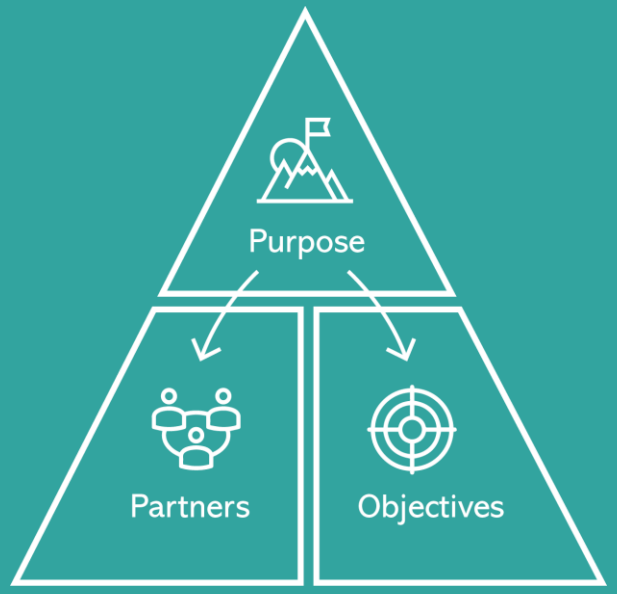


Initiation Toolkit for value-based care living labs

Philips Design

Content slidedeck

Background
Slide 3-5

Tool 1.
Purpose
Slide 6-22

Tool 2.
Partners
Slide 23-30

Tool 3.
Objectives
Slide 31-40

Suggested next steps
Slide 41-43

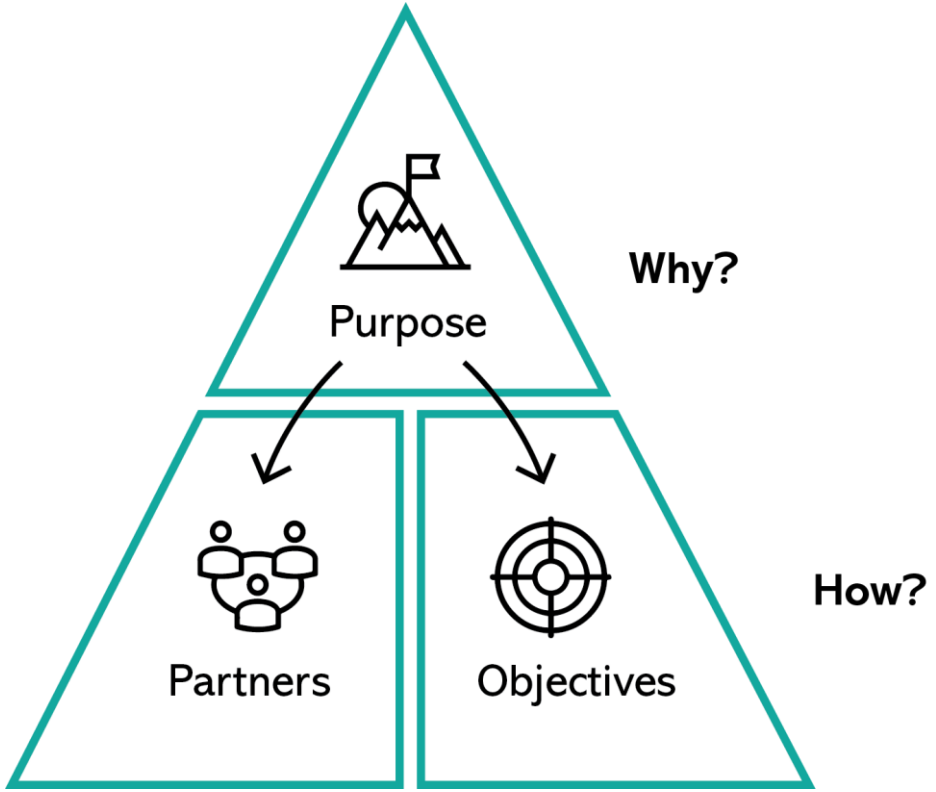
Background

Good to know before using the tools

Background – structure

Suggestud to start with defining the purpose (tool 1) because this underlines the ‘why’.

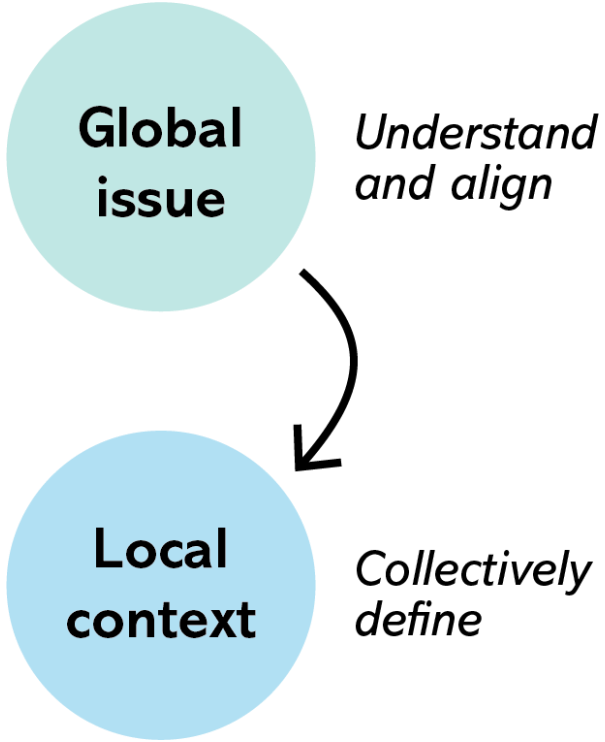
Based on the purpose partners (tool 2) and objectives (tool 3) can be discussed, to move the discussion towards ‘how’ to achieve the purpose. There is no specific order in which partners and objectives tools need to be used.



Background – global/local

The transformation to value-based care is a global issue. Existing theory is general needs to be made context-specific.

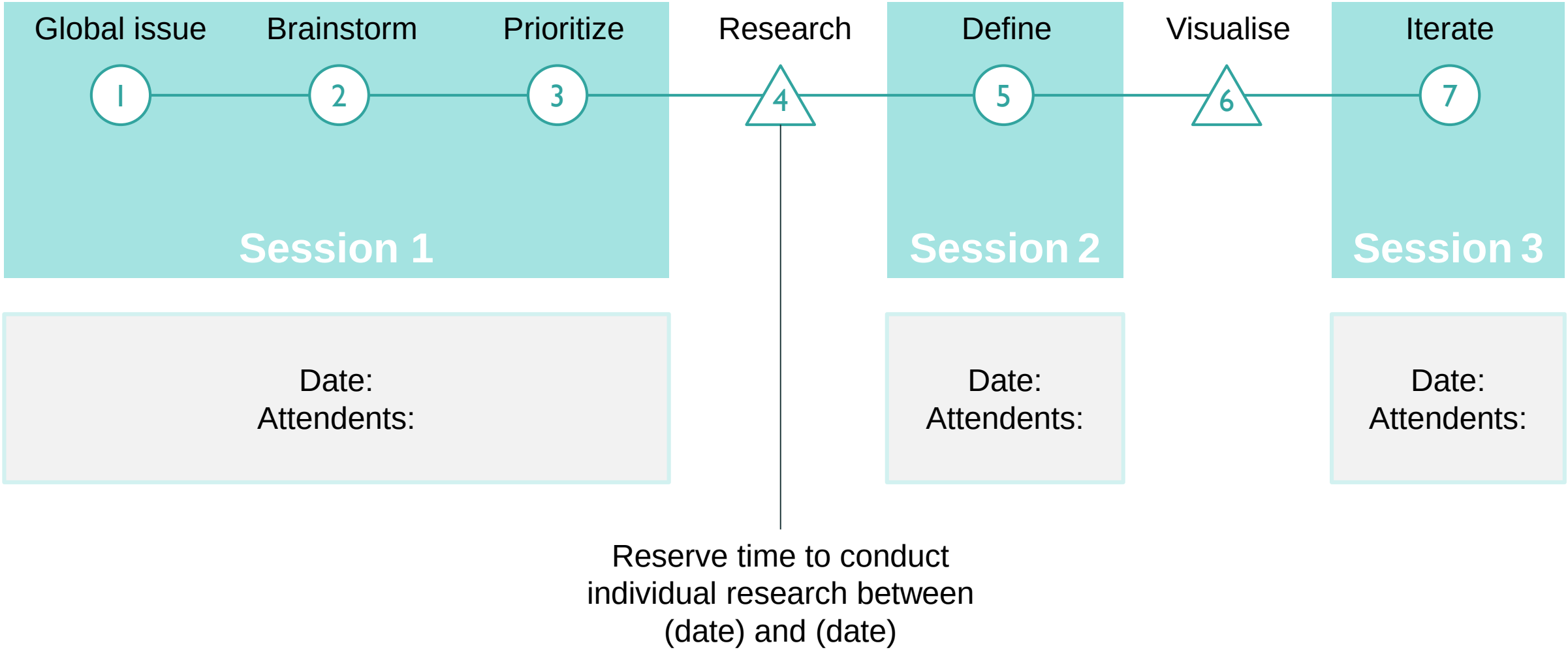
In the tools, the global issue is addressed first, with the goal to understand and align on the issue. Next step is to make the global issue context specific and define what this means in a local setting.



Tool 1.
Define purpose

7 steps to a local purpose visualization

Planning


Global issue
Brainstorm
Prioritize
Research
Define
Visualise
Iterate
1
2
3
4
5
6
7
Session 1
Session 2
Session 3
Date:
Attendents:
Date:
Attendents:
Date:
Attendents:
Reserve time to conduct individual research between (date) and (date)

Global issue | Brainstorm | Prioritize | Research | Define | Visualise | Iterate

1 2 3 4 5 6 7

Activities

Go through the global visualization poster

Discuss understanding

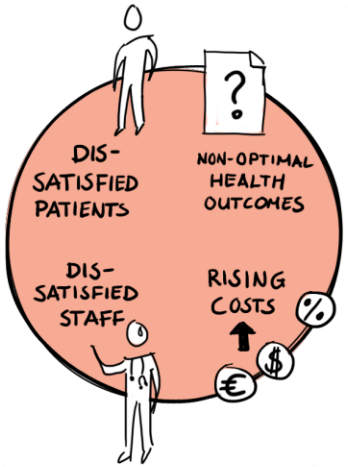
Result

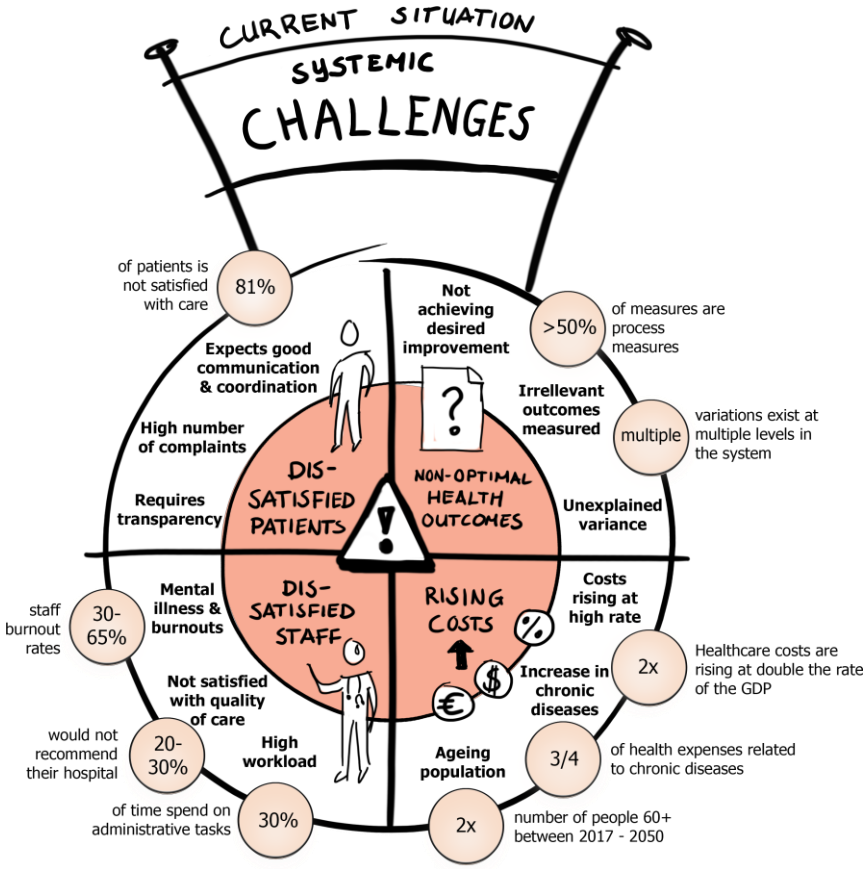
Shared understanding on the global issue of value-based care

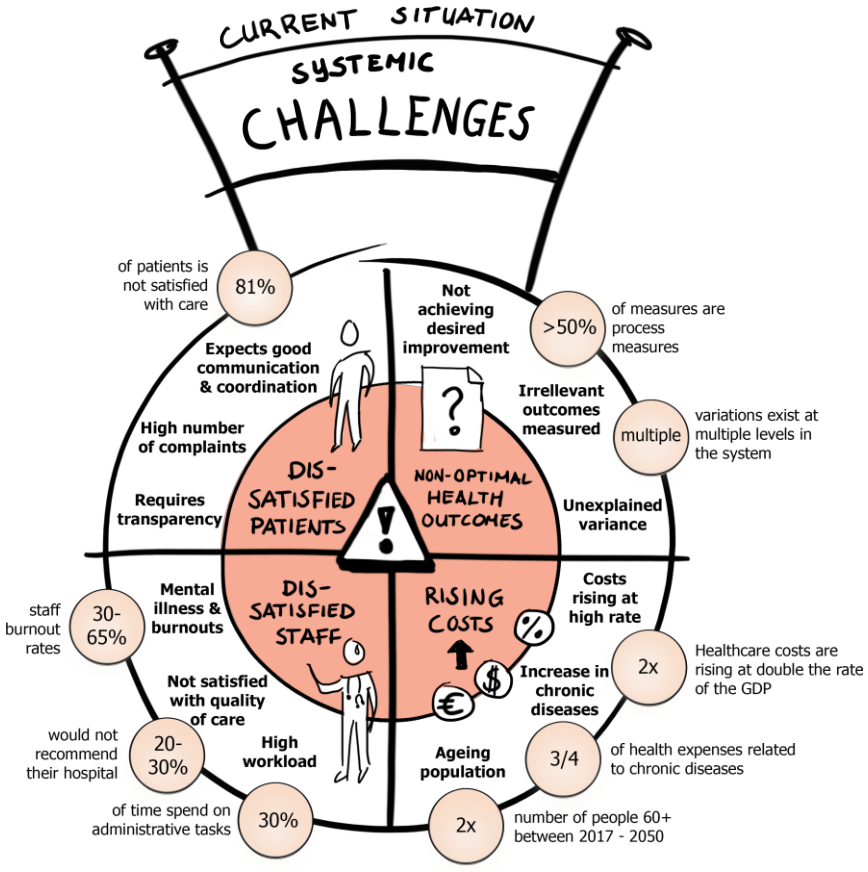
Inspiration for defining our local challenges

Global issue | Brainstorm | Prioritize | Research | Define | Visualise | Iterate

1 2 3 4 5 6 7




CURRENT SITUATION
SYSTEMIC
CHALLENGES
of patients is not satisfied with care
81%
Expects good communication & coordination
High number of complaints
Requires transparency
DIS-SATISFIED PATIENTS
Not achieving desired improvement
>50%
of measures are process measures
Irrellevant outcomes measured
multiple
variations exist at multiple levels in the system
NON-OPTIMAL HEALTH OUTCOMES
Unexplained variance
staff burnout rates
30-65%
Mental illness & burnouts
DIS-SATISFIED STAFF
Not satisfied with quality of care
would not recommend their hospital
20-30%
High workload
of time spend on administrative tasks
30%
RISING COSTS
Costs rising at high rate
2x
Healthcare costs are rising at double the rate of the GDP
Increase in chronic diseases
3/4
of health expenses related to chronic diseases
Ageing population
2x
number of people 60+ between 2017 - 2050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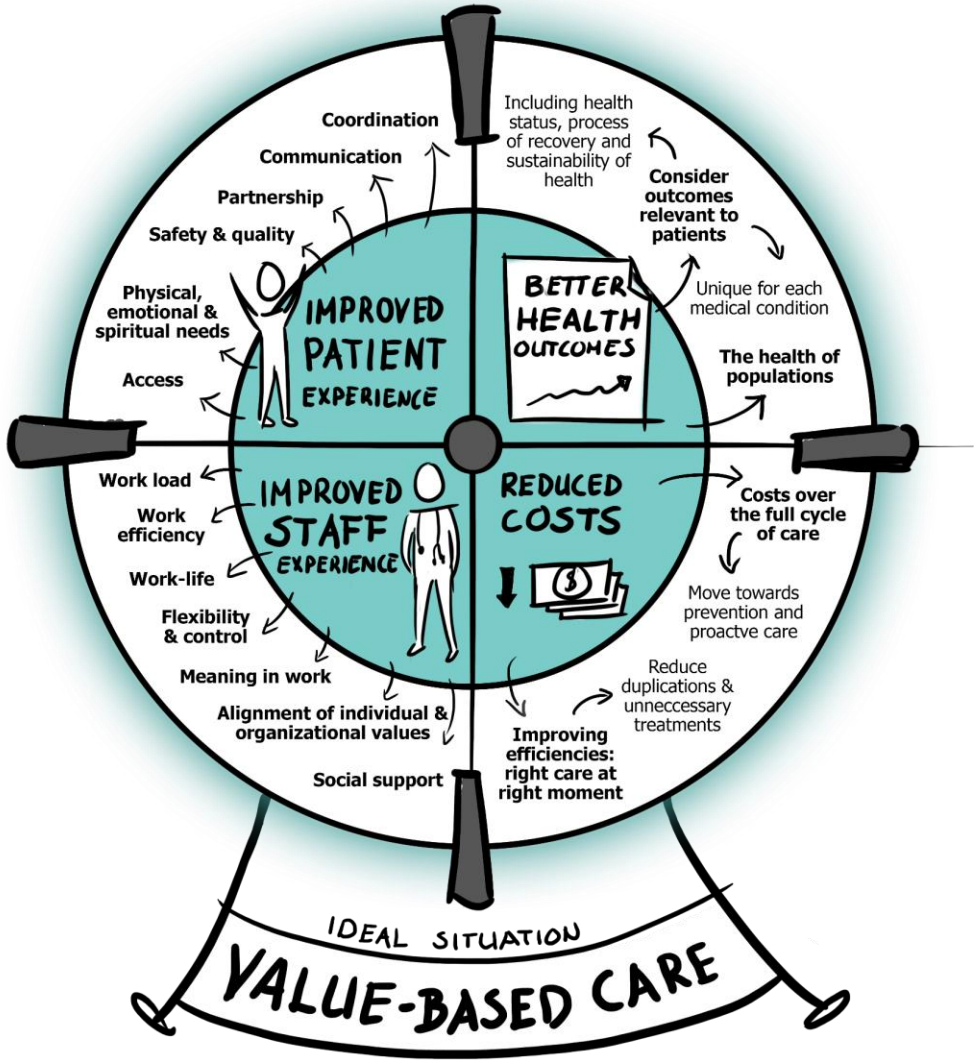
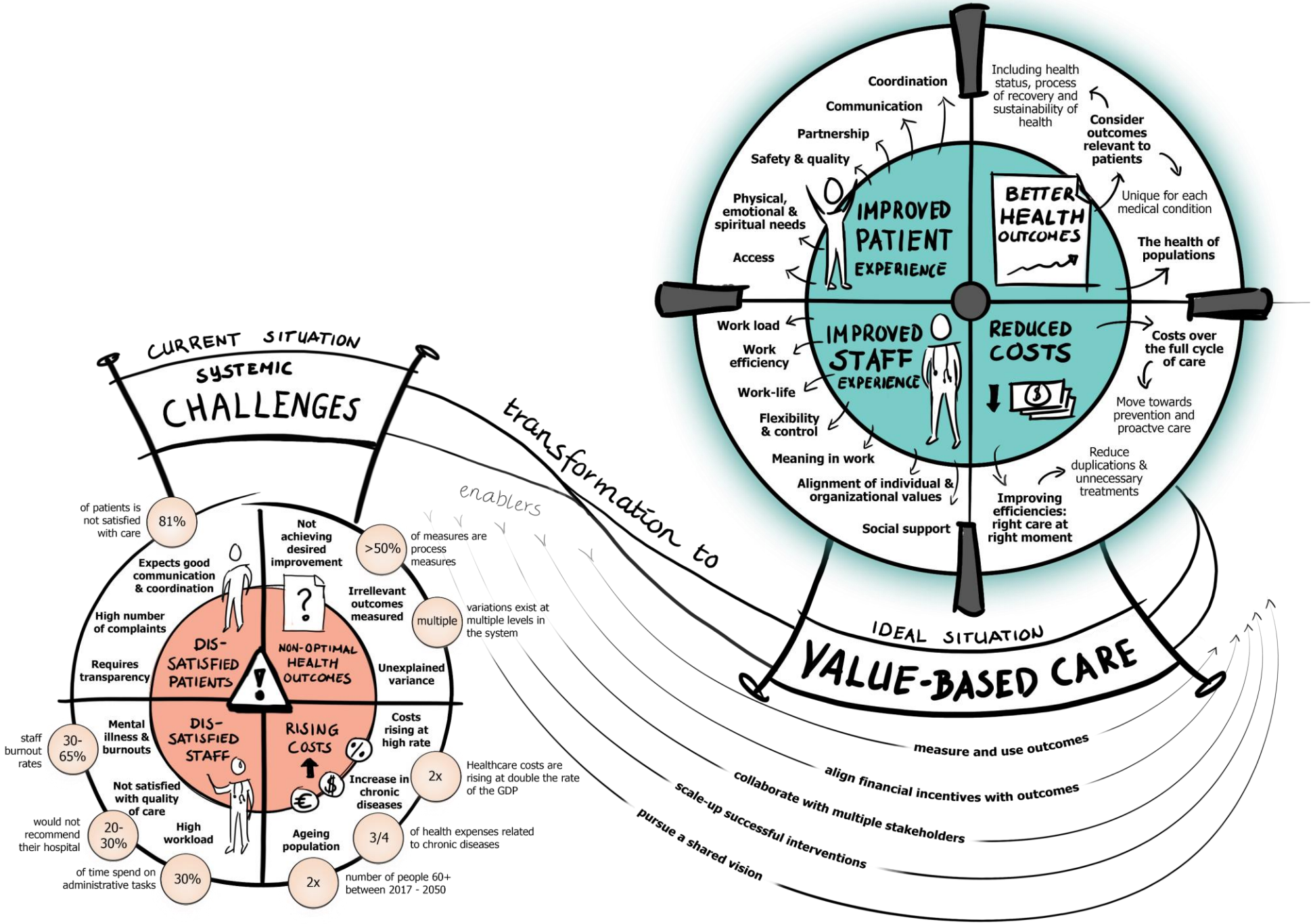

Coordination
Communication
Partnership
Safety & quality
Physical, emotional & spiritual needs
Access
IMPROVED PATIENT EXPERIENCE
Including health status, process of recovery and sustainability of health
Consider outcomes relevant to patients
Unique for each medical condition
BETTER HEALTH OUTCOMES
The health of populations
Work load
Work efficiency
Work-life
Flexibility & control
Meaning in work
Alignment of individual & organizational values
Social support
IMPROVED STAFF EXPERIENCE
REDUCED COSTS
Costs over the full cycle of care
Move towards prevention and proactve care
Reduce duplications & unneccessary treatments
Improving efficiencies: right care at right moment
IDEAL SITUATION
VALUE-BASED CARE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transformation to
enablers
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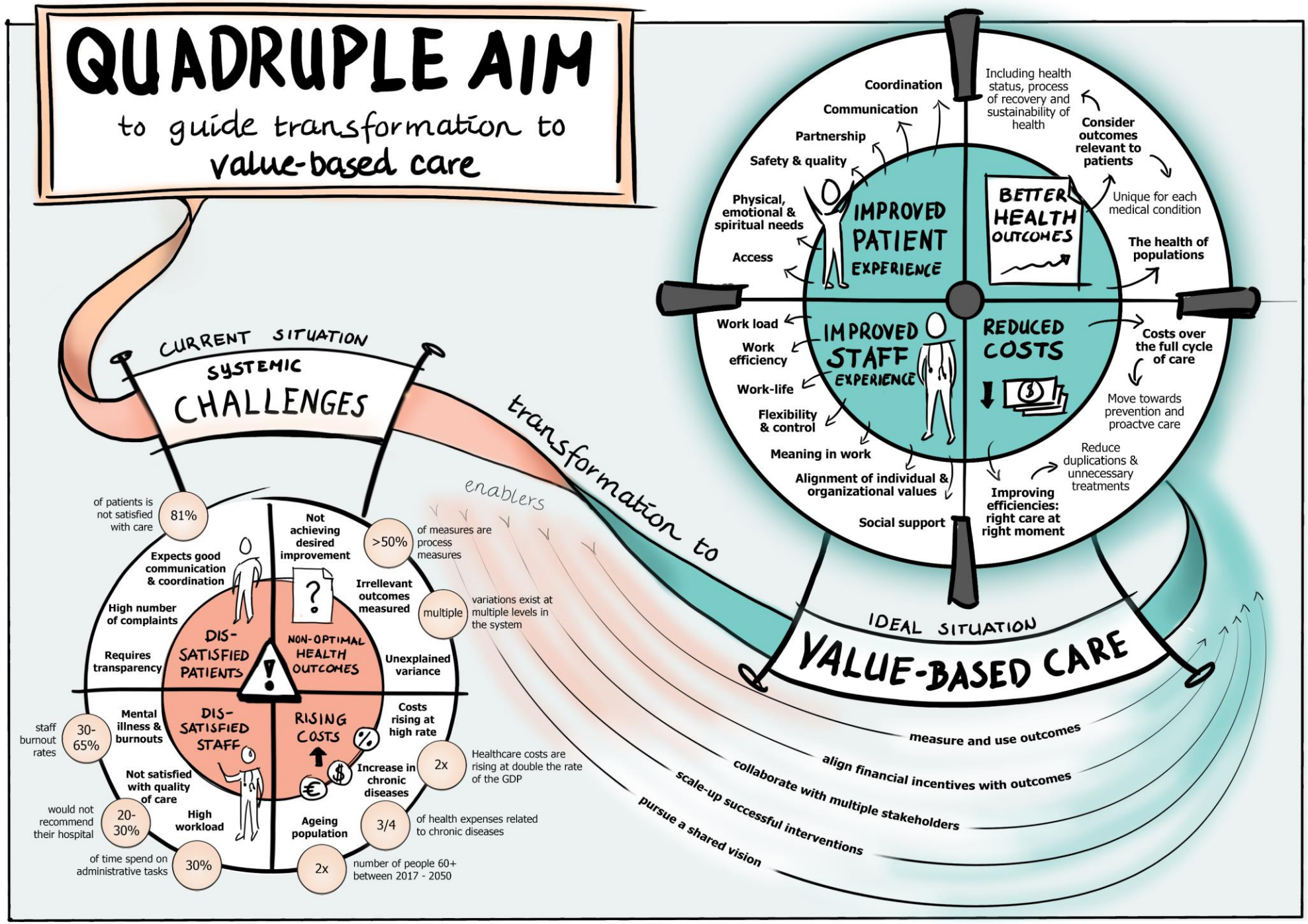
measure and use outcomes
align financial incentives with outcomes
collaborate with multiple stakeholders
scale-up successful interventions
pursue a shared vision


QUADRUPLE AIM
to guide transformation to
value-based care
CURRENT SITUATION
SYSTEMIC
CHALLENGES
transformation to
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IDEAL SITUATION
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Global issue | **Brainstorm** | Prioritize | Research | Define | Visualise | Iterate

1 — 2 — 3 — 4 — 5 — 6 — 7

Activities

Highlight which challenges in the global issue we recognize

Brainstorm on local challenges

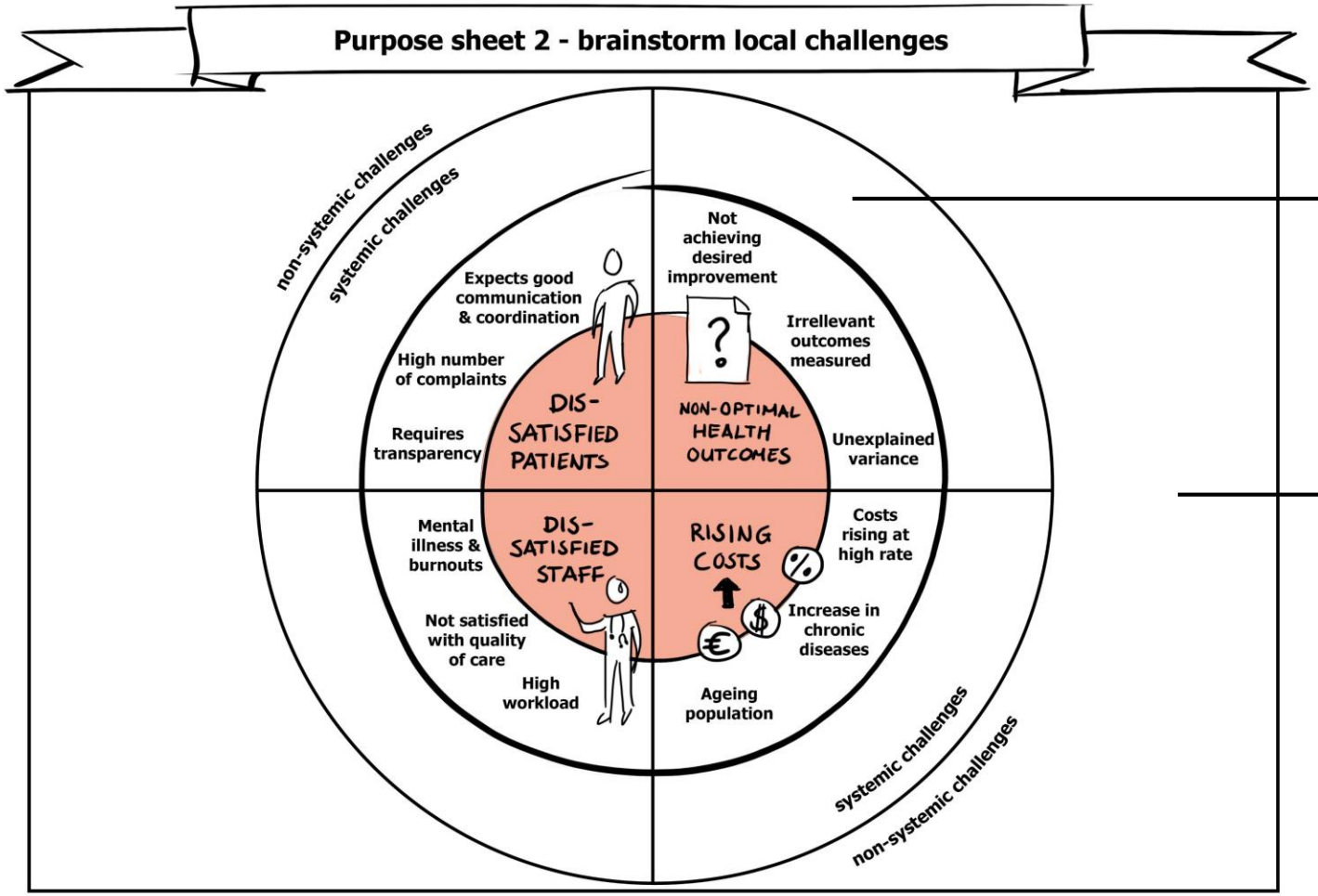
Organize challenges on a map

Result

Overview of systemic challenges that could be addressed within the lab

Global issue | Brainstorm | Prioritize | Research | Define | Visualise | Iterate

1 2 3 4 5 6 7



Systemic challenges

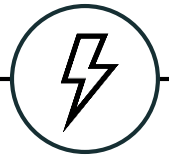
- Multiple stakeholders involved
- Address socio-technical system (social and technical dimensions)

Non-systemic challenges

- One stakeholder involved
- Single product or service challenges

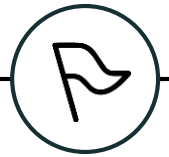
Global issue | Brainstorm | **Prioritize** | Research | Define | Visualise | Iterate

1 — 2 — 3 — 4 — 5 — 6 — 7



Activities

Prioritize challenges on impact and ability to act

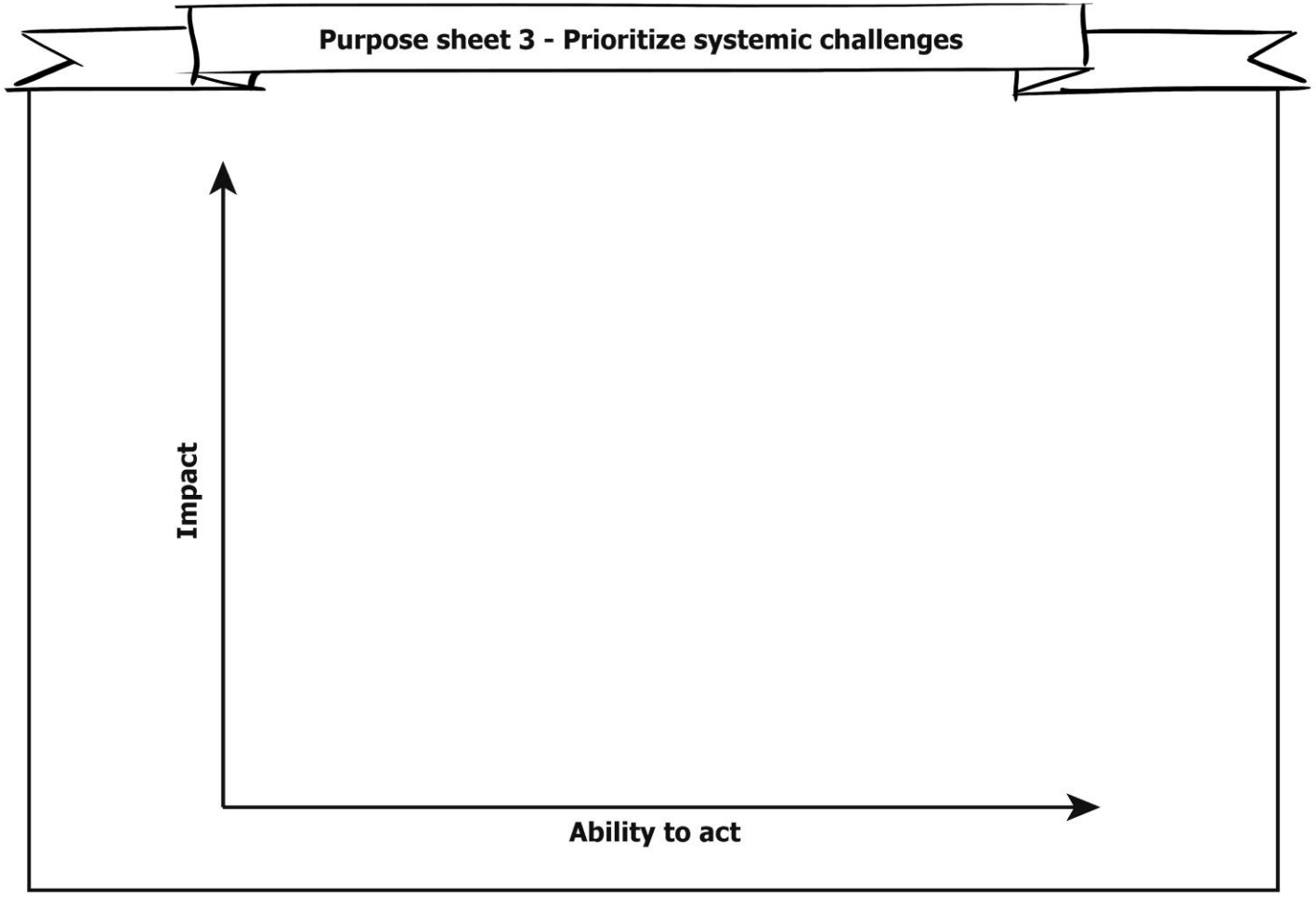


Result

Selection of relevant challenges

Global issue | Brainstorm | Prioritize | Research | Define | Visualise | Iterate

1 2 3 4 5 6 7



Impact
How much value does it have if we solve this challenge

Ability to act
Can we together act upon the challenge(s)

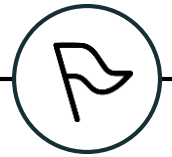
Global issue (1) — Brainstorm (2) — Prioritize (3) — **Research (4)** — Define (5) — Visualise (6) — Iterate (7)

Activities

Map out what we already know and what we don’ t know

Define who is going to do additional research

Execute individual research

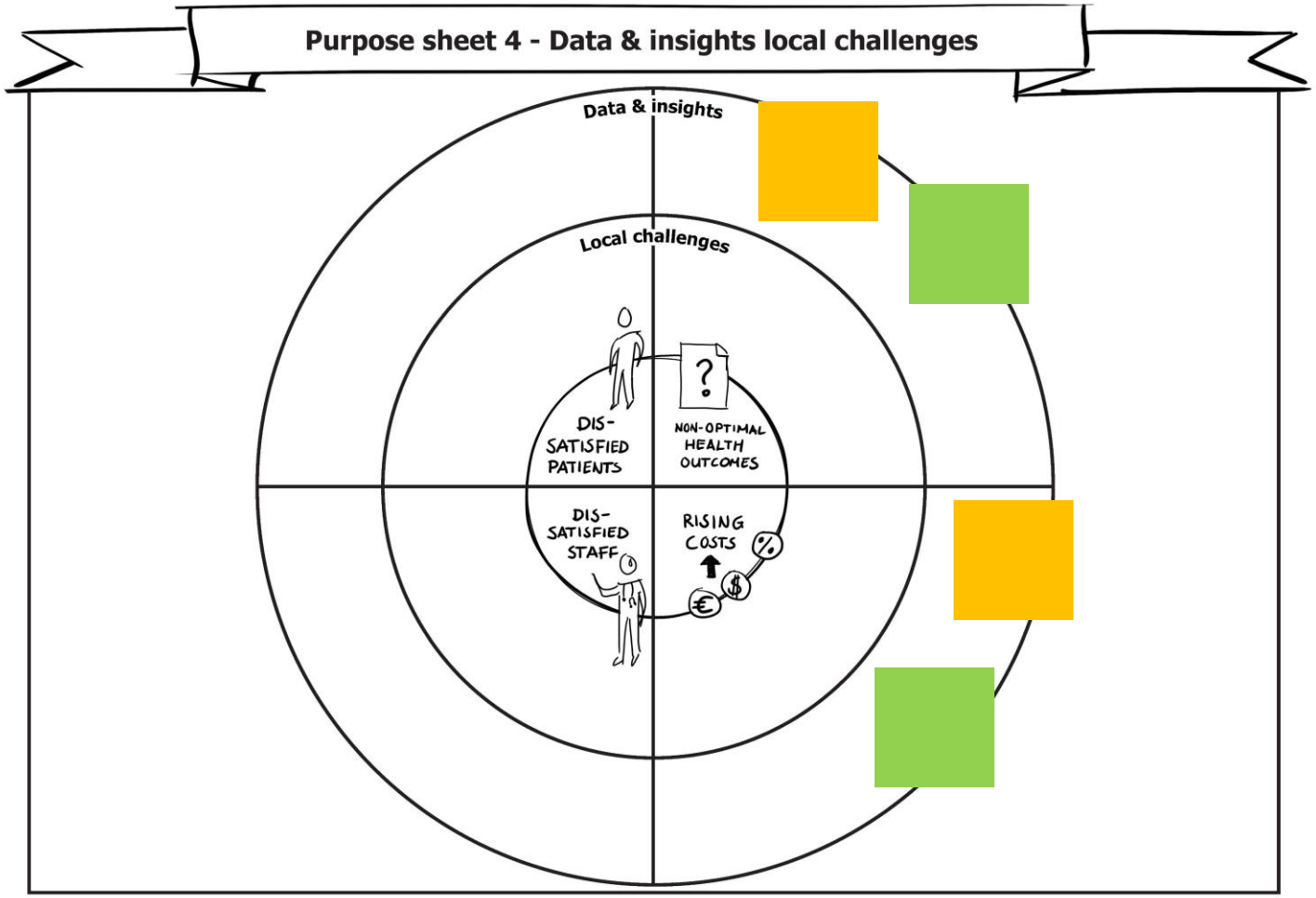


Result

In depth understanding on relevant challenges

Global issue | Brainstorm | Prioritize | **Research** | Define | Visualise | Iterate

1 — 2 — 3 — 4 — 5 — 6 — 7



Is already known

Unknown

Additional research

Global issue | Brainstorm | Prioritize | Research | **Define** | Visualise | Iterate

1 — 2 — 3 — 4 — 5 — 6 — 7

Activities

Recap on research done

Map the challenge, vision and enablers

Challenge

↓

Vision

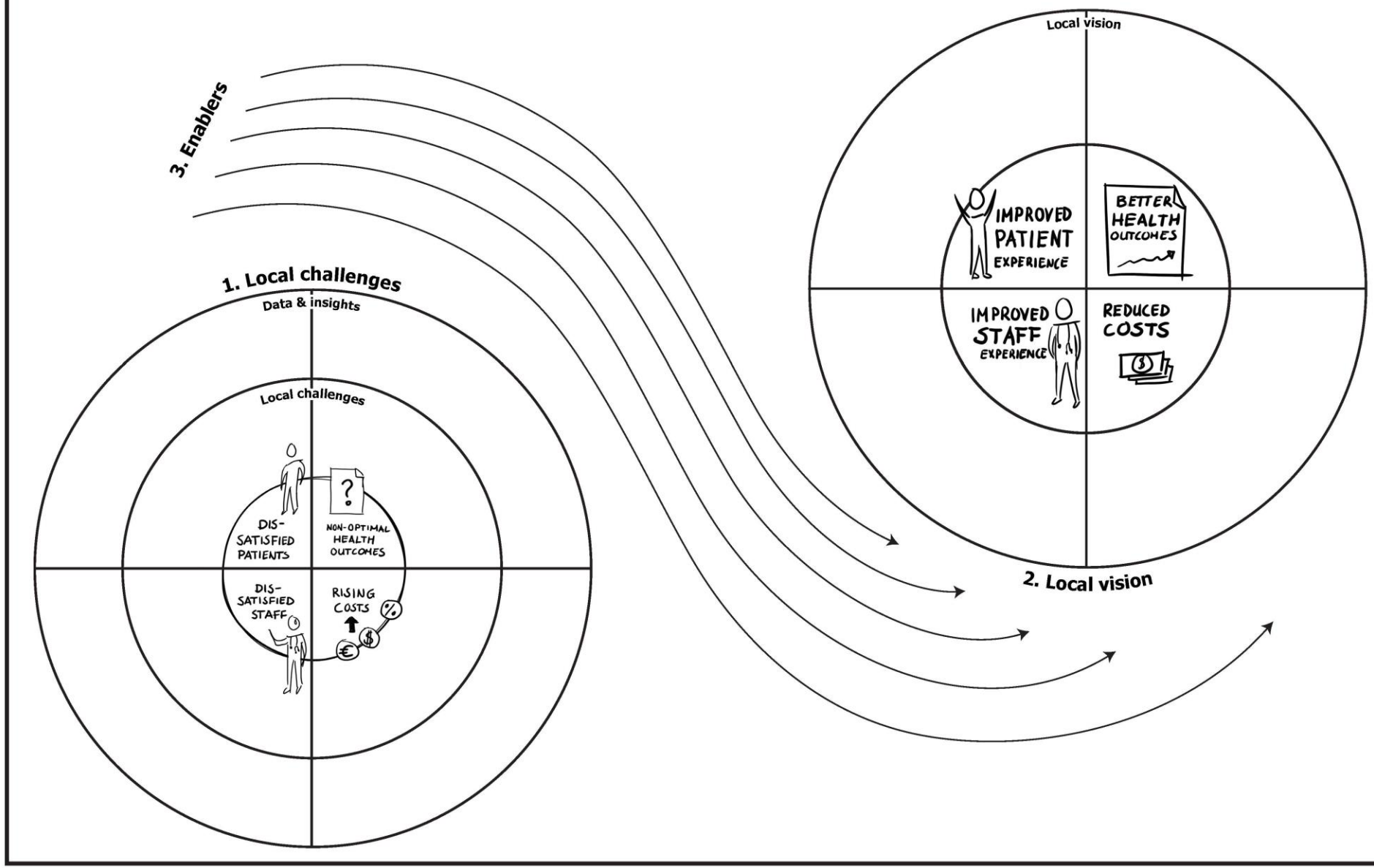
↓

Enablers

Result

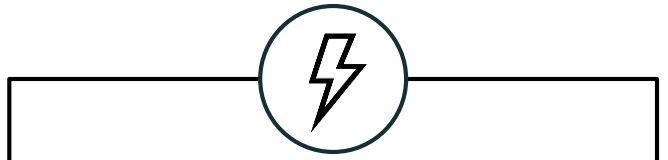
Definition of the local issue

Purpose sheet 5 - Map local purpose



Global issue | Brainstorm | Prioritize | Research | Define | **Visualise** | Iterate

1 — 2 — 3 — 4 — 5 — 6 — 7



Activities

Digital visualization of the local issue

Activities

Suggesting improvements for the visualization

Agree on final visualization

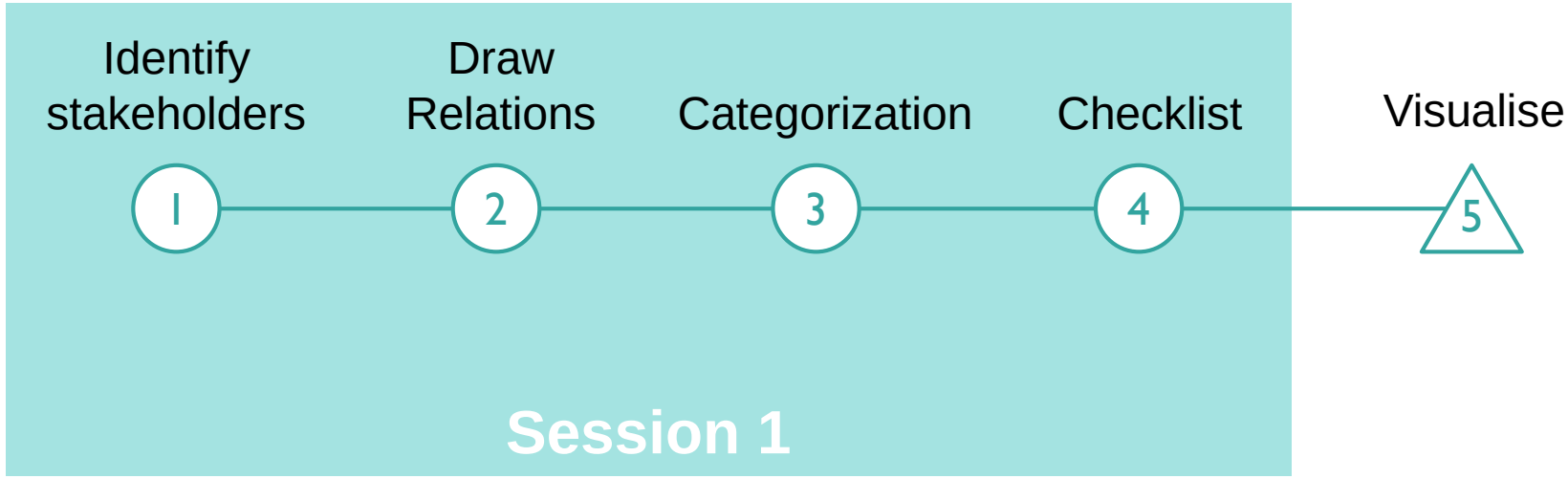
Result

A final poster that represents the local purpose

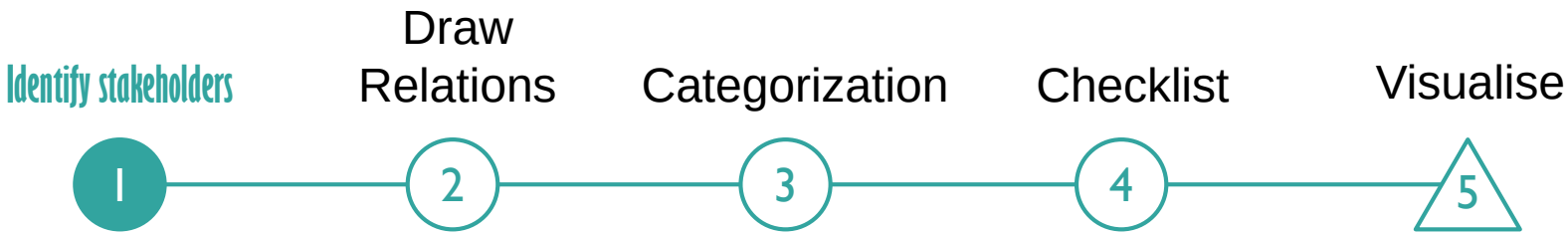
Tool 2.
Identify partners

5 steps to understand the partner ecosystem

Planning



Date:
Attendents:



Activities

Take one of vision elements as a starting point

Ideate who is needed to realize the vision

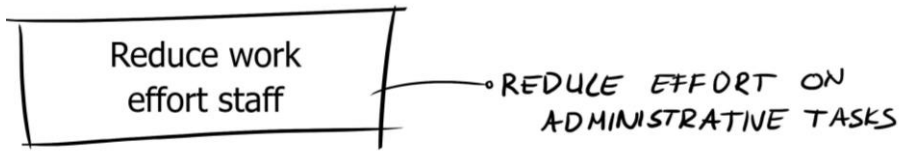
Result

List of stakeholders that play a role in the system

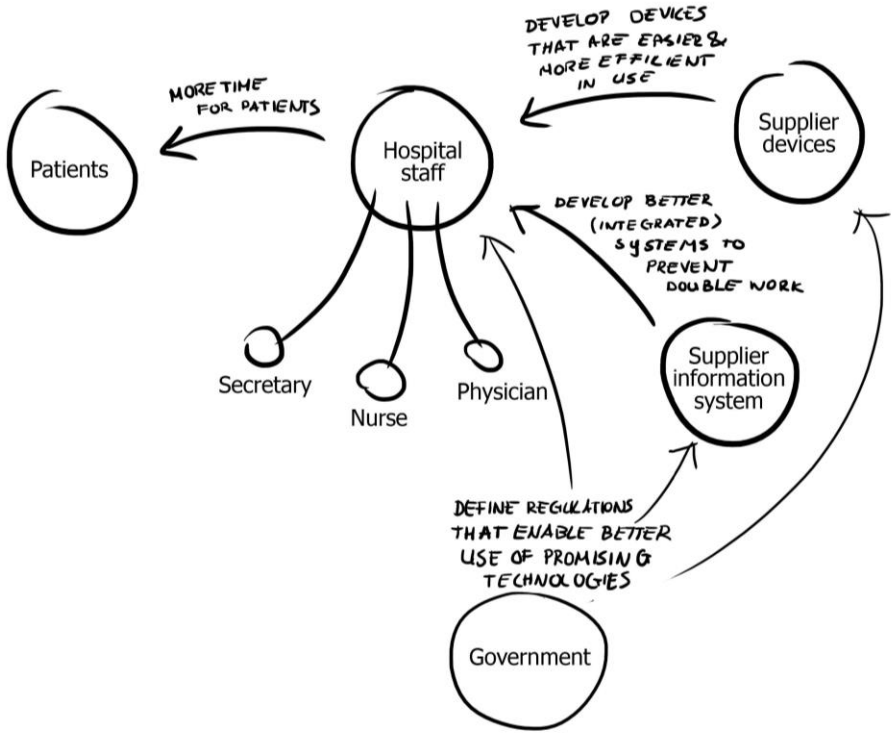
Identify stakeholders → Draw Relations → Categorization → Checklist → Visualise

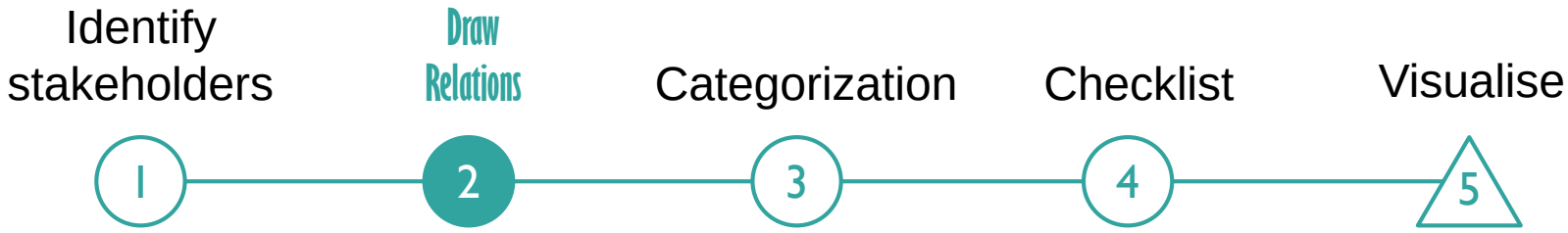
1 — 2 — 3 — 4 — 5

Vision aspect



Stakeholder map





Activities

Draw relationships between stakeholders

Result

Ecosystem of stakeholders

Activities

Categorize stakeholders in 3 groups:

- Lab partners
- Project partners
- Other stakeholders

Result

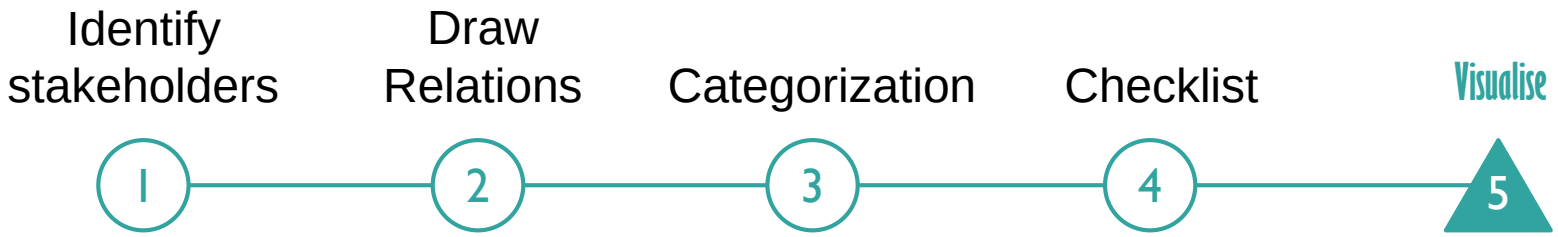
Expanded ecosystem of stakeholders

Activities

Check if the ecosystem is sufficient and sustainable

Checklist of ecosystem

- Are all lab partners benefiting in the current system?
- Can we together realize our vision?
- Do we have the data required?
- Do we have the capability to scale up successful interventions?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Checklist
Visualise
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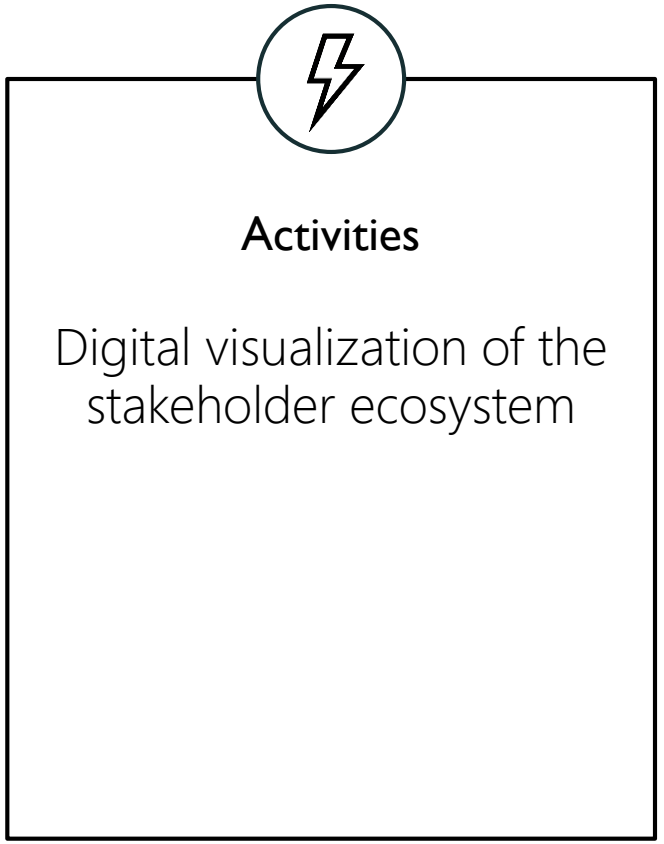
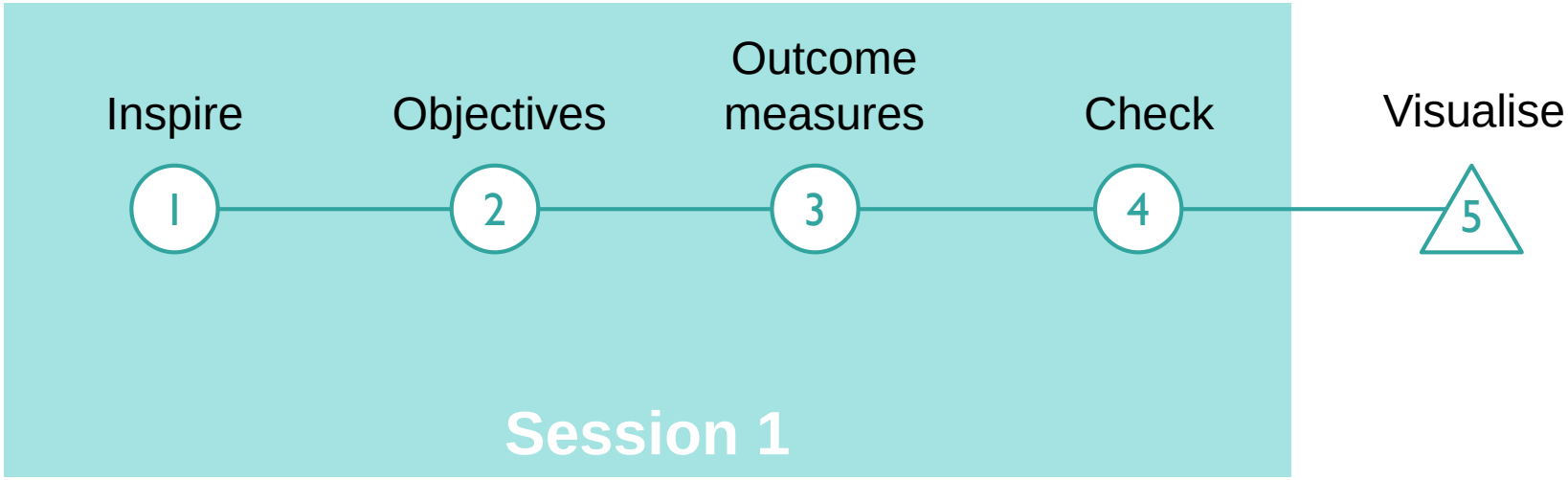

Activities
Digital visualization of the stakeholder ecosystem

Tool 3.
Set objectives

5 steps to specify objectives and outcome measures

Planning



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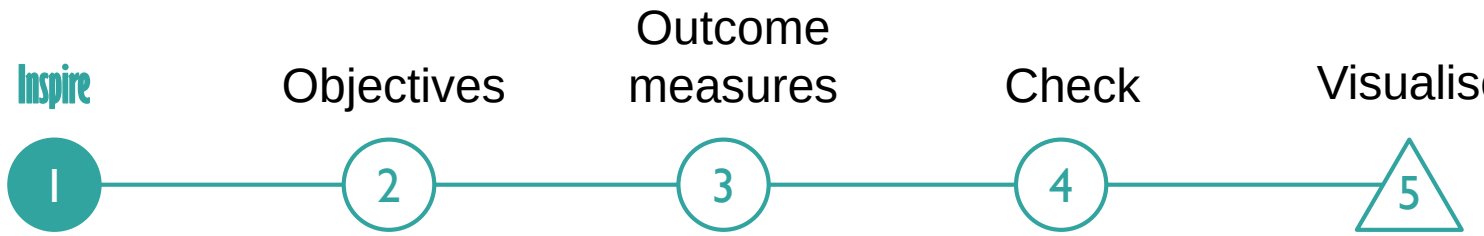
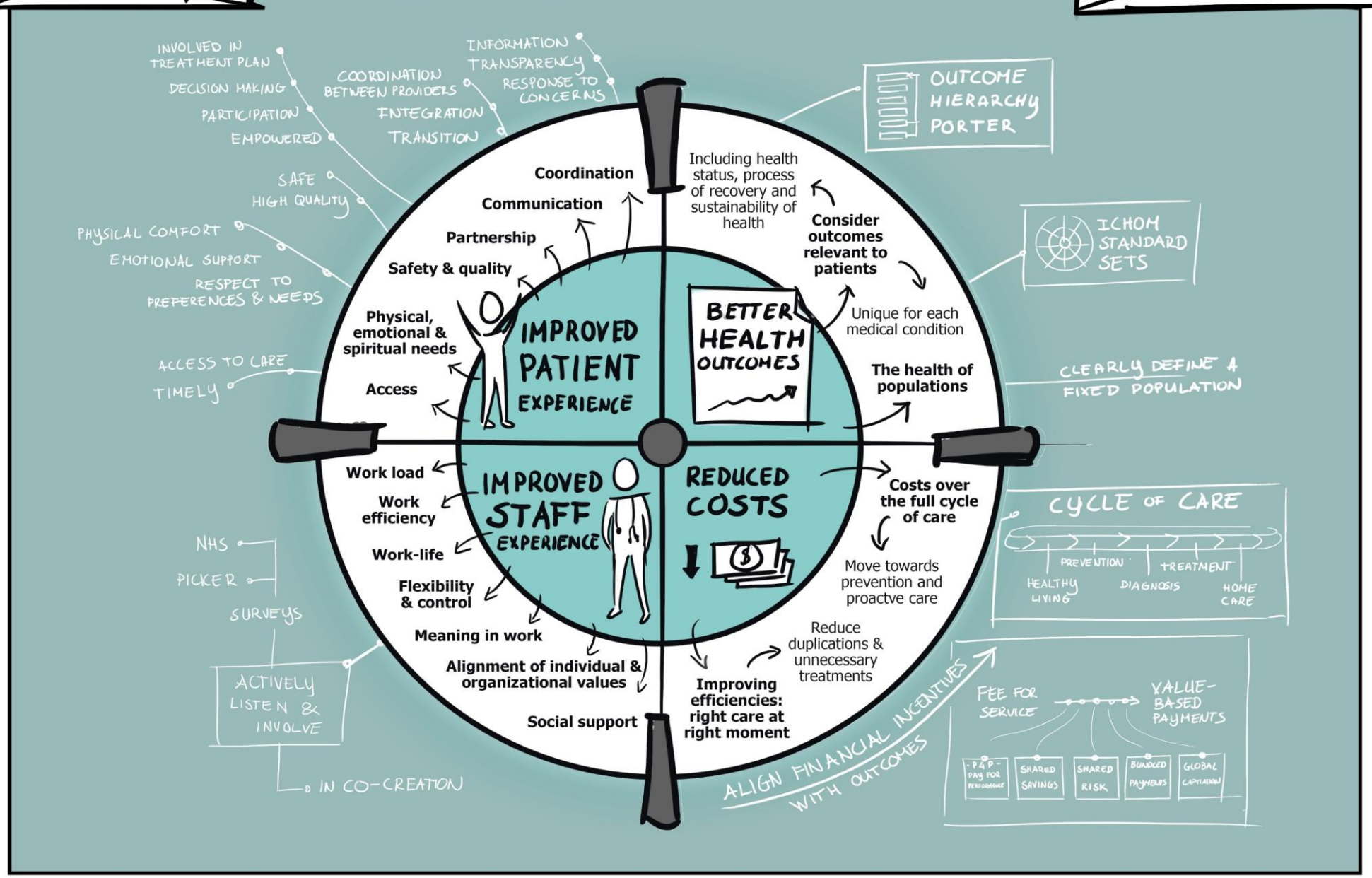
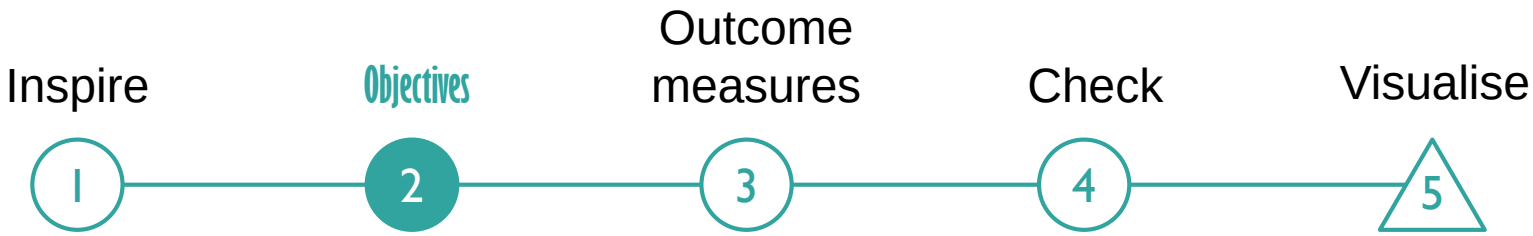


Include local vision
(from visualization in tool 1)

Objectives sheet 1 - Inspiration sheet



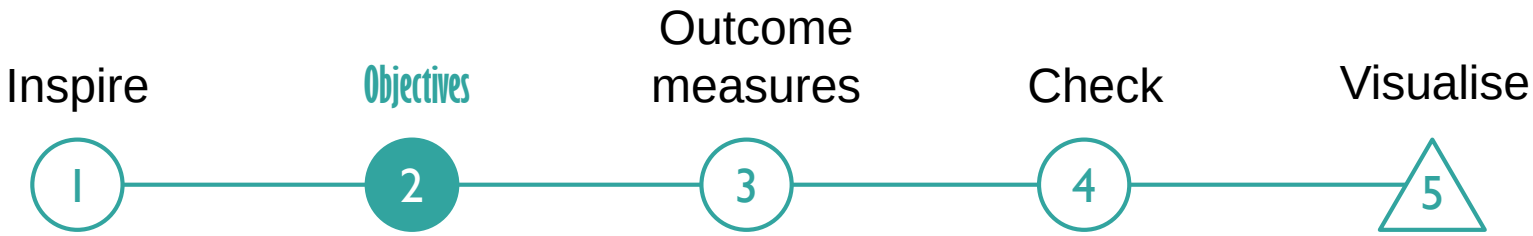


Activities

Define SMART objectives in line with the vision

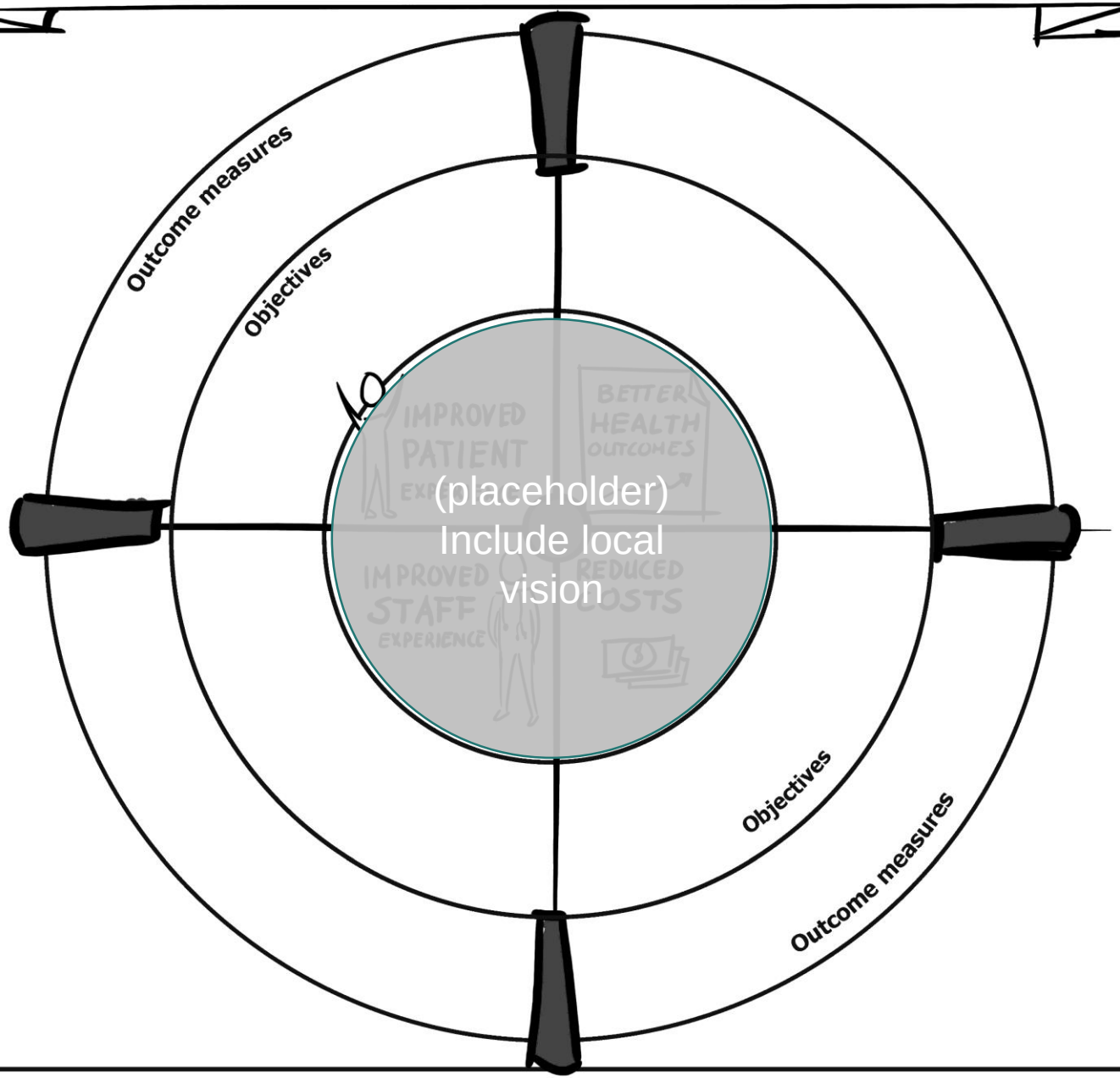
Result

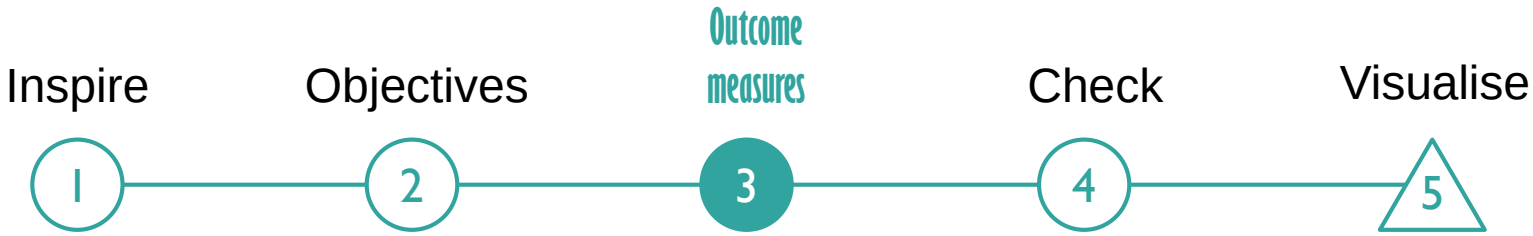
Overview of objectives mapped around the vision



S	Specific
M	Measurable
A	Achievable
R	Realistic
T	Time bound

Objectives sheet 2 - Work sheet



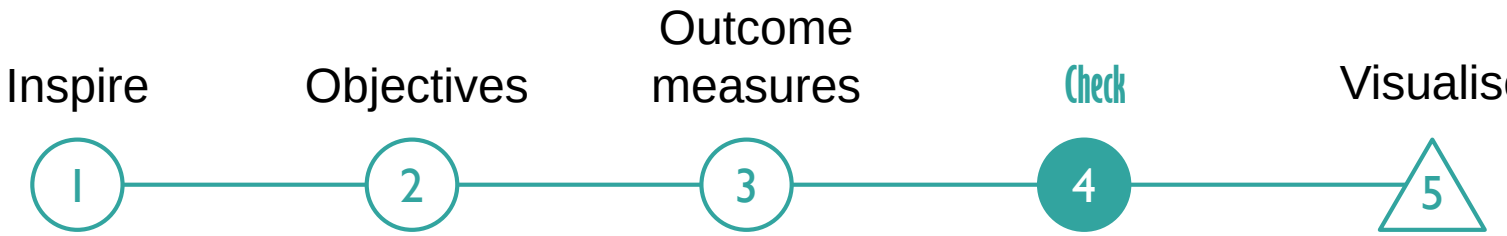


Activities

Define outcome measures for the identified objectives

Result

Overview of objectives and connected outcome measures mapped around the vision

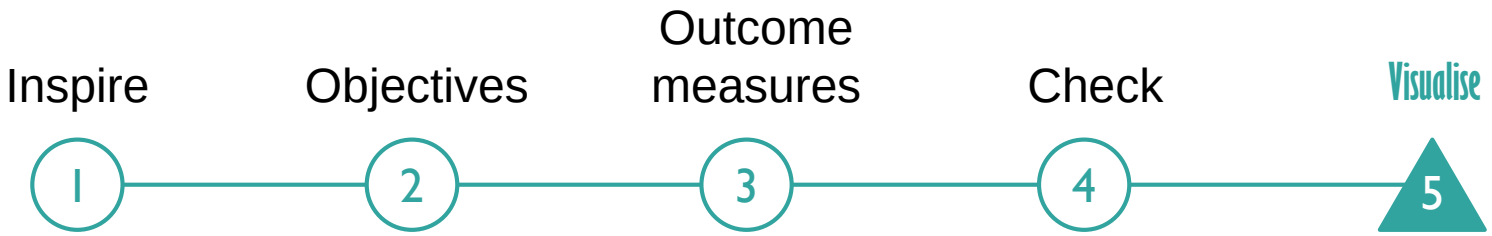


Activities

Check for objectives and outcome measures

Checklist objectives and outcome measures

- Are the objectives SMART?
- Is the outcomes measure in line with the transformation?
- Can we measure this outcome? (or do we need an additional partner)



Activities

Digital visualization of the objectives and outcome measures

Suggested next steps

To build further on the outcomes of those sessions

Suggested next steps after tool 2

After having mapped the ecosystem (tool 2):

- Approach new partners and convince
- Onboard new partners
- Discuss roles & responsibilities of partners
- Define organizational structures (for example steering)

Suggested next steps after tool 3

After having defined objectives

- Define projects
    - *Which objectives are addressed in which projects?*
    - *Who need to be involved in which project?*
- Determine status at moment zero
- Create dashboard to track progress
- Determine how and how often progress is going to be evaluated