

<https://www.qualityinnovation.org/>

Finding my inspiration

Hans Rosling, Gapfinder and minder,

Helen Bevan, NHS

Maureen Bisognano, IHI

Tom Nolan, API, IHI

Paul Batalden, Dartmouth and Jönköping

Stephen Swensen, MD, MMM, FACR

Professor, Mayo Clinic College of Medicine

Agneta Jansmyr

Mats Bojestig

Boel Andersson Gäre



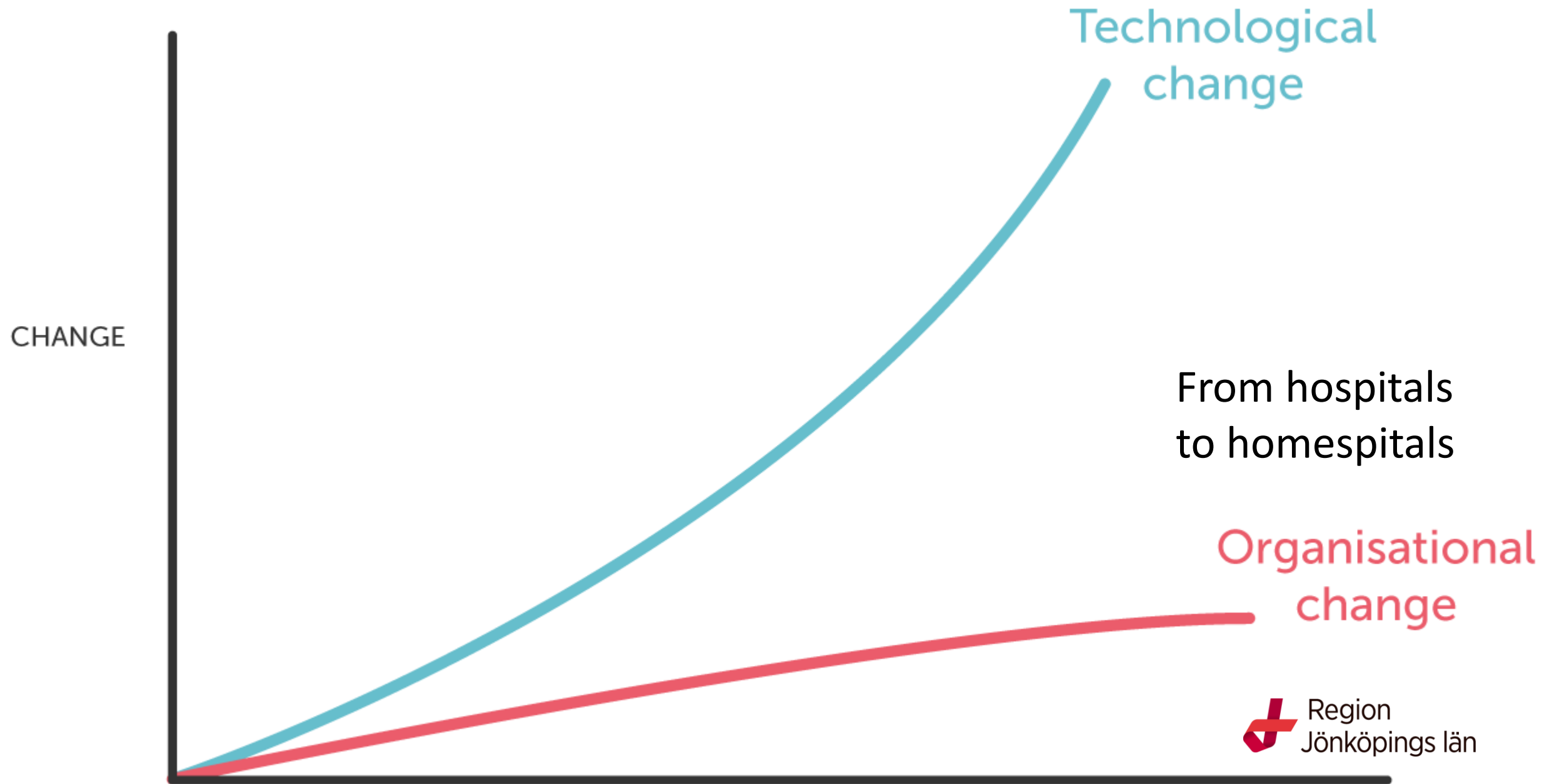
quality improvement and developing integrated
health and care services
Region Jönköping County

To become a system of enablers and evoking excellence among others

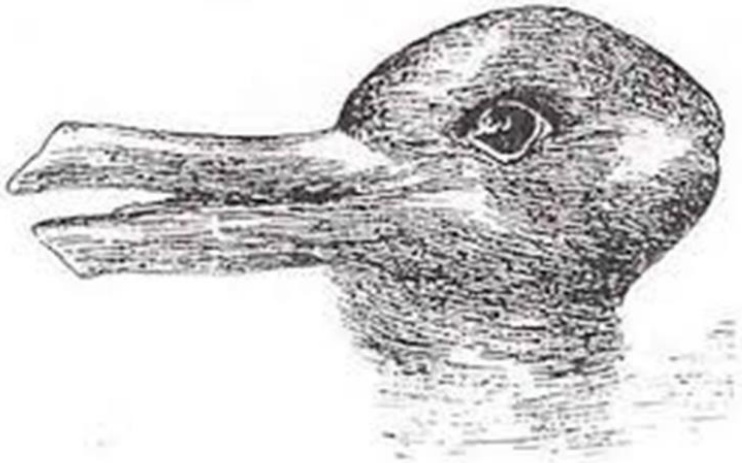
Göran Henriks



Martec's Law



Are we ready for
a new way of **taking** perspective?



**We need to eliminate
short-termism by
investing in the
future**



<https://www.nordicinnovation.org/sites/default/files/2019/Nordic%20Health%202030%20Magazine.pdf>



Region
Jönköpings län



"The fear is that people still do not know what is going on!" ...Greta in Madrid

A gapfinder and minder of today



Can we find tomorrows solutions already in todays challenges

To work with the work



Autonomy and authority

Gadamer's definition – Health is "that you in joy can be occupied with your own life tasks".



- Northern Europe
- 10 000 000 people
- 21 regions
- Capital: Stockholm



For 360,000 citizens

- Jönköping County is the geographical catchment area, with just over 360,000 inhabitants.
- 13 municipalities
- 3 hospitals
- 45 primary care and 30 dental units
- 10 500 employees
- 1,1 billion pounds





Two assignments – many operations

- Public health, healthcare and dental care
- Regional development and growth
- We have approximately 10,500 employees in 100 or so professional fields.

Our success is measured in lives and health



Version 2017-02-16

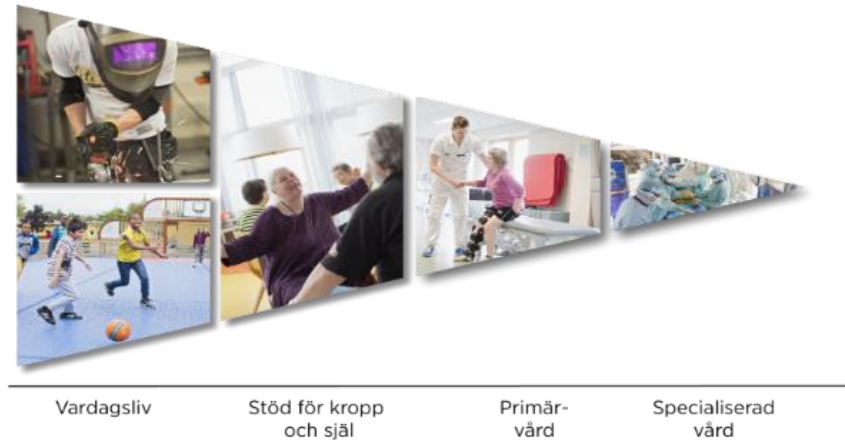
Aim creates the system
Don B 10.05 today

A photograph of two young children walking in a crowd. The child on the left is wearing a blue denim jacket with colorful patches and a purple hat with large, bright green headphones. The child on the right is wearing a black long-sleeved shirt, green shorts, and colorful sneakers, also wearing large, bright green headphones. They are both smiling and appear to be dancing or moving joyfully. The background shows a blurred crowd of people, suggesting a public event or festival. The ground is paved with cobblestones and has some fallen leaves.

Every system is perfectly designed for
the results it gets

*"For a good life
in an attractive region"*

For a good life in an attractive region



Today

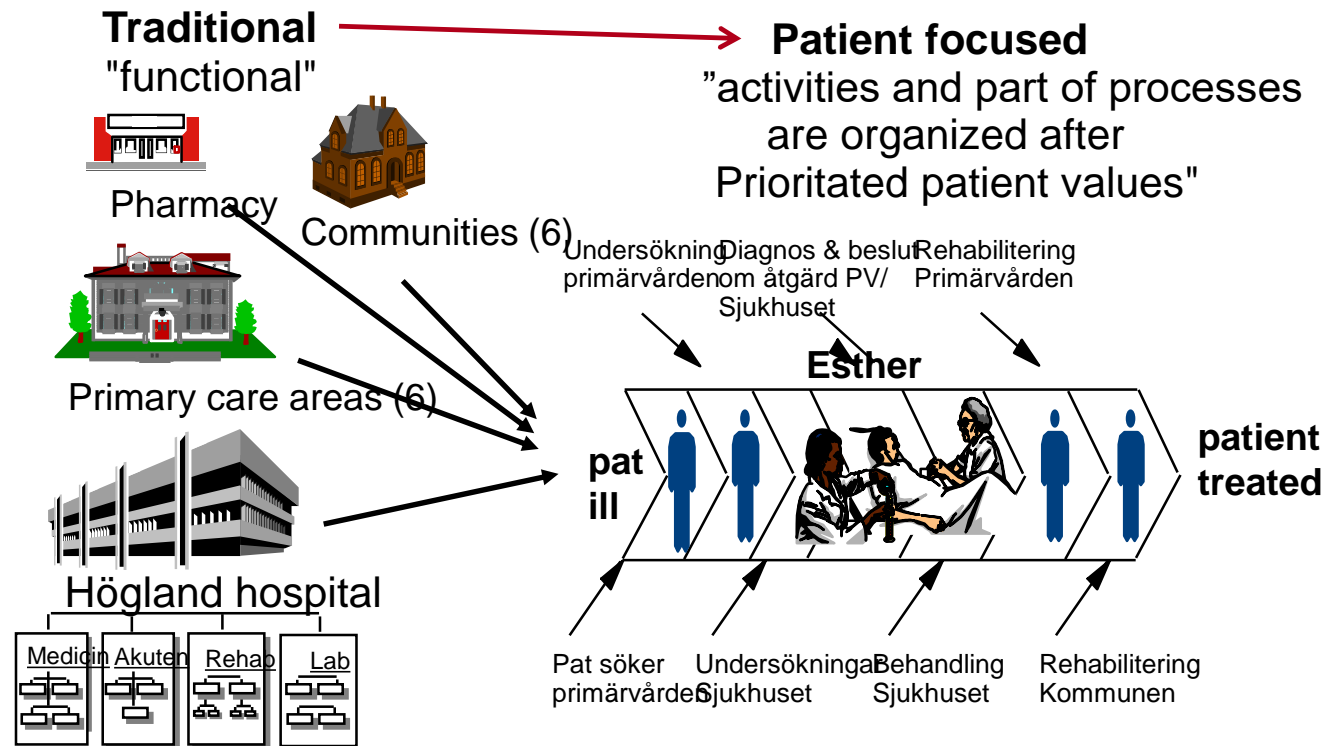
Earlier



Redesigning our welfare system
From reactive to proactive
management
Beyond today's patient records

Esther

From traditional healthcare to Process thinking



$$\text{Value} = \frac{A \times \text{TQ} + \text{SQ}}{\text{waste}}$$



Coollest innovations around the world

From flying cars to floating schools, these innovations are improving the lives of people around the world.

Recommend 1.2k

7 of 7

Högländet, Sweden

◀ BACK

NEXT ▶

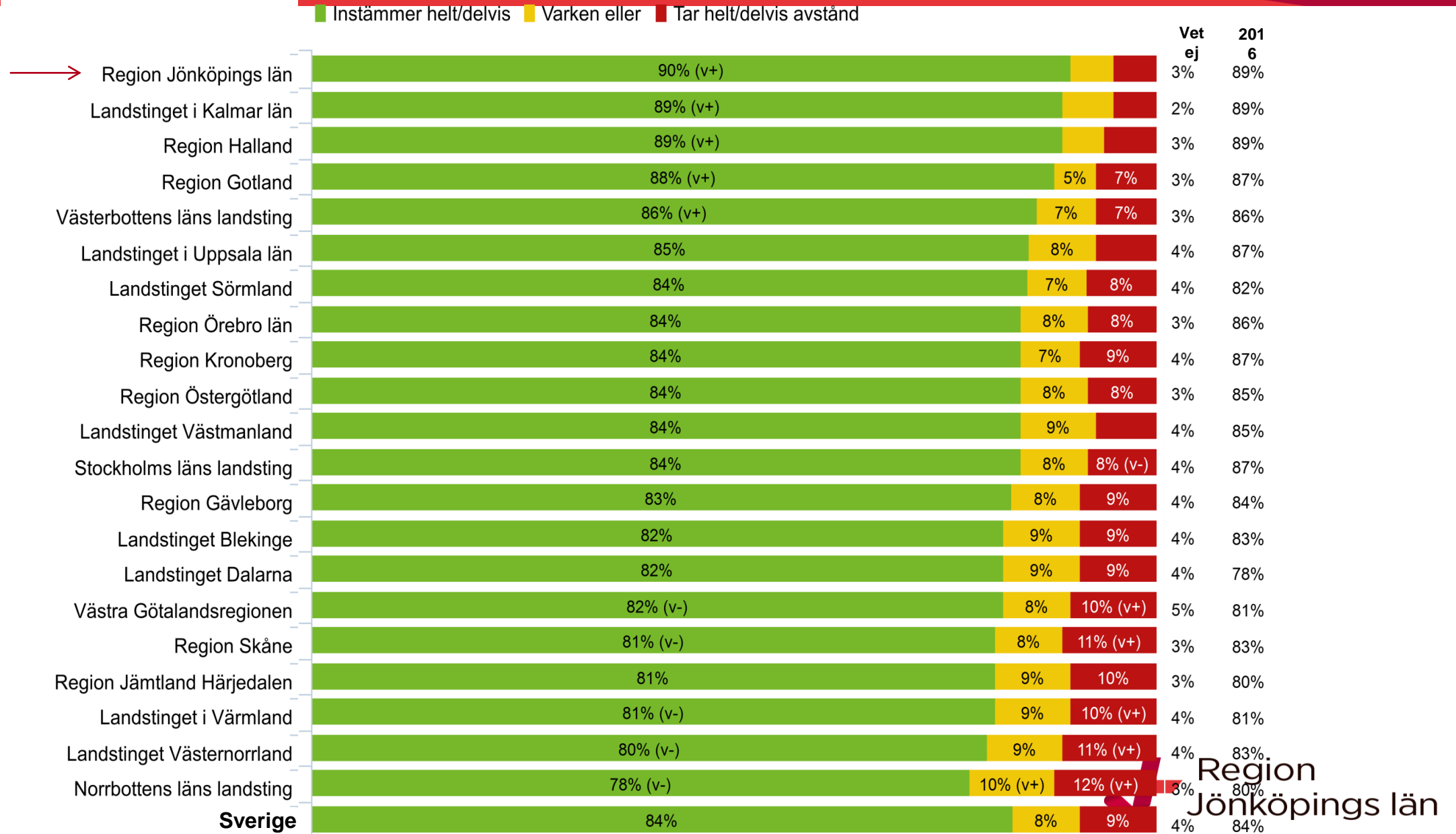


Sweden has one of the world's highest percentages of **seniors**, and in the late 1990s, Högländet's local hospital began overflowing with patients.

Officials from the Jönköping region and healthcare employees collaborated on a better system to care for the elderly, who frequently ended up in the hospital. They dreamed up the fictional character Esther, a reasonably self-sufficient 88-year-old pensioner with some chronic health issues. Then they asked, "What is best for Esther?"



Jag har tillgång till den hälso- och sjukvård jag behöver



Open comparisons - Sweden

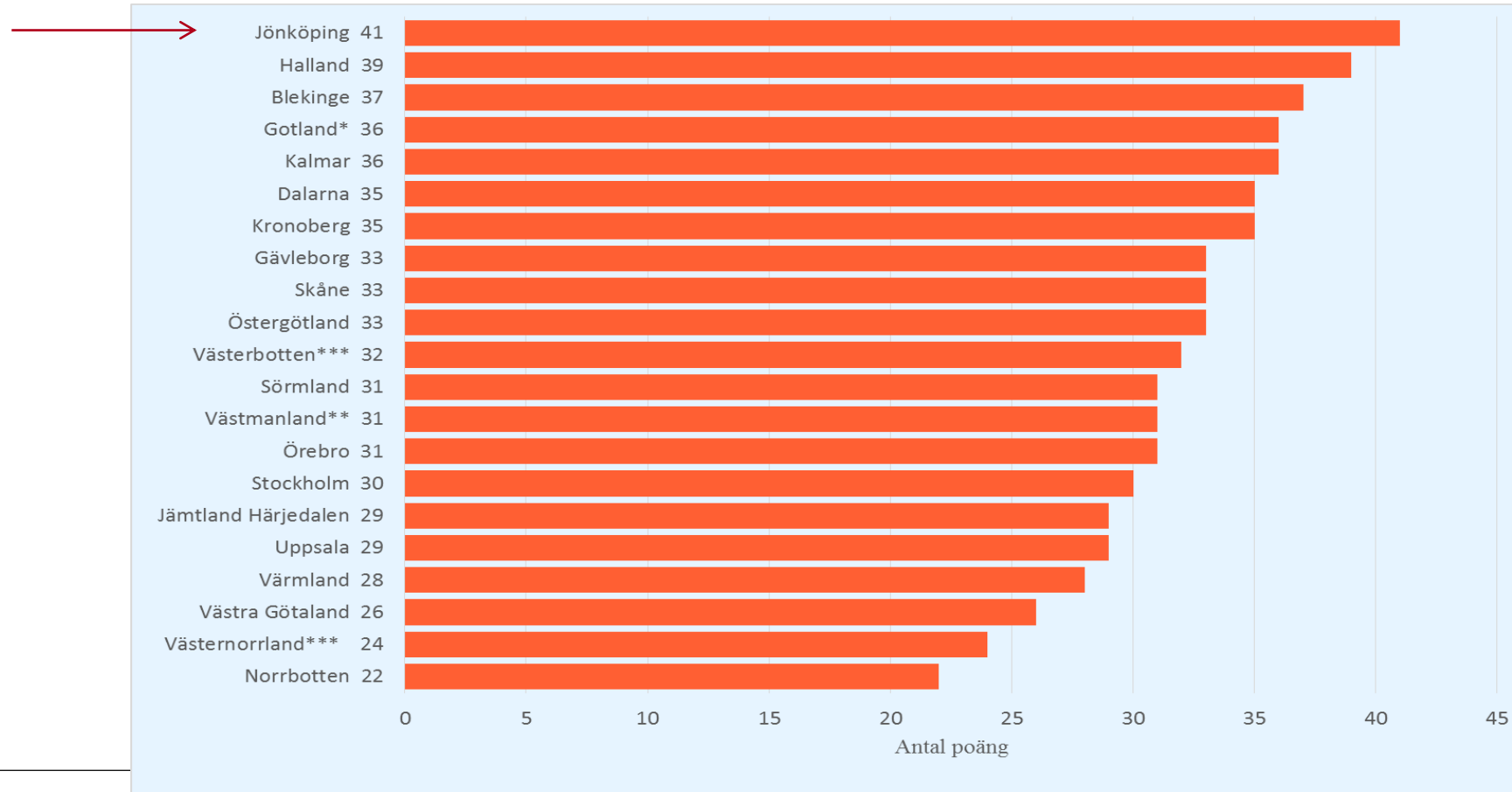
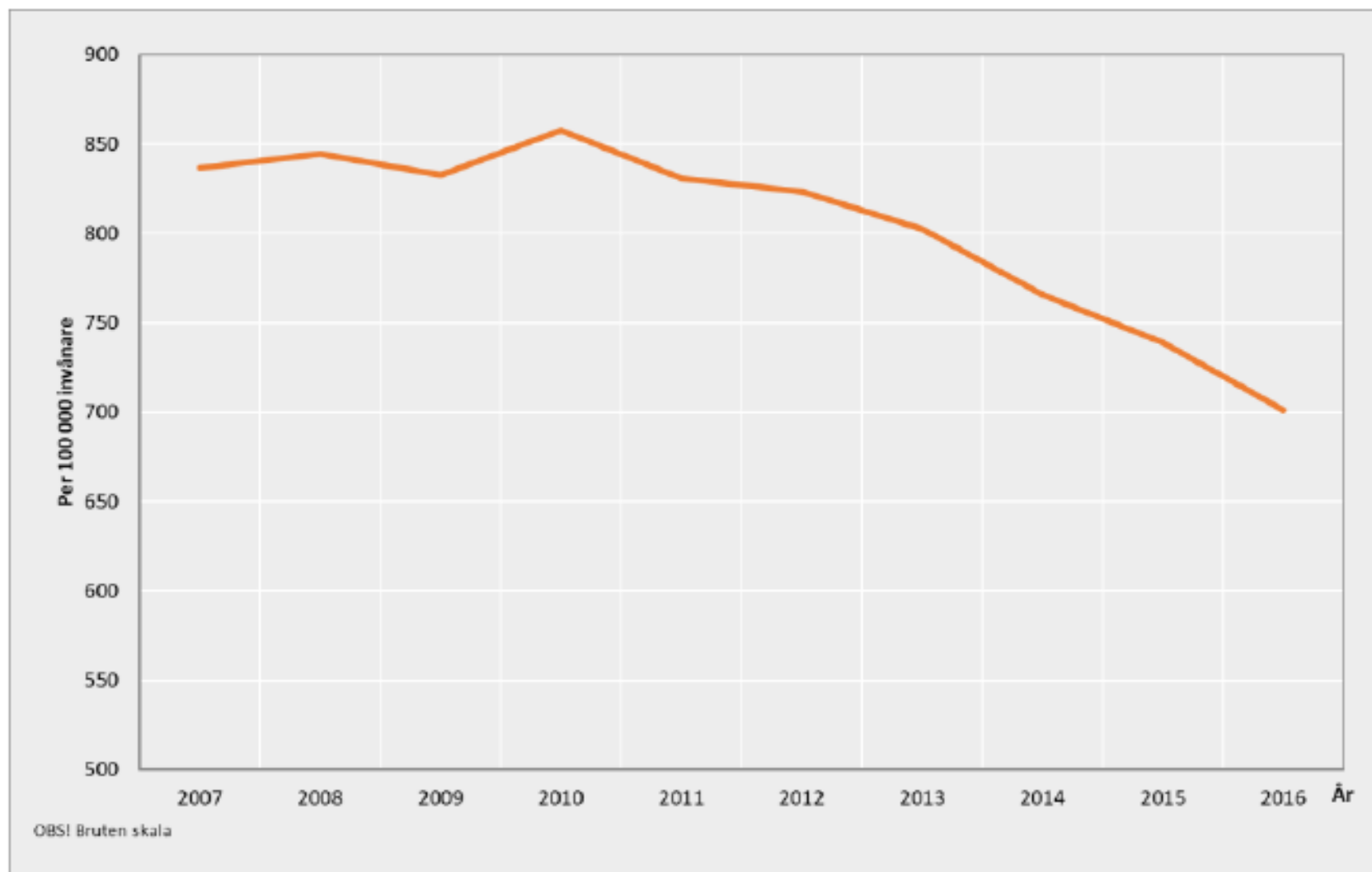
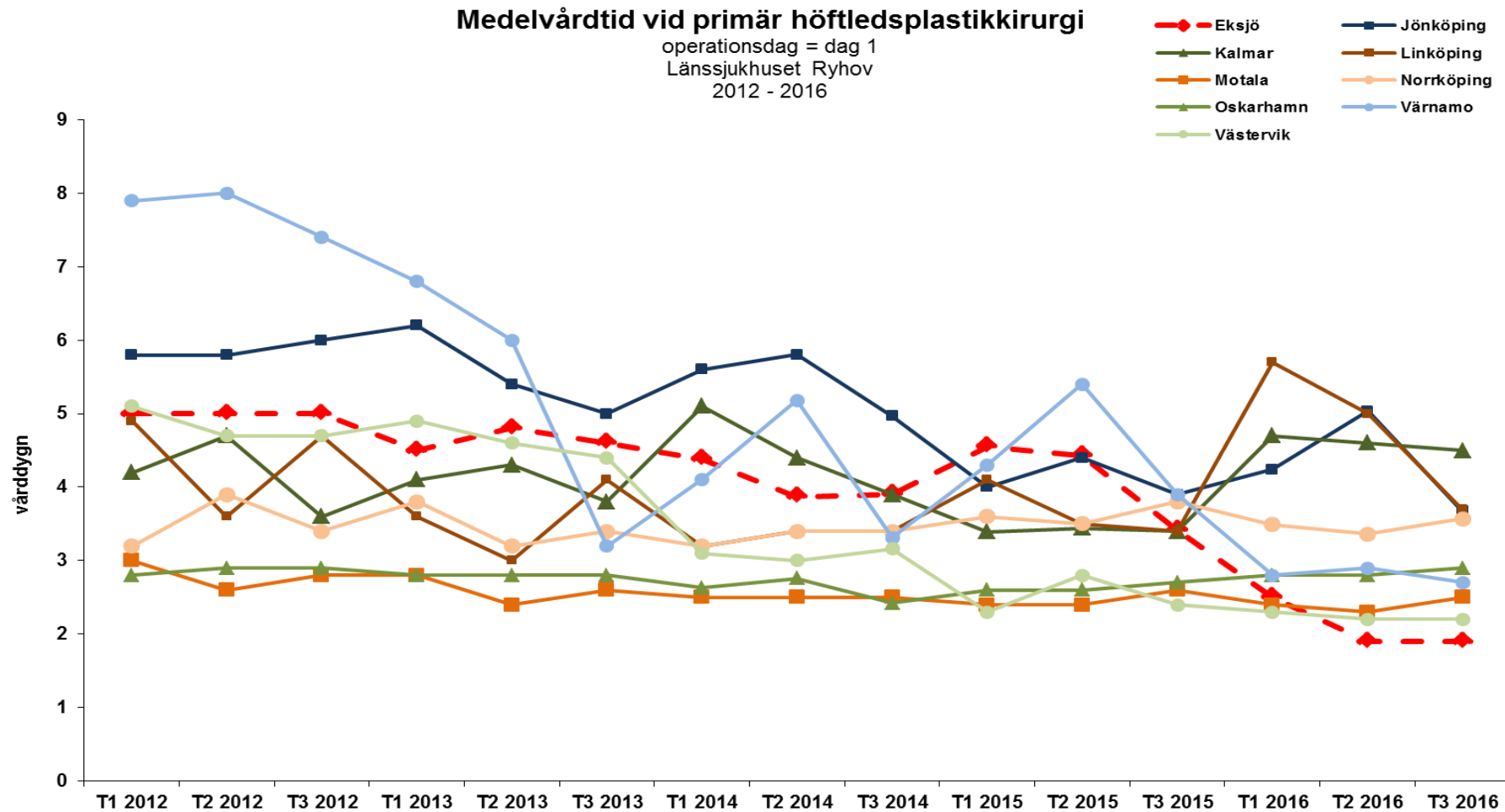


Diagram 1 Antal slutenvårdsperioder för hjärtsvikt, astma, KOL eller diabetes per 100 000 invånare 20 år och äldre, 2007-2016. 3 års rullande mätperiod



Källa: Hämtat från Vården i siffror

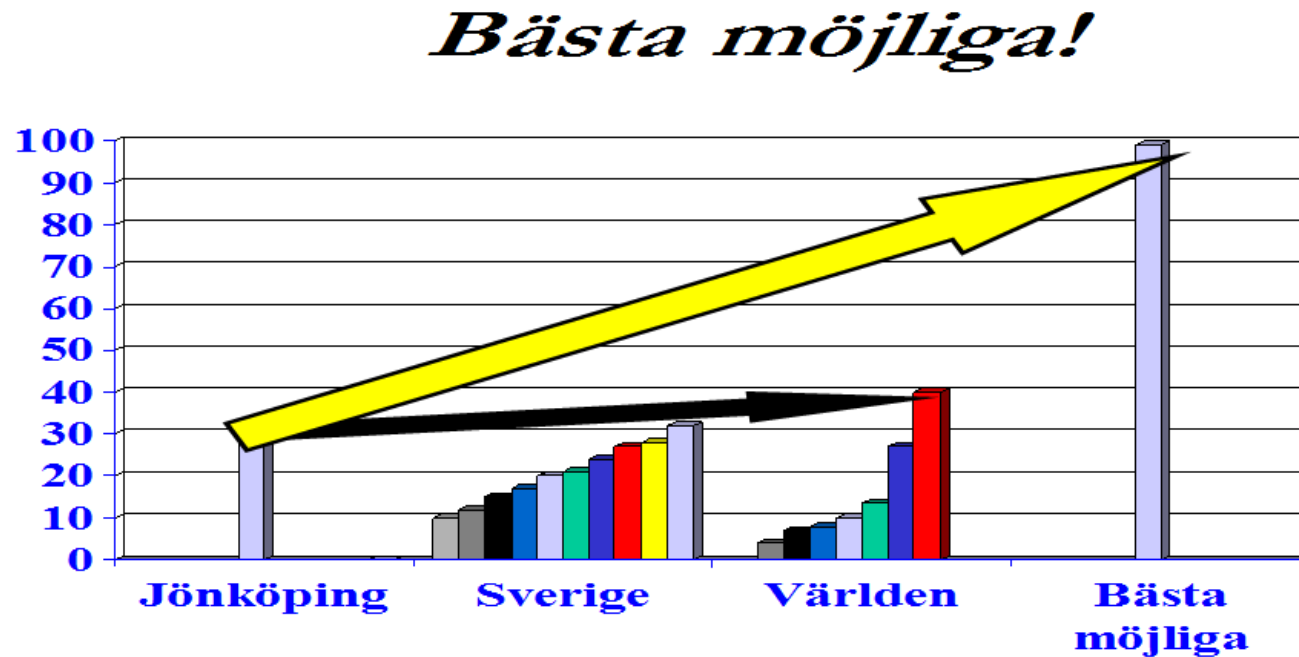
Average time for hip replacement surgery





Best possible – being best in improving the services

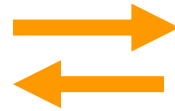
“Find ways to reach full potential, and don't just focus on meeting targets and quotas”. *Deming*



Teamness and co-production



Active patient



Well prepared team

“Figure out what each person actually needs to do his or her best.” *Deming*



Parental groups



Cooking training for parents



Walking bus



Visit supermarkets



Health Dialogue

I am healthy but
lives with a
disease



Easy to come in easy to get out

- Dörr k



Taking "self-management" to the edge



Patrik Blomqvist, patient supporter



Eje Grennberg, rehab instructor

New ways of making the consultations

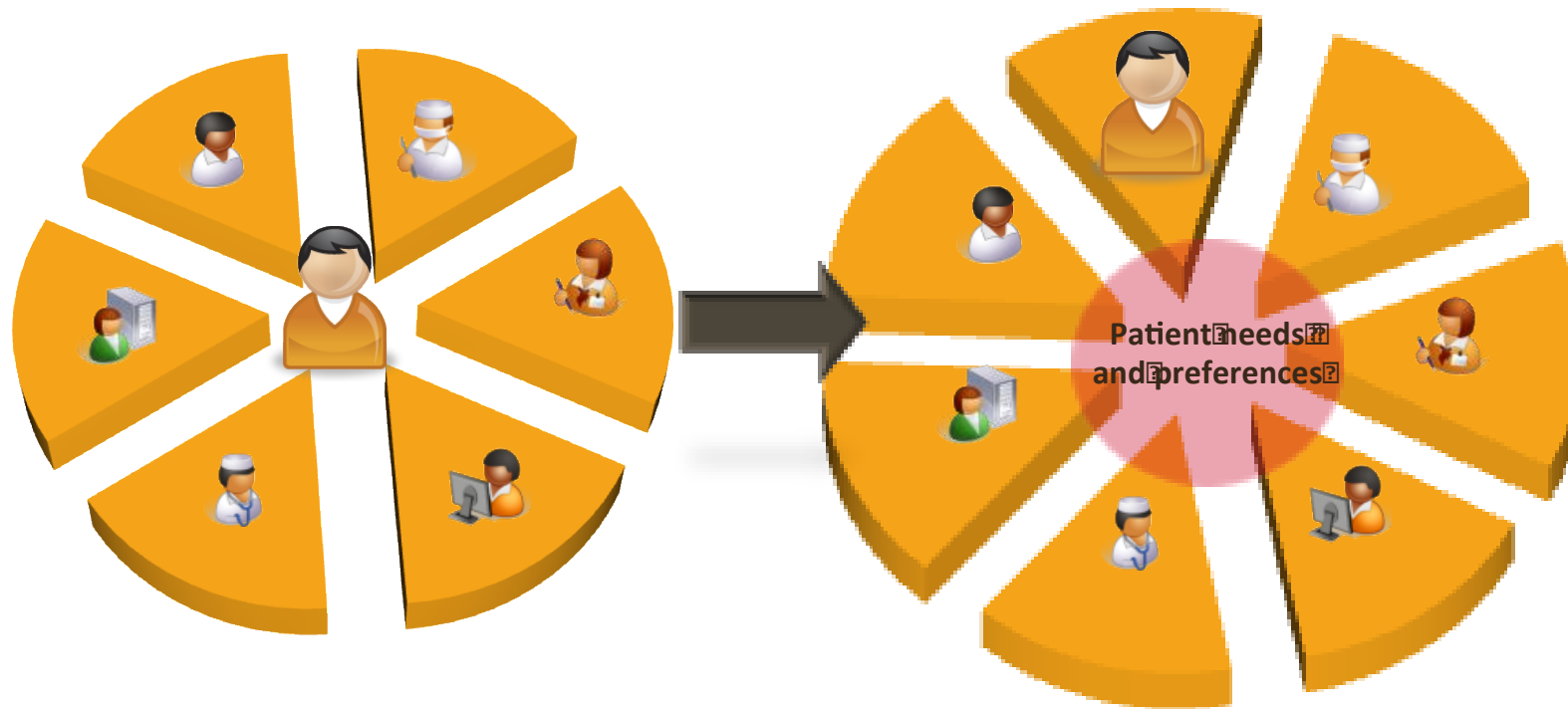


Koloncancerprojekt

Move knowledge not people



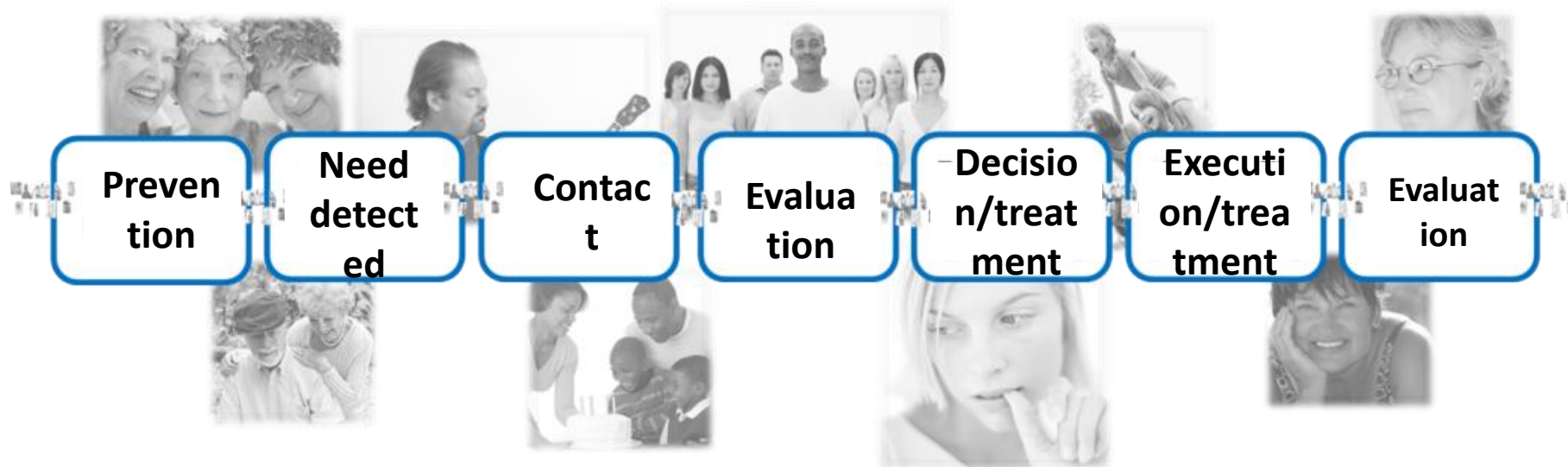
Defining Patient Involvement and person centered care



The patient in the center

The patient as part of the team and their needs and preferences at the center

To stay present to the life of our service takers



Take perspective – we do it together

Person centered process mapping

Enabling resilience

A man with short brown hair, wearing a light blue windbreaker jacket and dark pants, is climbing a steep, rocky hill. He is looking directly at the camera with a determined expression. In the background, a town with a prominent church spire is visible, nestled in a valley. The scene is set in autumn, with dry grass and some bare trees.

***You have to help me treat myself.
I need to have control in my life.***

Christian Farman

self dialyses a co-creation



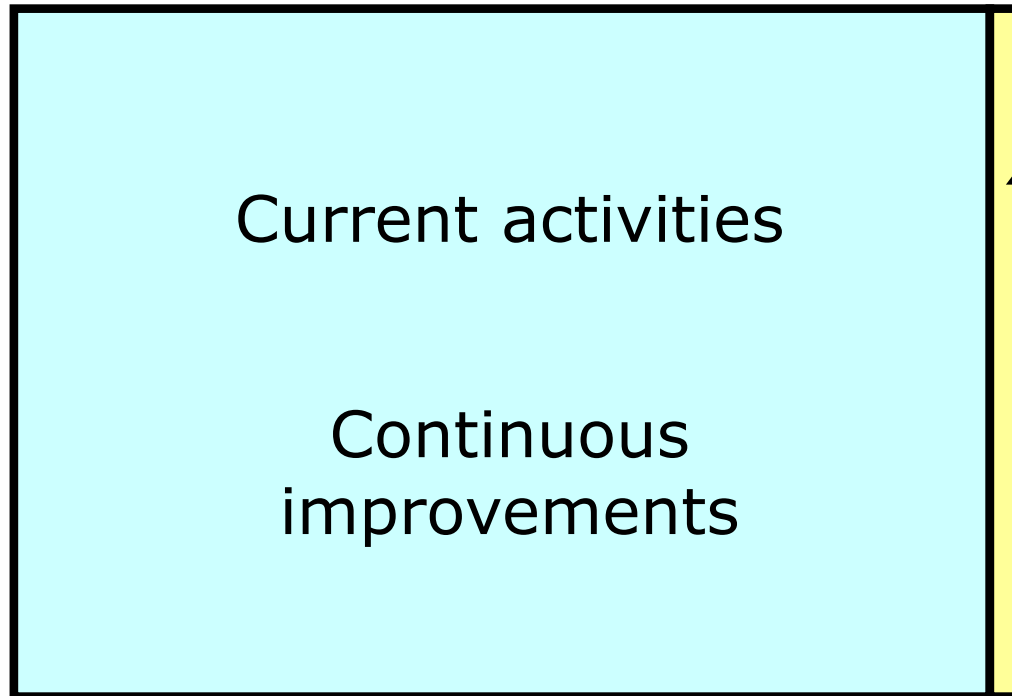
Shifting the balance of power in new ways!



Ejje <https://vimeo.com/55094566>

It is the Outcome of the Whole System
that Counts!

100%

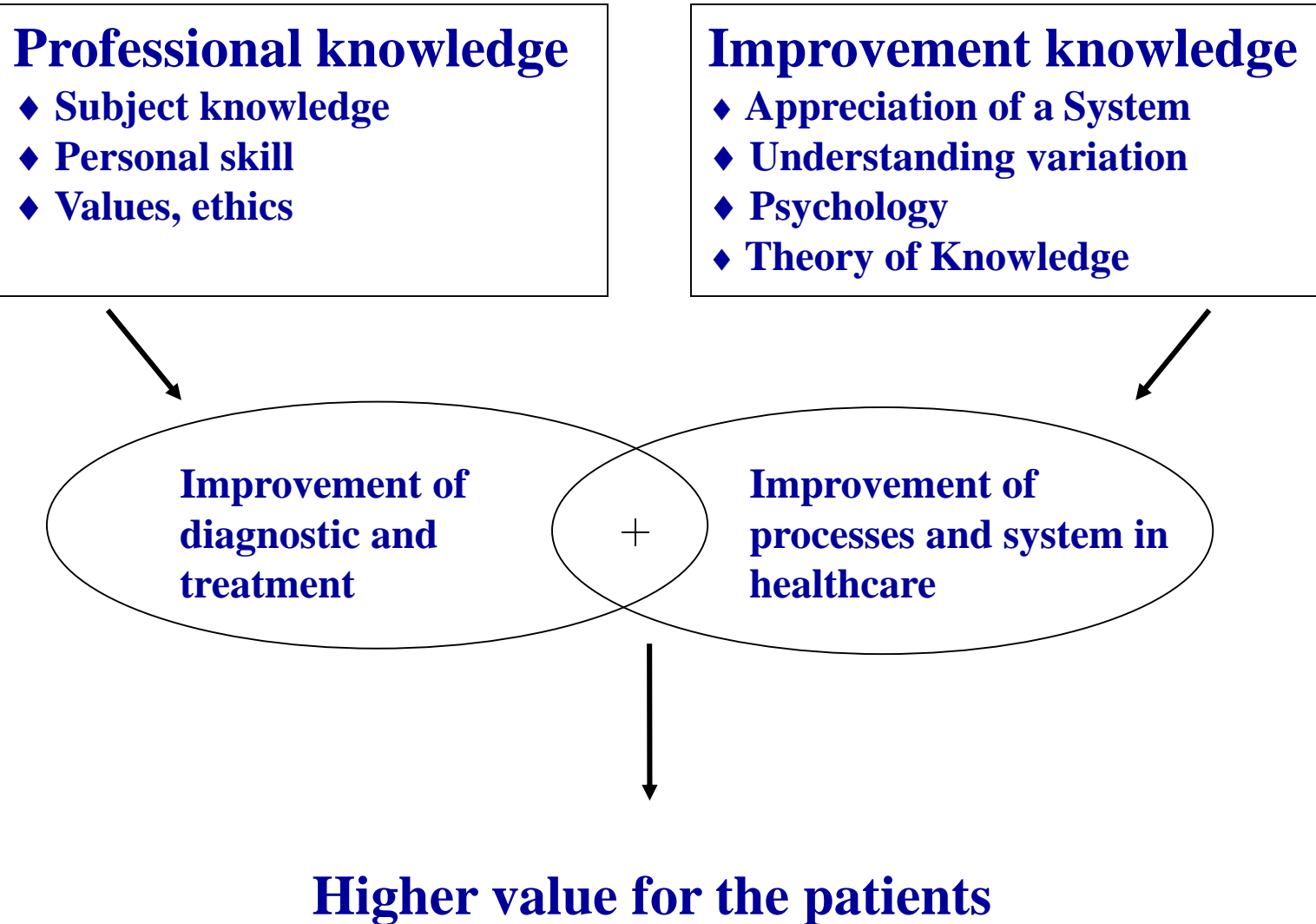


1%

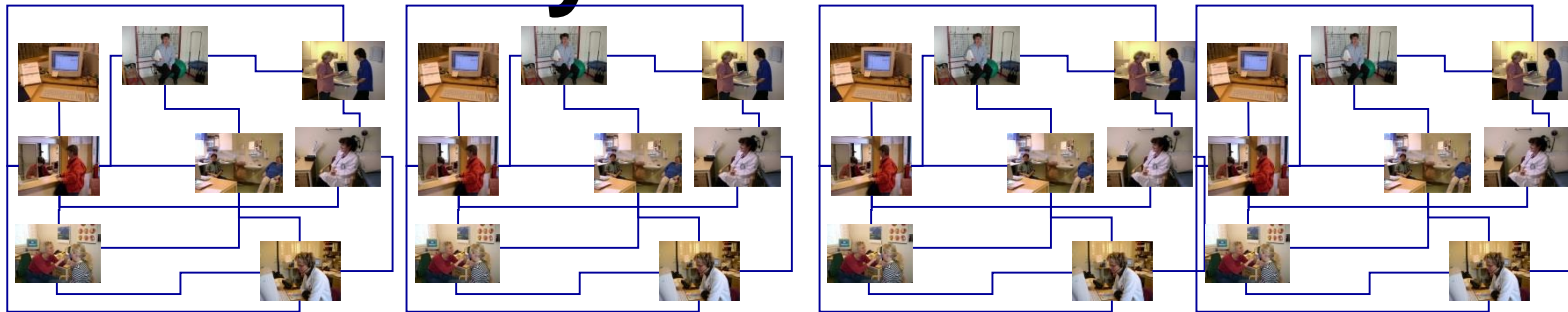
New activities



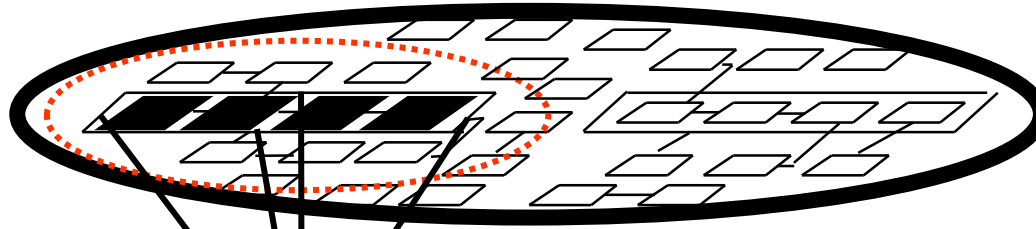
Annual Planning and
Budget Document



System levels



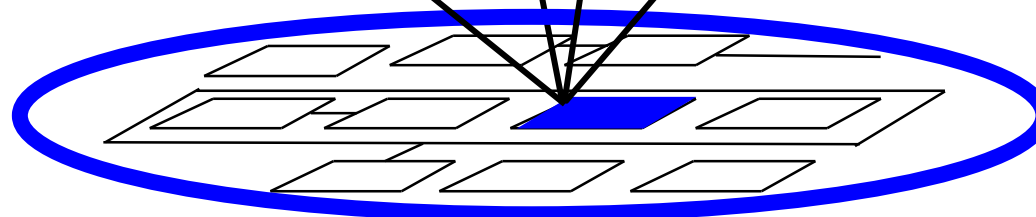
Microsystem



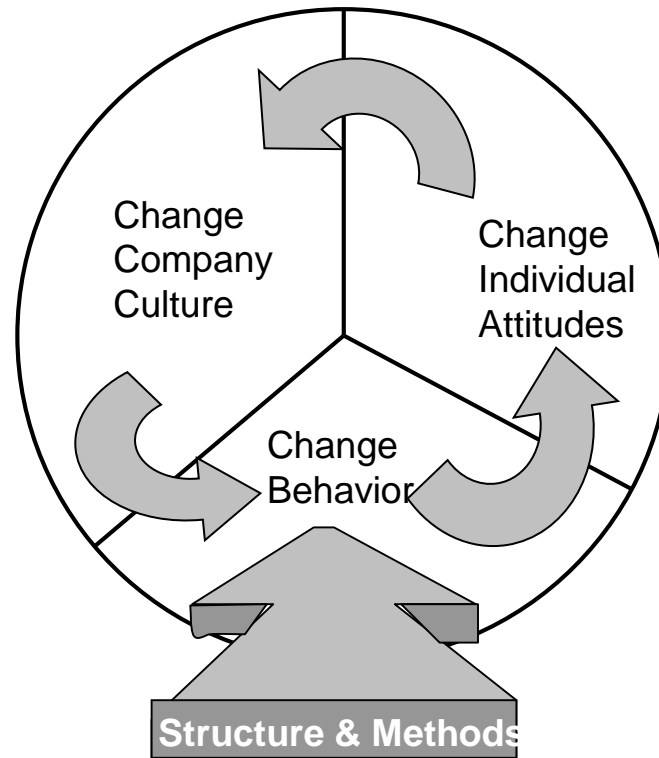
Mesosystem



Macrosystem



To make the transformation happen



Norman, API

Percentage of 9th grade students who are eligible for vocational programs in local municipality

Nässjö

Increasing 2 %

Changing, #



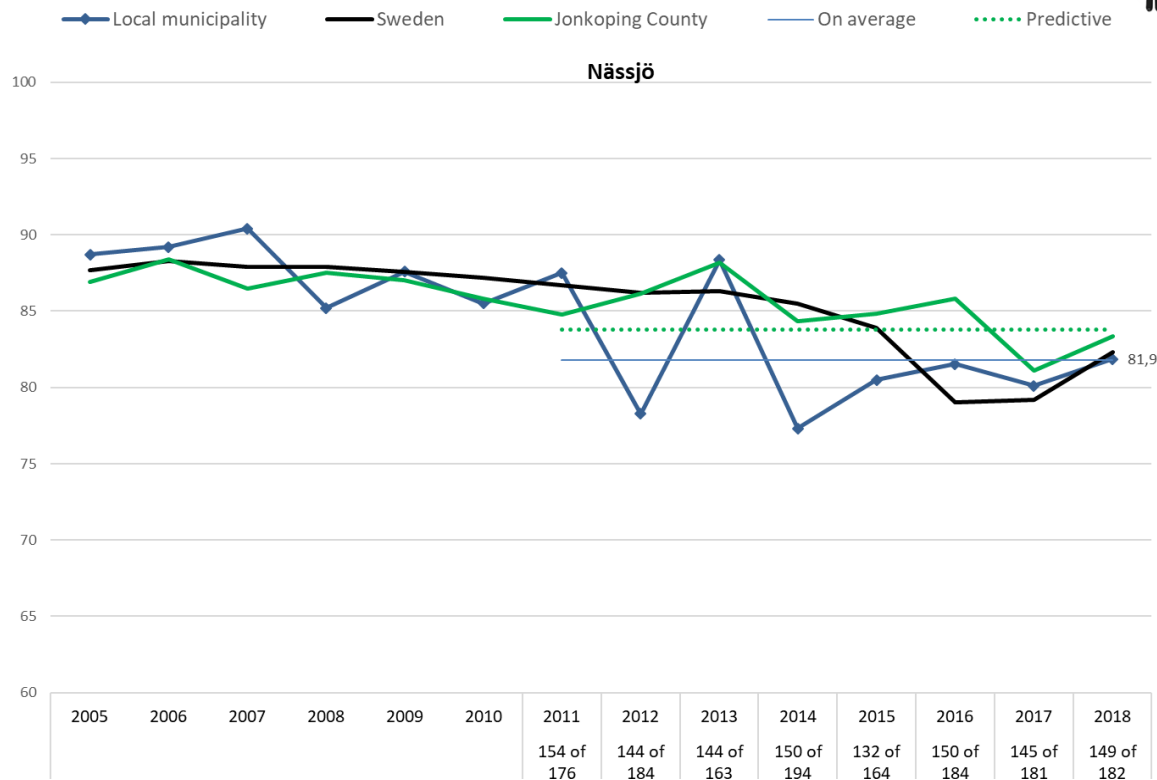
3



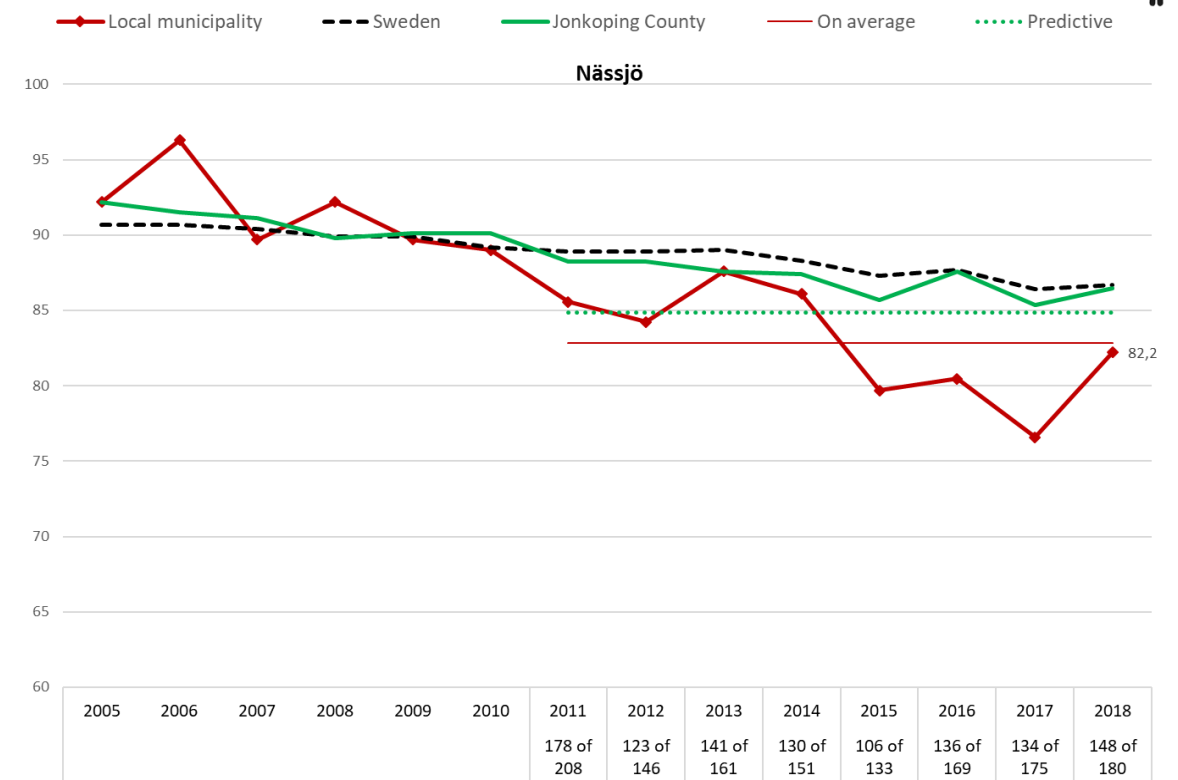
Changing, #

4

Percentage of 9th grade students (boys) who are eligible for vocational programs in local municipality



Percentage of 9th grade students (girls) who are eligible for vocational programs in local municipality



People are different, have different needs and expectations in different situations

Independent
and committed



Worried and
committed



Traditional and
not worried



Vulnerable
and
worried



Patient compact - Shared responsibility

- Improve health and care
- Empower the patients to believe in their own capability and use it from the perspective of what matters to them.
- Empower the patient and create possibilities for a partnership with health care.
- Both patients and caregivers care for time spent





Health café

Resources

Living library

Storytelling

Volontears

Peer

Meeting places

Self help
groups

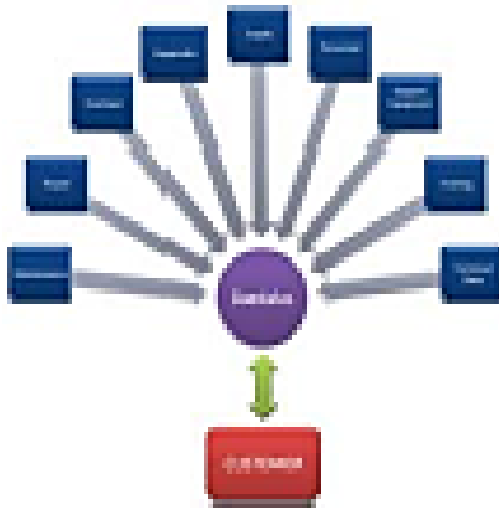
The house
of hearts

Learring café

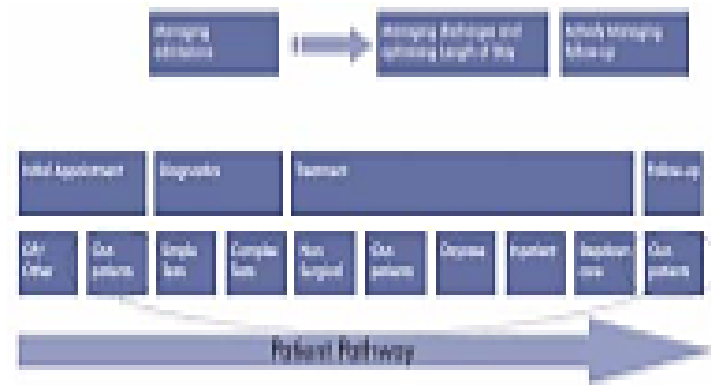
Recovery
college

Work with our work – renew the patterns of work

Consultation



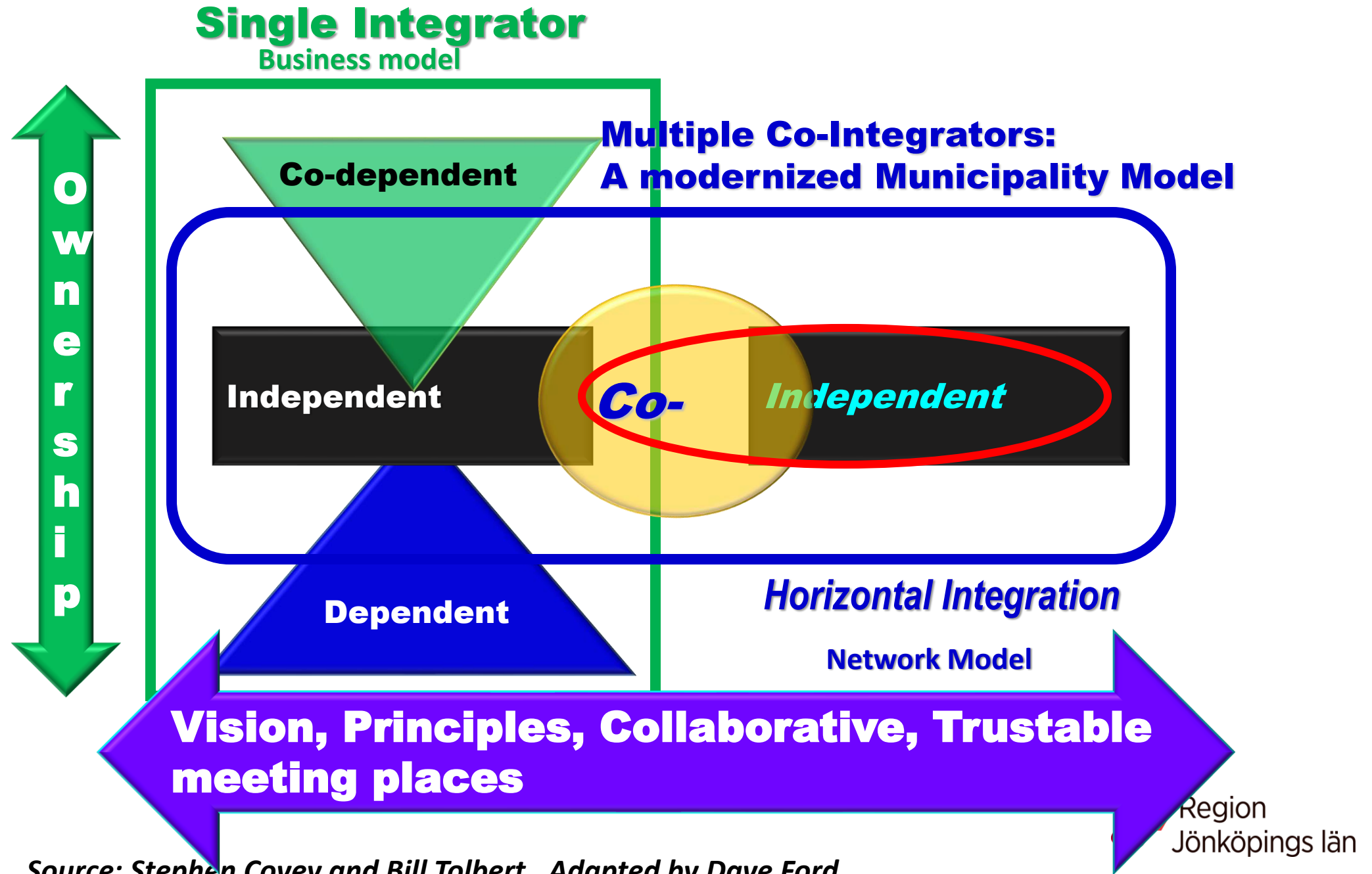
Value chain



Network



Challenges Vertical or Network Model?



Source: Stephen Covey and Bill Tolbert, Adapted by Dave Ford