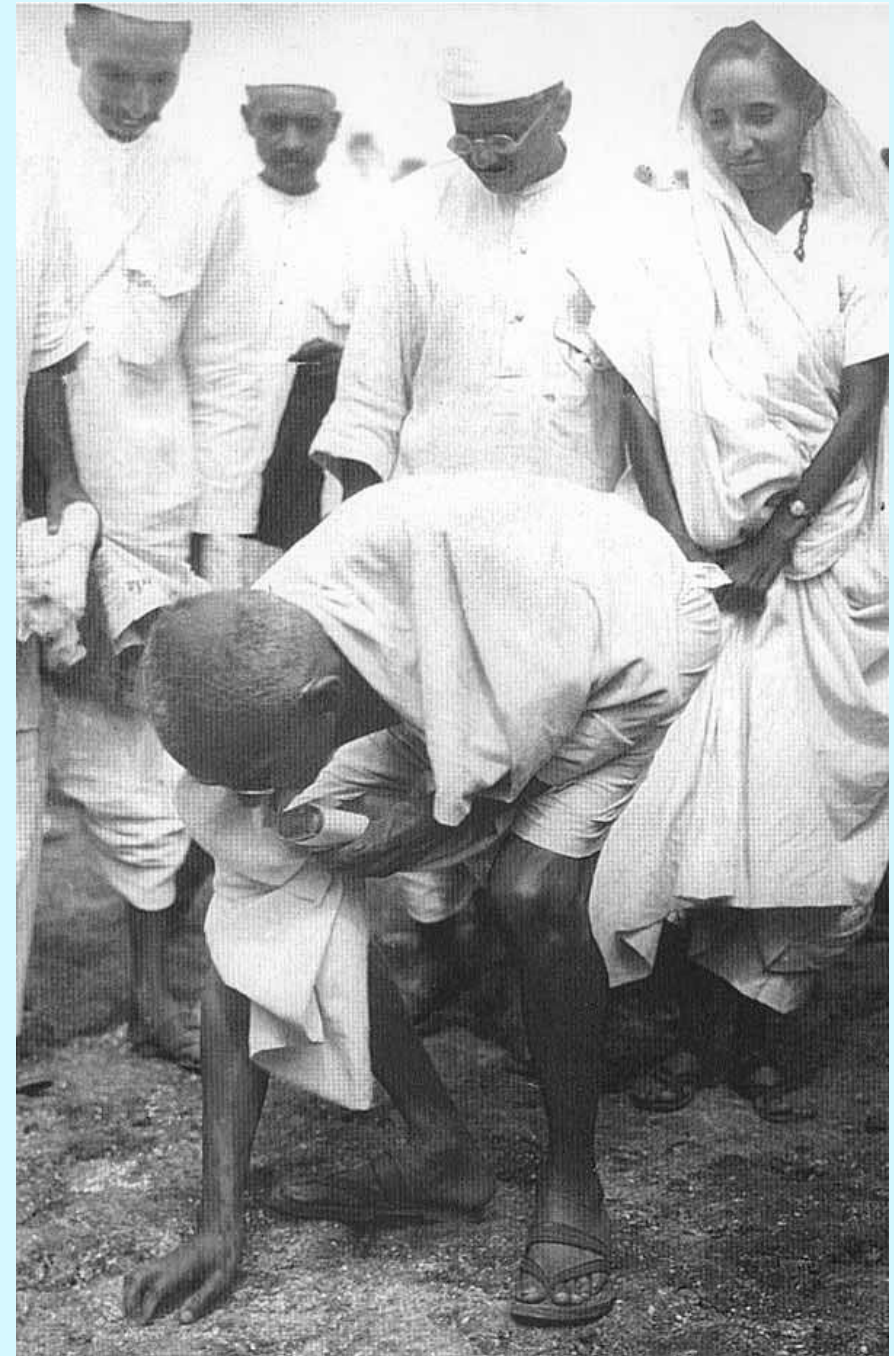




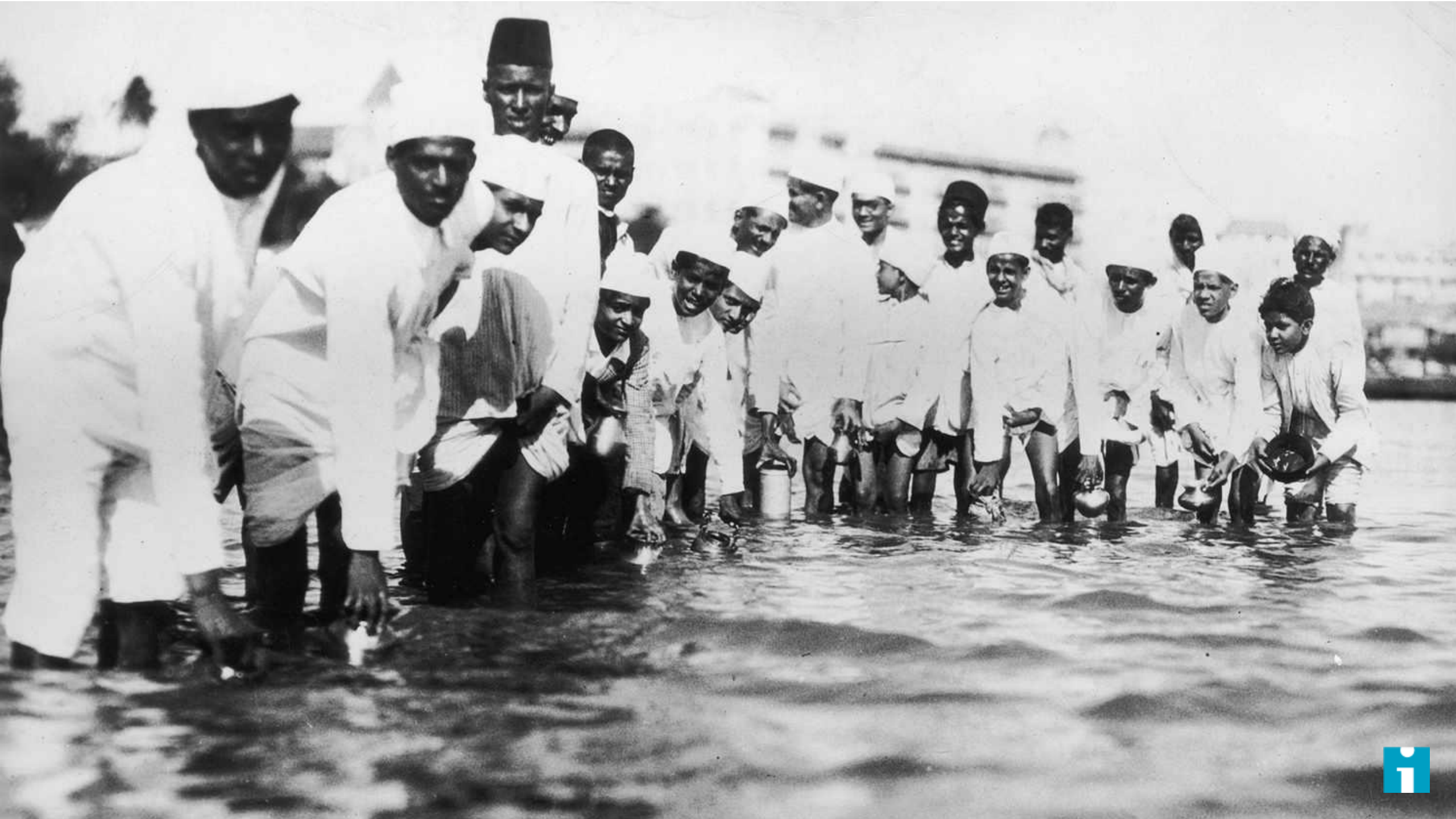


# Salt “Satyagraha” (Civil Disobedience)

March 12-April 6, 1930



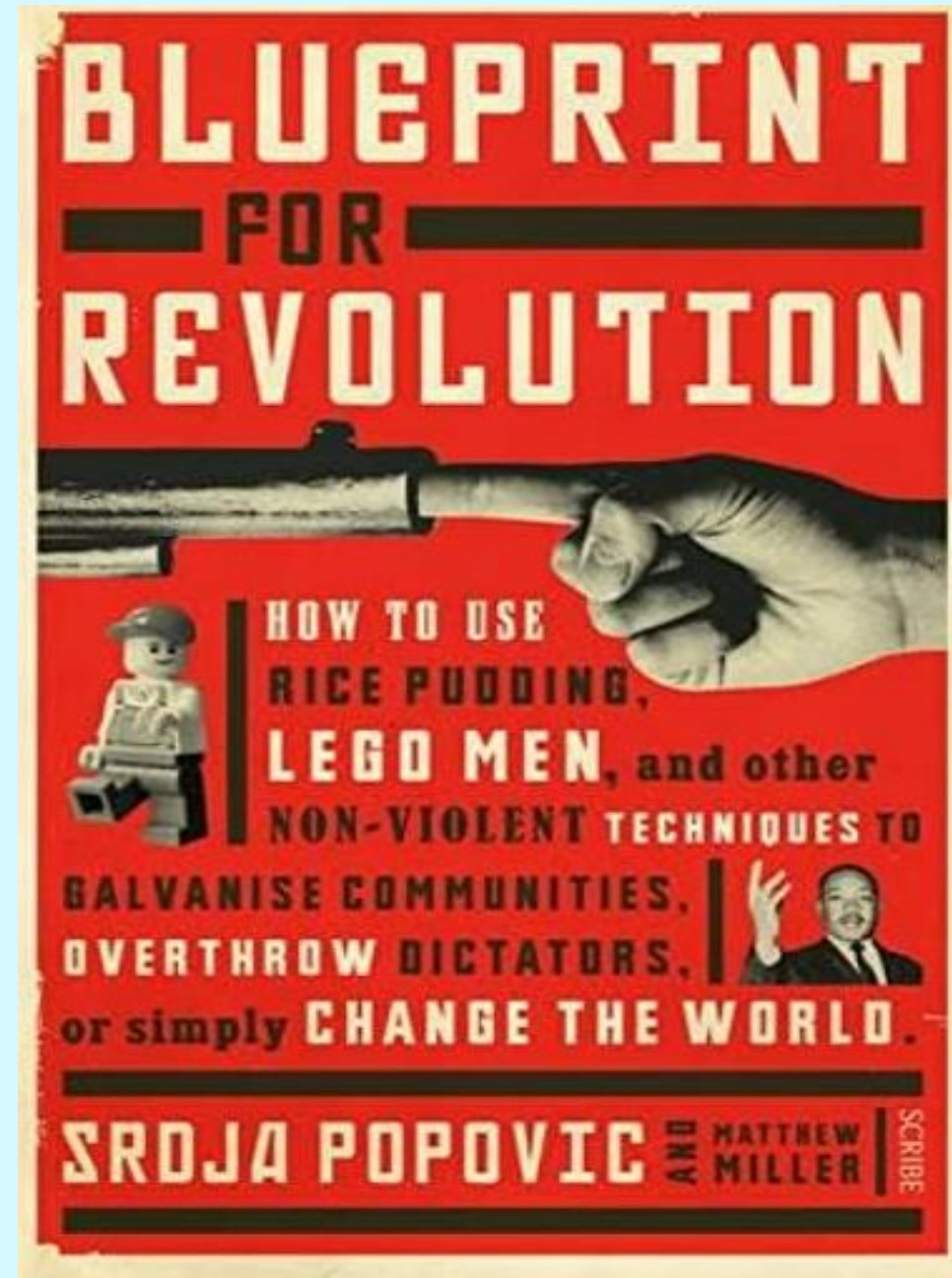






# Srdja Popovic

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# Belgrade

October 5, 2000





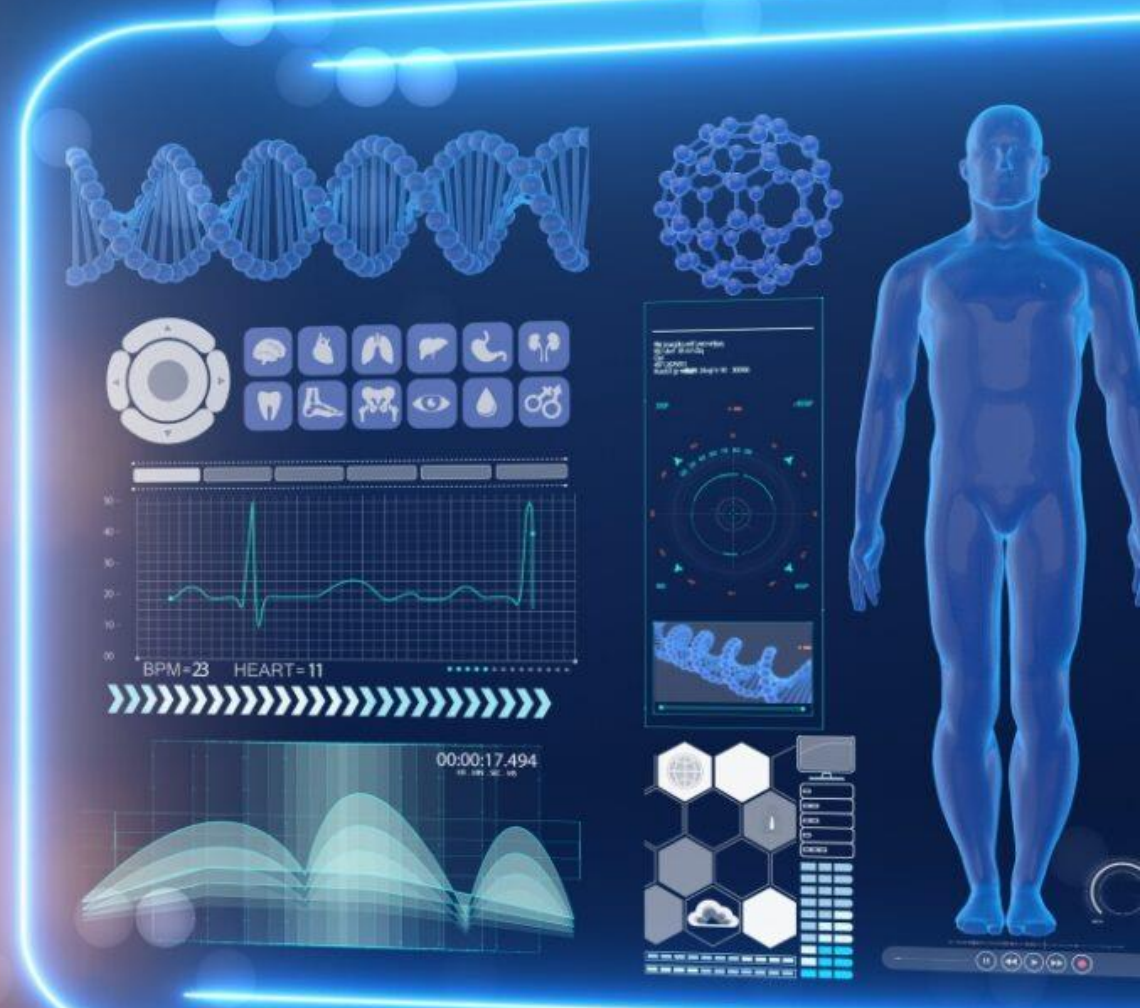
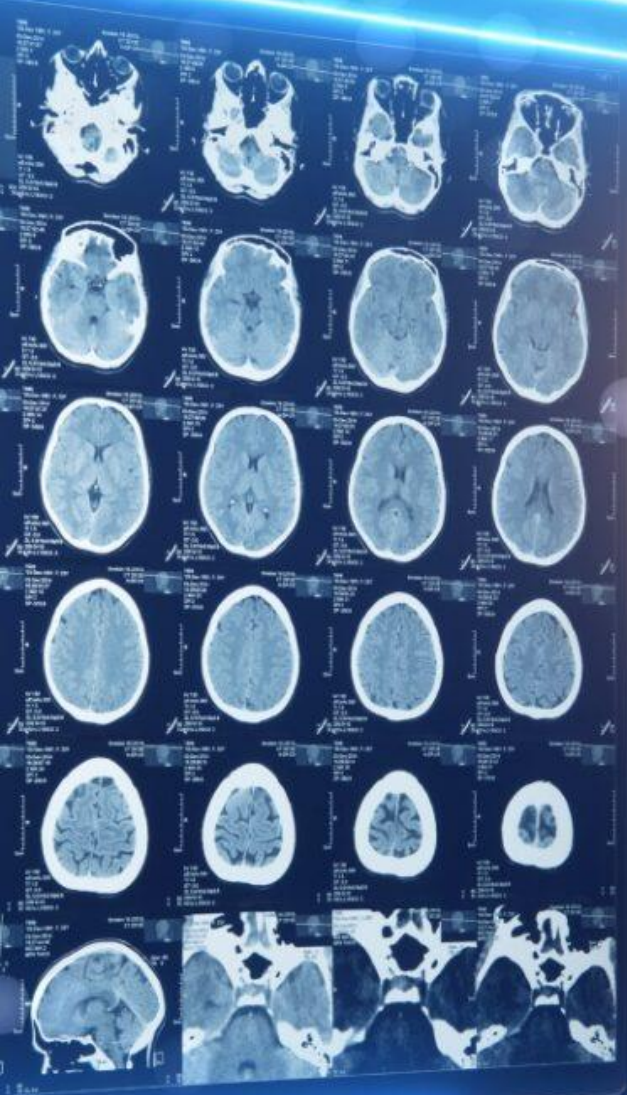
# The Social Compact

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1. Help – Get better outcomes
2. Don't hurt – Keep safe
3. Be kind

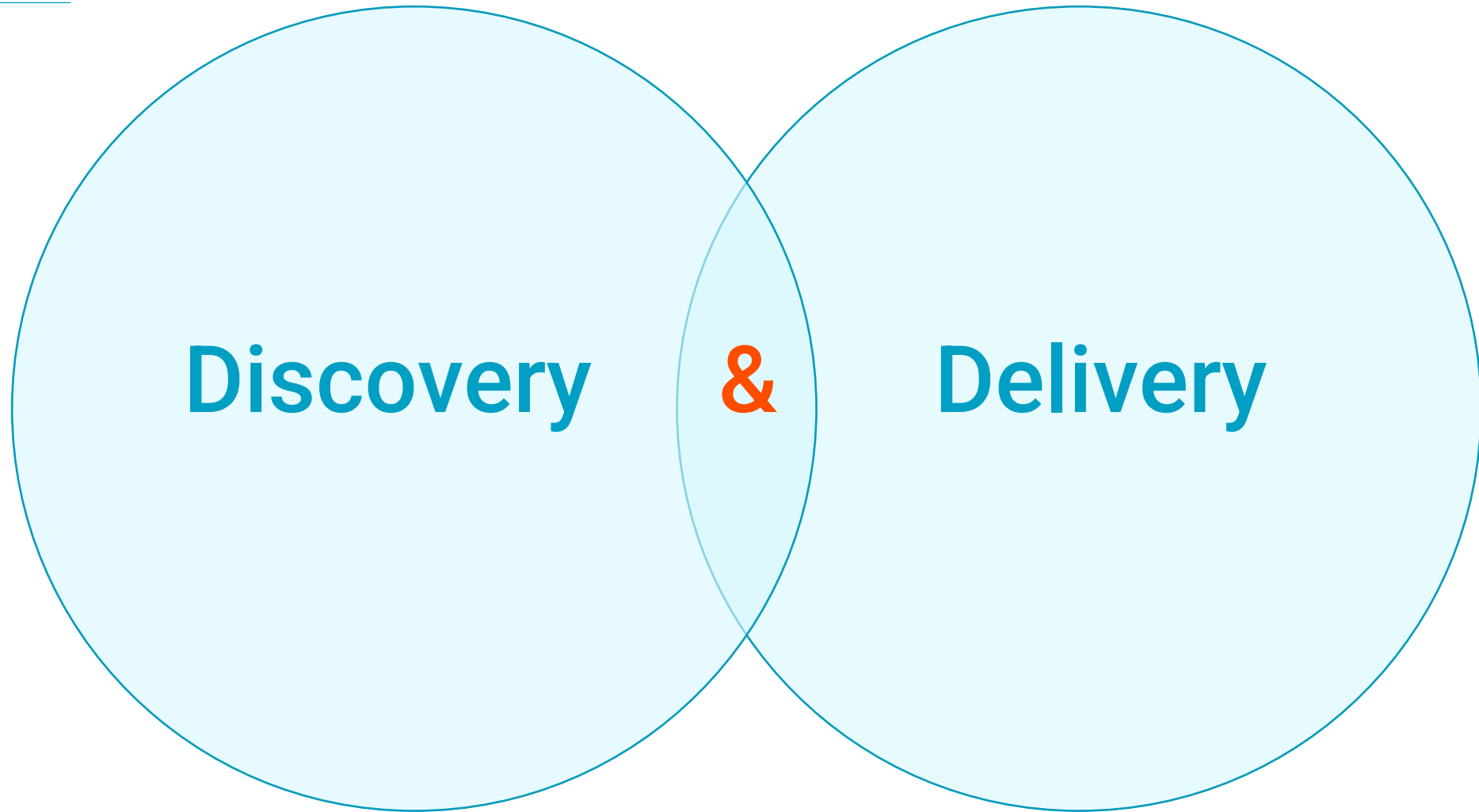






# The Social Compact is a two-part challenge:

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# 100 Million People in America Are Saddled With Health Care Debt

A quarter of adults with health care debt owe more than \$5,000. And about 1 in 5 with any amount of debt said they don't expect to ever pay it off. The country's health care system is pushing patients into debt on a mass scale.

Jan. 8, 2023 • Noam N. Levey, KHN



## How Do Americans Try To Pay Their Medical Debt?

Actions Reported by Americans with Medical Debt Problems



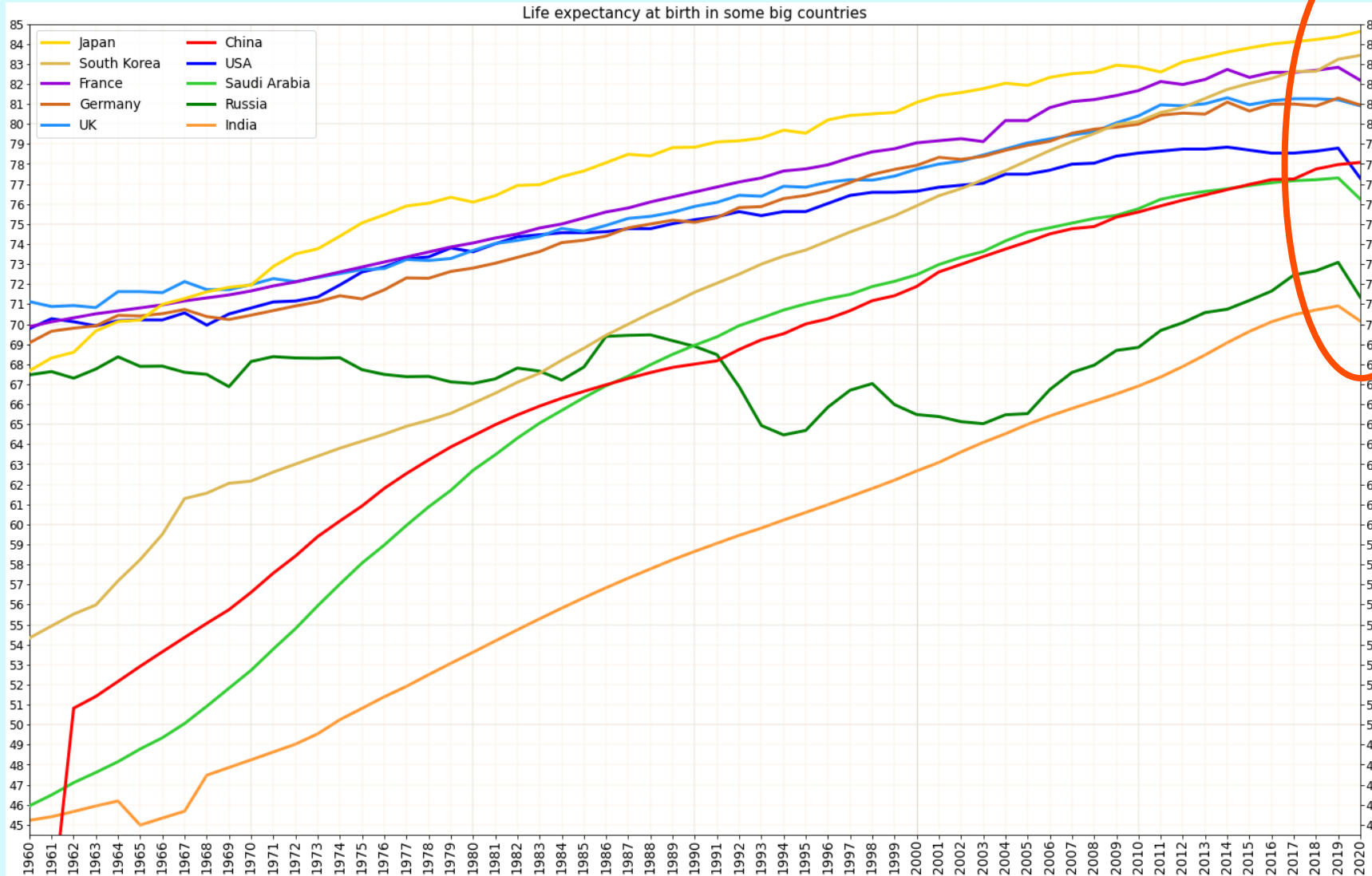
# The Social Compact

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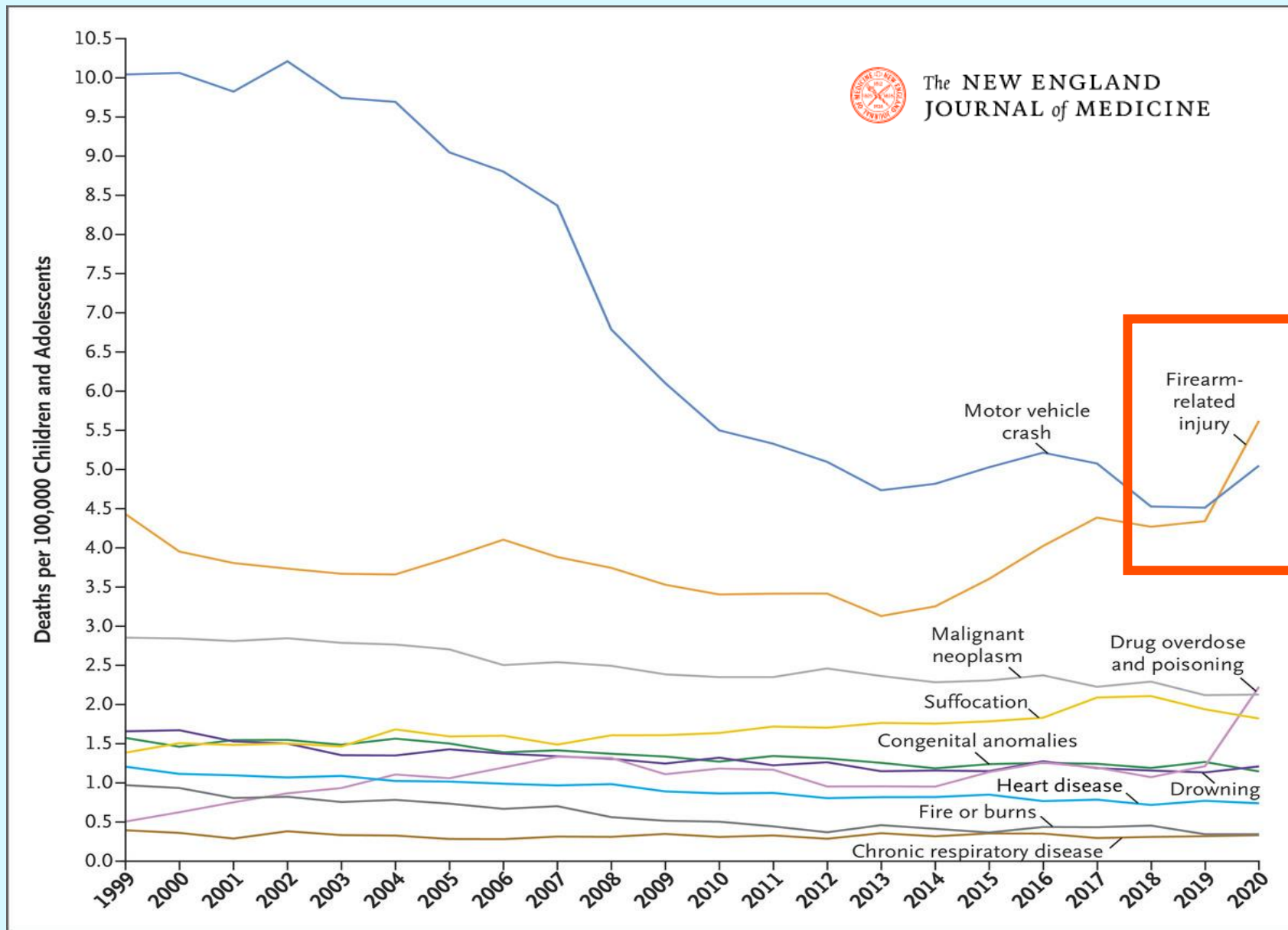
1. Help – Get better outcomes
2. Don't hurt – Keep safe
3. Be kind
4. Don't bankrupt me



# Life Expectancy at Birth



After steady growth for the most part over the past 50 years, **Life Expectancy at Birth** took a nosedive in most countries over the past 2 years



Leading Causes of Death among Children and Adolescents in the United States, 1999 through 2020.



# Moral Injury And Burnout In Healthcare Are Becoming Everyone's Problem



**Steve Lefar** Forbes Councils Member

Forbes Business Council **COUNCIL POST** | Membership (Fee-Based)

Apr 4, 2023, 07:15am EDT

## FIRST OPINION

## Physicians aren't 'burning out.' They're suffering from moral injury

By Simon G. Talbot and Wendy Dean July 26, 2018










# "Many Ways to Many"

Stanford Social Innovation Review  
McCannon J, Massoud R, Alyesh A

 SHARE

## Spreading Changes

Achieving breakthrough performance in any area of an organization is a significant accomplishment. But a more important and often more perplexing challenge remains: how to spread the success to other facilities or departments. A key factor in closing the gap between the best known practice and common practice is the ability of health care providers and their organizations to rapidly spread innovations and new ideas to others.

IHI's Framework for Spread and other resources on IHI's website can help organizations establish structures and practices that promote and support successful spread of changes throughout their systems.

## RECOMMENDED RESOURCES

[A Framework for Spread: From Local Improvements to System-Wide Change »](#)

[Planning for Scale: A Guide for Designing Large-Scale Improvement Initiatives »](#)

## TOOLS

[Sustainability Planning Worksheet »](#)

[IHI "Seven Spreadly Sins" »](#)

## UPCOMING PROGRAMS


[IHI Patient Safety Congress 2023 »](#)  
May 22–24, 2023 | National Harbor, MD, USA

[Certified Professional in Patient Safety \(CPPS\) Review Course »](#)  
August 2 – 3, 2023

[Patient Safety Executive Development Program »](#)  
Fall 2023 | Boston, MA

[IHI Leadership for Health Equity Program »](#)  
Online

[Improvement Advisor Professional Development Programme »](#)  
Begins September 7, 2023 | Online and London, UK

 Institute for Healthcare Improvement  
Improving Health and Health Care Worldwide

SEARCH

ABOUT US TOPICS EDUCATION RESOURCES REGIONS ENGAGE WITH IHI

## Tools, Improvement Capability, Improvement Methods and Tools

42 items found

Title	Rating
<a href="#">Better Maternal Outcomes Quality Improvement Workbooks</a>	★★★★★
Developed as part of the Better Maternal Outcomes Rapid Improvement Network, the workbooks contain descriptions, examples, and templates for tools that teams can use to guide their quality improvement (QI) work focused on improving maternal health outcomes and equity.	
<a href="#">Quality Improvement Team Member Matrix Worksheet</a>	★★★★★
Effective quality improvement (QI) teams are multidisciplinary and include different areas of expertise. Use this worksheet to help you form a QI team that represents a range of perspectives and expertise.	
<a href="#">QI Team Member Work Styles Inventory Worksheet</a>	★★★★☆
Quality improvement (QI) team members can use this worksheet to identify their preferred work styles.	
<a href="#">Quality Improvement Project Measures Worksheet</a>	★★★★★
Use this worksheet to identify the process, outcome, and balancing measures for your quality improvement project.	
<a href="#">Quality Improvement Project Change Concepts Worksheet</a>	★★★★★
A change concept is a general notion or approach to change that has been found to be useful in developing specific ideas for improvement. Use this worksheet to choose and explore relevant change concepts for a quality improvement project.	
<a href="#">Sustainability Planning Worksheet</a>	★★★★☆
Teams may use this worksheet to help plan for the long-term sustainability of an improvement effort.	
<a href="#">Aim Statement Worksheet</a>	★★★★★
An effective aim statement is fundamental for every quality improvement project. Use this worksheet to help you write a clear, specific aim statement and complete the checklist to double-check your work.	
<a href="#">QI Project Management</a>	★★★★★
This tool describes strategies to effectively manage quality improvement projects, specific ideas to try within each strategy, and offers a workspace for you to note your next steps to implement the strategy.	
<a href="#">QI Project Charter</a>	★★★★★
The QI project charter provides a rationale and roadmap for the team's improvement work that can be used to clarify thinking about what needs to be done and why. The charter helps keep the focus on a specific opportunity or problem and identifies the members of the improvement team.	
<a href="#">Visual Management Board</a>	★★★★☆
A visual management board is used as a key communication tool that provides at-a-glance information about current process performance, both quantitative and qualitative data, to help clinical unit staff coordinate and guide their daily work and monitor ongoing improvement projects.	
<a href="#">5 Whys: Finding the Root Cause</a>	★★★★☆
When a problem presents itself, ask Why again and again until you reach the root cause.	
<a href="#">Driver Diagram</a>	★★★★★
A driver diagram is a visual display of a team's theory of what "drives," or contributes to, the achievement of a project aim. This clear picture of a team's shared view is a useful tool for communicating to a range of stakeholders where a team is testing and working.	
<a href="#">Quality Improvement Essentials Toolkit</a>	★★★★★
Download these ten essential quality improvement tools to help you with your improvement projects, continuous improvement, and quality management, whether you use the Model for Improvement, Lean, or Six Sigma.	
<a href="#">IHI "Seven Spreadly Sins"</a>	★★★★★
Improvement teams often make some common missteps when it comes to successfully sharing and spreading improvement ideas in their organizations. IHI's "Seven Spreadly Sins" infographic give teams practical tips for overcoming challenges that impede successful spread.	
<a href="#">Improvement Project Roadmap</a>	★★★★☆
Improvement teams often need a roadmap for applying the science of improvement to the project management tasks associated with their improvement efforts. This step-by-step tool provides a list of essential tasks organized by five key components in all improvement efforts that team leaders, sponsors, and others can use to guide their work.	
<a href="#">IHI Improvement Capability Self-Assessment Tool</a>	★★★★★
The IHI Improvement Capability Self-Assessment Tool is designed to assist organizations in assessing their capability in six key areas that support improvement.	
<a href="#">How-to Guide: Improved Care for Patients with Congestive Heart Failure — Rural Hospitals Supplement</a>	★★★★☆

# The Social Compact is a two-part challenge:

Discovery

&

Delivery





# Think Big, Start Small



**“What can you do by next Tuesday?”**



# Thinking Big while Starting Small

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**Starting Small Risks**

**How Thinking Big Helps**





# Thinking Big while Starting Small

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## Starting Small Risks

Preaching to the choir

## How Thinking Big Helps

Expand the group of the willing



# Thinking Big while Starting Small

---

## Starting Small Risks

Preaching to the choir

Projectitis – wasted will

## How Thinking Big Helps

Expand the group of the willing

Affiliation and connection



# Thinking Big while Starting Small

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## Starting Small Risks

Preaching to the choir

Projectitis – wasted will

Myopia

## How Thinking Big Helps

Expand the group of the willing

Affiliation and connection

Focus on What Matters





# DSPS Operation Life

Dansk Selskab for  
**PatientSikkerhed** **PS!**



# Thinking Big while Starting Small

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Starting Small Risks	How Thinking Big Helps
Preaching to the choir	Expand the group of the willing
Projectitis – wasted will	Affiliation and connection
Myopia	Focus on What Matters
Safe ideas; limited creativity	Risk something innovative



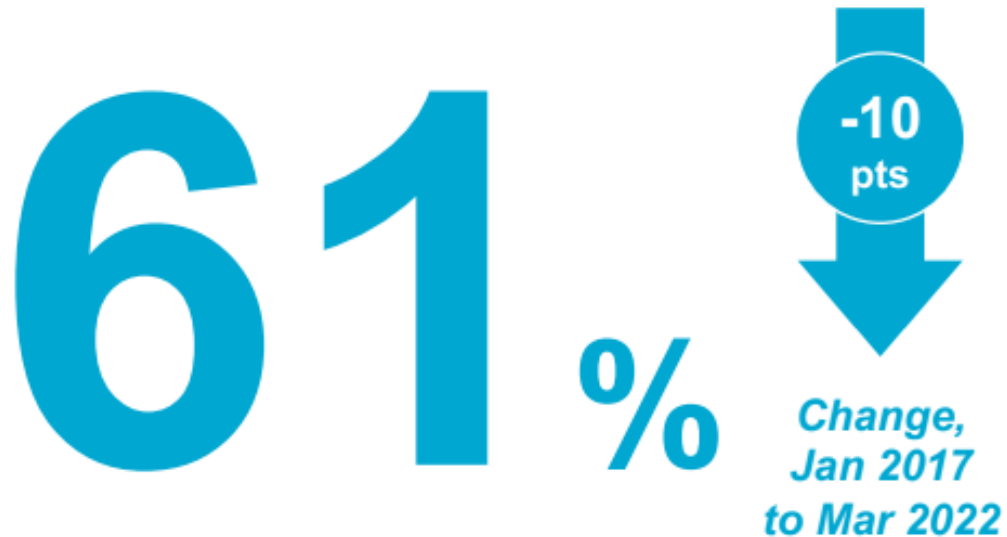
# Build Unity, Build Trust





# Trust Declining in Health Care

I am **confident in my ability** to find answers about healthcare questions and **make informed decisions for myself and my family**



I worry **medical science** is becoming politicized or **being used to support a specific political agenda**

55%

# The Trust Triangle



Frances Frei, Harvard Business School

## Authenticity

I experience the real you.

## Empathy

I believe you care about me and my success.

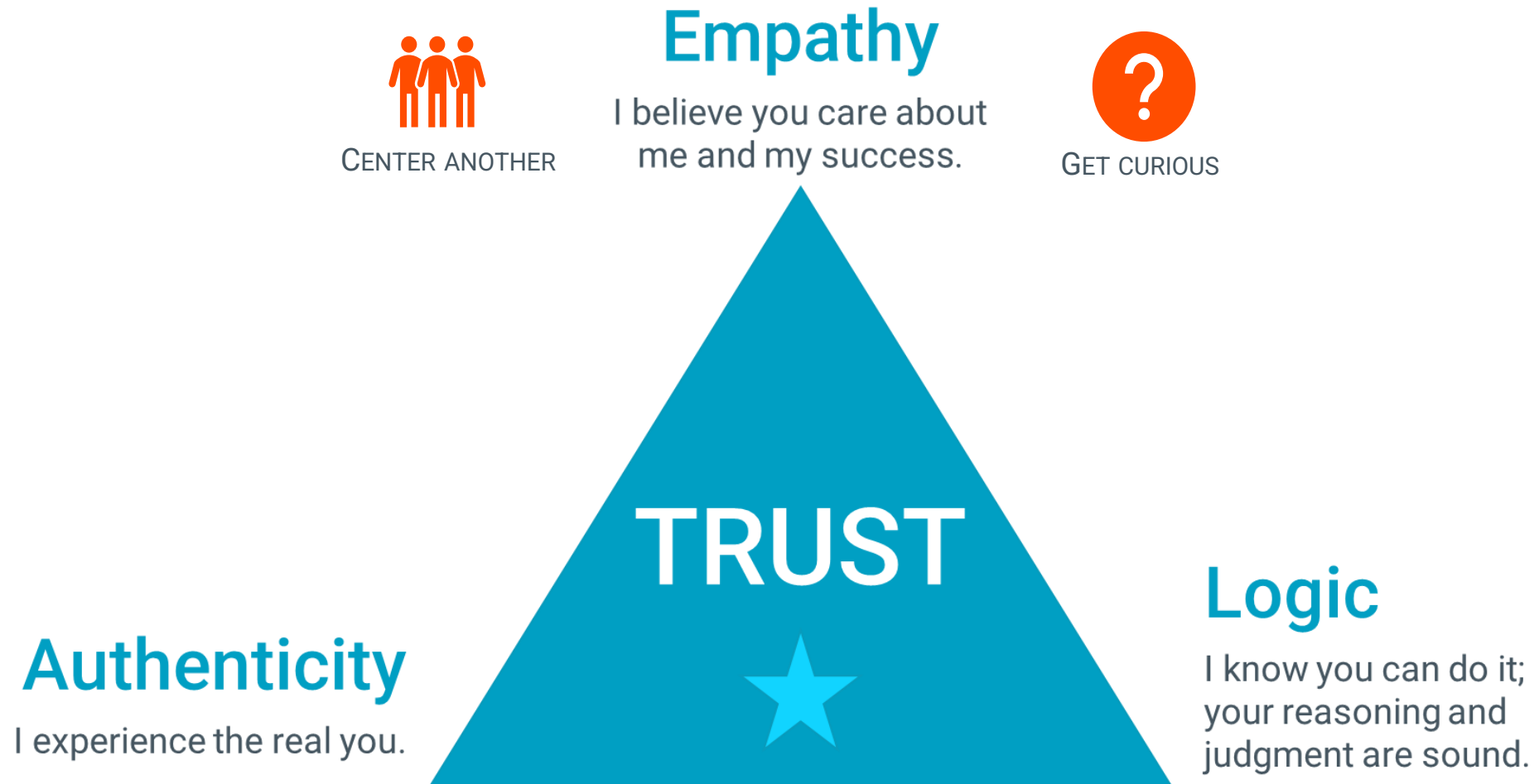


## Logic

I know you can do it; your reasoning and judgment are sound.

# The Trust Triangle

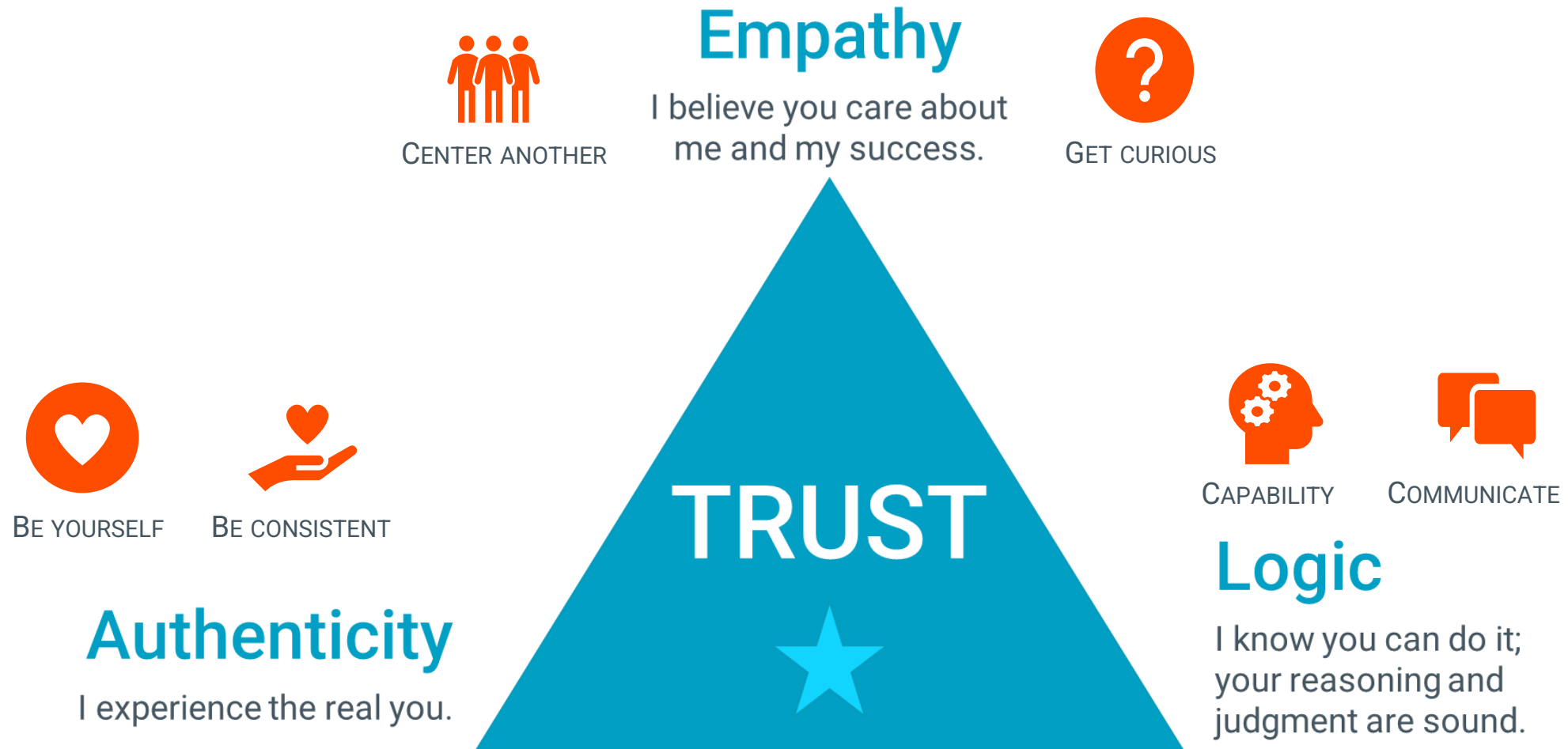
Frances Frei, Harvard Business School



From: "Begin with Trust," by Frances Frei and Anne Morriss, May–June 2020

# The Trust Triangle

Frances Frei, Harvard Business School



From: "Begin with Trust," by Frances Frei and Anne Morriss, May–June 2020





**Speak up  
for patient safety!**

No one should be harmed  
in health care



**PS!**

Dansk Selskab for  
**PatientSikkerhed**

Danish Society for Patient Safety









# Age-Friendly Health Systems



More than 2,280,000  
older adults have been  
reached with 4Ms care.

3,100

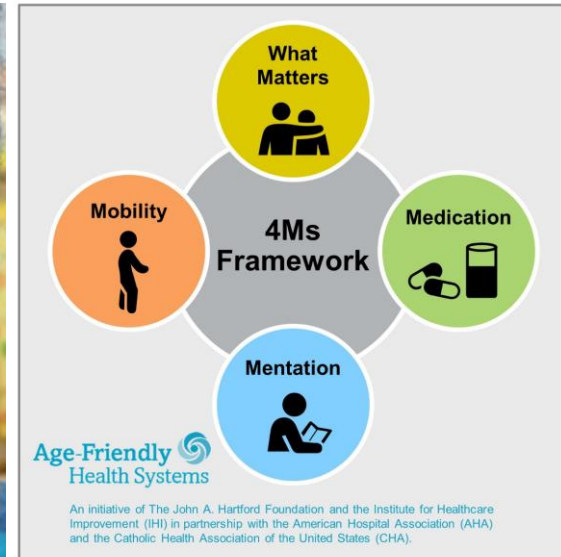
Organizations recognized as  
Age-Friendly Health Systems

Age-Friendly  
Health Systems

Committed to  
Care Excellence

Age-Friendly  
Health Systems

Participant



Time  
savings\*



36,000  
hours annually

30-40 min  
single nursing shift

*\*estimated time saving if the system runs in full power in Mar 2023*





# Rise to Health Coalition

Early Adopter Launch of  
Rise to Health Coalition  
at the IHI Forum with  
General Audience  
Launch in May 2023

America's Health  
Insurance Plans  
(AHIP) and Council  
of Medical  
Specialty Societies  
(CMSS) join as  
convening partners



- Launched  
[www.risetotheequity.org](http://www.risetotheequity.org)
- Over 5000 Site Visits since IHI Forum
  - Over 600 Sign Ups
  - ~100 Committing to Take Action Now



Scan to learn more



# REDUCING HEALTHCARE INEQUALITIES

The **Core20PLUS5** approach is designed to support Integrated Care Systems to drive targeted action in health inequalities improvement

## CORE20

The most deprived **20%** of the national population as identified by the Index of Multiple Deprivation



## Target population

## PLUS

ICS-chosen population groups experiencing poorer-than-average health access, experience and/or outcomes, who may not be captured within the Core20 alone and would benefit from a tailored healthcare approach e.g. inclusion health groups



# CORE20 PLUS 5

## Key clinical areas of health inequalities

**1 MATERNITY**  
ensuring continuity of care for **75%** of women from BAME communities and from the most deprived groups



**2 SEVERE MENTAL ILLNESS (SMI)**  
ensuring annual health checks for **60%** of those living with SMI (bringing SMI in line with the success seen in Learning Disabilities)



**3 CHRONIC RESPIRATORY DISEASE**  
a clear focus on Chronic Obstructive Pulmonary Disease (COPD), driving up uptake of Covid, Flu and Pneumonia vaccines to reduce infective exacerbations and emergency hospital admissions due to those exacerbations



**4 EARLY CANCER DIAGNOSIS**  
**75%** of cases diagnosed at stage 1 or 2 by 2028



**5 HYPERTENSION CASE-FINDING**  
to allow for interventions to optimise blood pressure and minimise the risk of myocardial infarction and stroke

**Think Big, Start Small**  
**Build Unity, Build Trust**



**Think Big, Start Small**  
**Build Unity, Build Trust**  
**Hope Differently**

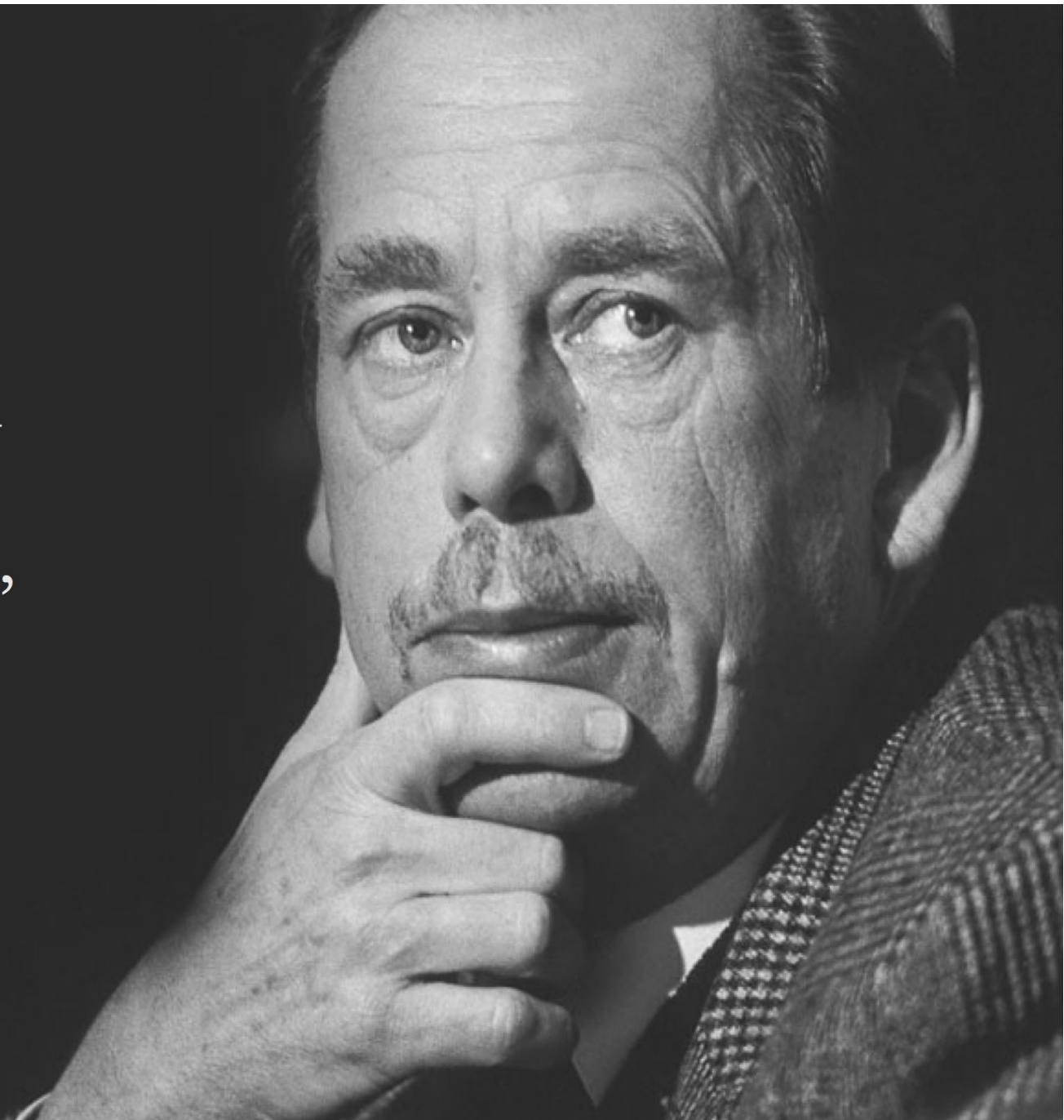






“Hope is not the same as optimism. It is not the conviction that something will turn out well, but the certainty that something makes sense, regardless of how it turns out.”

*Václav Havel*



We will not rest until everyone  
has the best care and the  
best health possible.

Thank you!

Kedar Mate, MD

President and CEO

[kmate@ihi.org](mailto:kmate@ihi.org)

 [@KedarMate](https://twitter.com/KedarMate)





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