


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

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Christine Hoyte, DNP, APRN, FNP
chh@u.washington.edu
Gail Johnson, DNP, APRN, FNP
gaj@u.washington.edu
Department of Psychosocial and Community Health
University of Washington
School of Nursing



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1

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

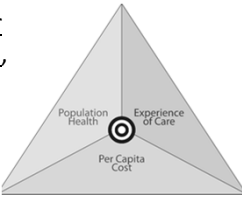
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2

The Triple Aim

Developed by the Institute for Healthcare Improvement (IHI), 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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3

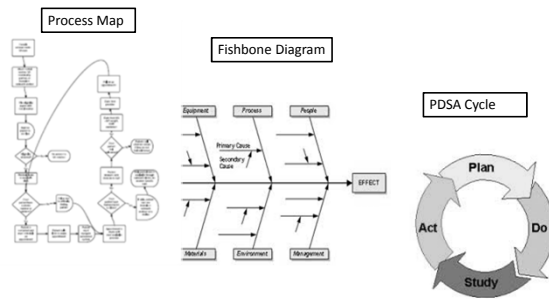
Components	Measures
Population Health	<ul style="list-style-type: none"> A decreasing trend in modifiable risk factors for chronic conditions <ul style="list-style-type: none"> -Smoking, obesity, physical inactivity, unhealthy eating and alcohol consumption Increased uptake of strategies to prevent disease/illness <ul style="list-style-type: none"> -Screening, vaccinations, infection prevention Decrease in heart attacks
Experience of Care	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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

Quality Improvement Strategies

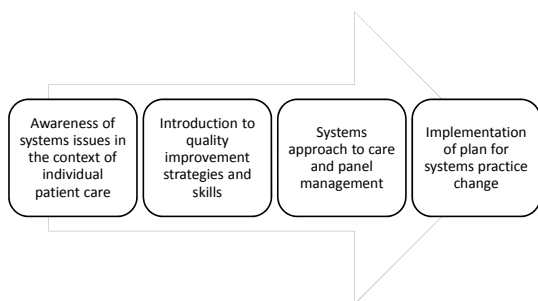


What is LEAN

- 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.

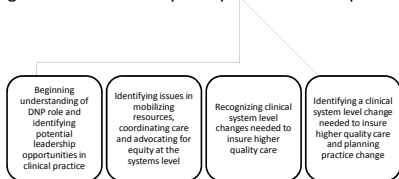


Curricular Thread through FNP Clinical Courses



Clinical Rotations

- Clinical Performance Evaluation (CPE) Tool
- Progression in leadership competencies each quarter



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



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



Evaluation

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

Future Challenges

- DNP 2.0
- Integrating thread into new clinical courses



Questions?