Challenges in improving care pathways through health outcomes measurement:

Experiences of Value Based Health Care at Uppsala University Hospital

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Uppsala University Hospital

- Beds: 992
- Employees: 8,200
- Surgery: 32,400
- In-hospital care: 52,000
- Daycare: 46,000
- Outpatient visits: 668,000
Value Based Health Care: Prostatic Cancer, one example of 38 processes

“Back to basics”
Focus on what is important for the patients, working with the interprofessional team, to create efficient patient pathways
Value Based Health Care:

- Improved medical results
- Patient safety
- Patient-centred quality measures

Quality of medical care

- Continuity
- Attitudes
- Patient-centred care
- Efficient

Patient flow
Value Based Health Care:

Quality of medical care:
- Improved medical results
- Patient safety
- Patient-centred quality measures

Patientflow:
- Continuity
- Attitudes
- Patient-centred care
- Efficient
Traditional organisation
"Who in Health Care takes responsibility for my husband's cancer?"

Why don't you talk to each other!
Traditional organisation

Process orientation

Hospital Management


Prostatic cancer
Lung cancer
Head and Neck cancer
Diabetes
"If I only had an hour to solve a problem and my life depended on the solution, I would spend the first 55 minutes determining the proper question to ask"
Identifying the proper question to ask:

Interprofessional team with patient participation focusing on improvements of prostatic cancer process
"If I only had an hour to solve a problem and my life depended on the solution, I would spend the first 55 minutes determining the proper question to ask, for once I know the proper question I could solve the problem in less than 5 minutes"
Traditional organisation

Matrix

Hospital Management


Prostatic cancer
Lungcancer
Head and Neck cancer
Diabetes
Traditional organisation

Matrix

- Hospital Management
- Dept.
- Dept.
- Dept.
- Dept.
- Dept.

- Hospital Management
- Dept.
- Dept.
- Dept.
- Dept.
- Dept.

- Prostatic cancer
- Lungcancer
- Head and Neck cancer
- Diabetes
Traditional organisation

Matrix

- Hospital Management
- Prostatic cancer
- Lung cancer
- Head and Neck cancer
- Diabetes

Primary Care
Community
Other hospitals
Traditional organisation

Matrix

Hospital Management

Primary Care Community Other hospitals

Prostatic cancer

Lung cancer

Head and Neck cancer

Diabetes

Thematic Care
Thematic Care: Cancer
Patient process leaders; Head of Departments from University Hospital; Representatives from Local Hospital, Primary Care and Regional Cancer Center
Thematic Care: Cancer

Outcomes on patient group level including PREM and PROMS when available
Thematic Care: Cancer

Discussions on common challenges for 32 different cancer processes

Transparency
Trust
Structure
Identify prioritized outcome measures

Better health
Identify prioritized outcome measures

What overall outcome measures are prioritized to focus on?

Results

✓ Better health
Quality data on patient group level

International Quality Registers
National Quality Registers
Local Quality Registers

National Guidelines
National Care Programs

Open comparisons
Health Care in numbers

SVEUS
ICHOM
Team mission: Identify relevant outcome measures

1. Outcome measures
2. Patient reported measures
3. Process measures

- Pain
- Function
- Complications
- Safety
- Patient reported health
- Compliance to guidelines
- Lead times (cancer)
Team mission: Identify relevant outcome measures

1. Outcome measures
2. Patient reported measures
3. Process measures

- Pain
- Function
- Complications
- Safety
- Patient reported health
- Compliance to guidelines
- Lead times (cancer)
# Lead times for standardised pathways of cancer care – in realtime

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Team mission: Identify relevant outcome measures

1. Outcome measures
2. Patient reported measures
3. Process measures

Pain
Function
Complications

Safety
Patient reported health

Compliance to guidelines
Lead times (cancer incl. SVF)
Diabetes

Production data  Patient reported data  Quality register data
How do we create patient value?

Esophagus cancer

Burns

Prostatic cancer
Patient process

1. Identify prioritized outcome measures
   - What overall control measures are prioritized to focus on?

2. Identify causality
   - What needs to change in our processes to bring about improvement?

3. Prepare and implement changes
   - How do we drive and follow up the change work?

Results

✓ Better health
Everyday life!
Daily steering and improvement:
Value Based Health Care:
Contact information

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