Building Skills in Organizational and Systems Change: A DNP Curricular Thread

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Calls for APN leadership for redesign and transformation of health care system

- IOM call (2001)- transform healthcare system
 - 6 national quality aims
- IOM 2010 landmark report
 - Practice to **full extent** of education
 - Achieve higher levels of education
 - FULL partners with others in redesigning healthcare in US
- AACN Essential
 - Competency of organizational and system leadership for quality improvement and system thinking

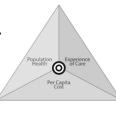
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The Triple Aim

Developed by the <u>Institute for</u> <u>Healthcare Improvement (IHI)</u>, Triple Aim includes:

- Improving the health of the defined population
- Enhancing the patient care experience (including quality, access and reliability)
- Reducing or controlling the per capita cost of care



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Population Health	Measures • A decreasing trend in modifiable risk factors for chronic conditions -Smoking, obesity, physical inactivity, unhealthy eating and alcohol consumption • Increased uptake of strategies to prevent disease/filness -Screening, vaccinations, infection prevention • Decrease in heart attacks
Experience of Care	Fewer people hospitalized with conditions that could be cared for elsewhere Fewer unplanned return visits to the emergency department for a mental health or substance abuse condition An increase in the use of telemedicine for clinical patient consultations More adults who are able to see their doctor on the same or next day All residents access key health services More diabetic residents receive care that follows best practice
Per Capita Cost	A decrease in emergency department visits by people with diabetes chronic obstructive pulmonary disease and heart disease A decrease in hospitalizations of people with diabetes, chronic obstructive pulmonary disease, stroke and heart disease

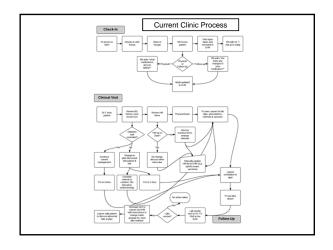
Building skills in systems change

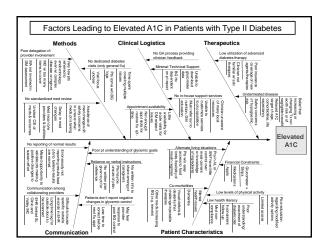
Goal: safe, effective, patient centered care, leading to improved health outcomes

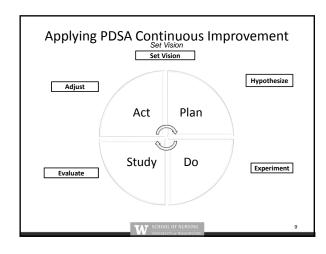
- Use quality improvement strategies
- Identify and assess system issue/problem
- Facilitate change in practice delivery
- Evaluate and sustain change at the system level

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Quality Improvement Strategies Process Map Fishbone Diagram PDSA Cycle Plan Act Plan Plan SCHOOL OF NURSING 6







What is LEAN

- A philosophy, mindset and set of tools focused on delivering value to customers through the elimination of waste in the process of care delivery.
- Improving quality and efficiency while controlling costs in the provision of optimum patient care.

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Curricular Thread through FNP Clinical Courses

Awareness of systems issues in the context of individual patient care

Introduction to quality improvement strategies and skills

Systems approach to care and panel management

Systems approach to care and panel management change

Clinical Rotations Clinical Performance Evaluation (CPE) Tool Progression in leadership competencies each quarter Beginning understanding of bMP role and identifying isoses in Medicing resource, coordinating care leadership opportunities in clinical practice Medicine Progression in leadership competencies each quarter Identifying souses in Recognizing clinical system level change needed to insure liquid yet the cyplems level change needed to insure liquid yet and planning practice change Medicine Progression in leadership competencies each quarter Medicine Progression in leadership competencies each quarter Identifying a clinical system level change needed to insure liquid yet and planning practice change Medicine Progression in leadership competencies each quarter Medicine Progression in leadership active progression in leadership competencies each quarter Medicine Progression in leadership active progressi

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Clinical Seminars—Year 1

- Primary focus on building clinical skills related to individual patient care
- Identify issues in mobilizing resources, coordinating care, and advocating for equity in clinical practice at the systems level.



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Clinical Seminars—Year 2

- Identification of population issues in clinical case presentations
- Introduction to quality improvement strategies and skills
- Leadership case—exploration of systems approach to chronic disease in the primary care setting



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Clinical Seminar—Year 3

- Provide care that is patient or population-centered, continuous, collaborative and coordinated over time.
- Evaluate dimensions of practice in terms of improving outcomes of care and enhancing effectiveness of care systems delivery.
- Panel management-- identify useful quality measures/indicators
- Function as an effective member of the health care team



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Final Practicum

Work with agency stakeholders to:

- Identify current practice/system/care delivery process needing improvement
- Systematically assess current practice/ system issue/care delivery process (process mapping)
- Evaluate the current process with the practice team (fishbone diagram)
- Plan new process based on evidence and needs assessment
- Begin implementation with consideration of first PDSA cycle

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Evaluation

- Competency based (CPE tool)
- Peer/faculty/agency feedback
- Self reflection

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Future Challenges

- DNP 2.0
- Integrating thread into new clinical courses



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Questions?



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