

# The Triumph of Collaboratives

The Story So Far.....

A large, light blue decorative graphic consisting of several overlapping, curved shapes that resemble stylized waves or a series of arches. It is positioned at the bottom of the slide, partially overlapping the text.

Andrew Russell

23 - 9 - 2004











# The Birth of the Breakthrough Series

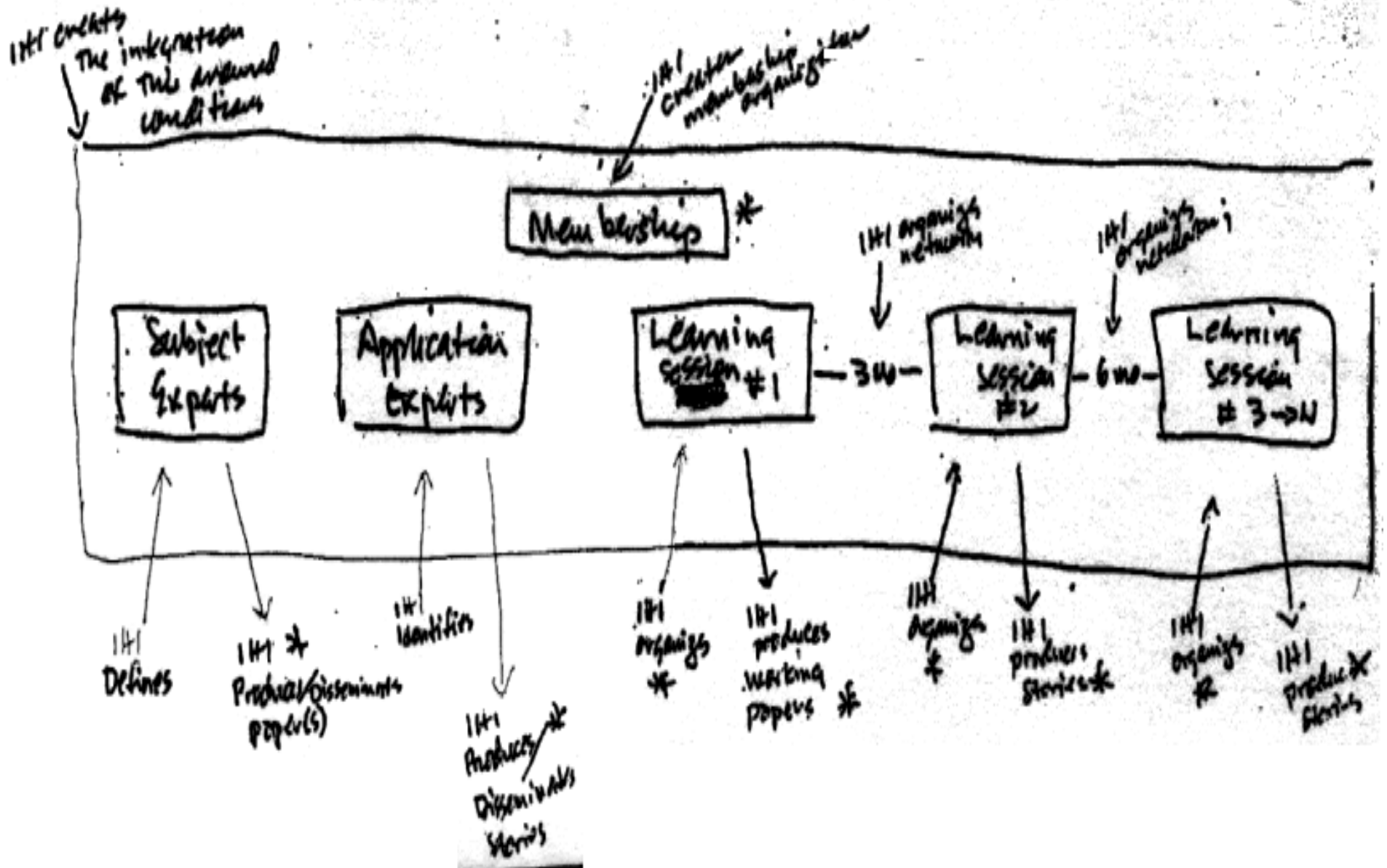
- 1994 IHI's Group Practice Improvement Network








Figure 1. Sketch of the Breakthrough Series Model by Paul Batalden, MD (1994)



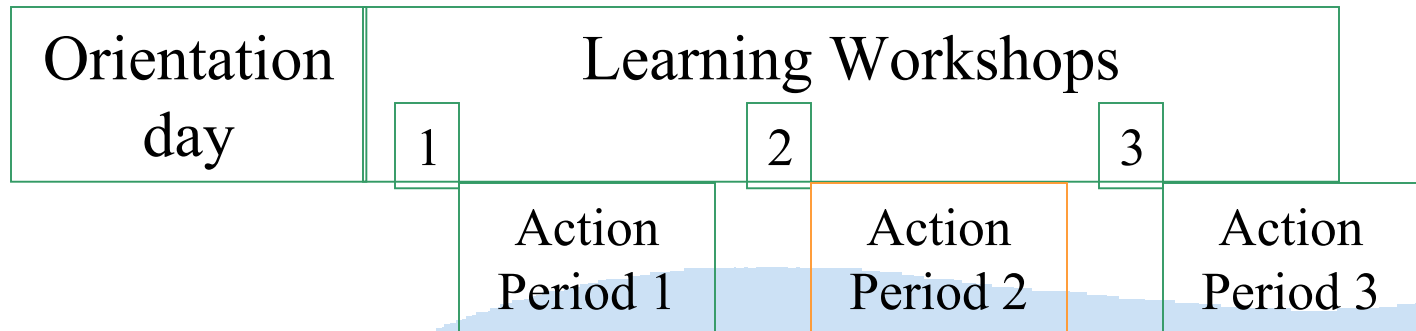
‘ ..provide a structure for learning and action that would engage organisations in making real, system-level changes that would lead to a dramatic improvement in patient care....’

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1 Day  
Expert  
Reference  
Panel

# Project plan

↓  
Handbook



Spread

Timeline

3/12

6/12

9/12

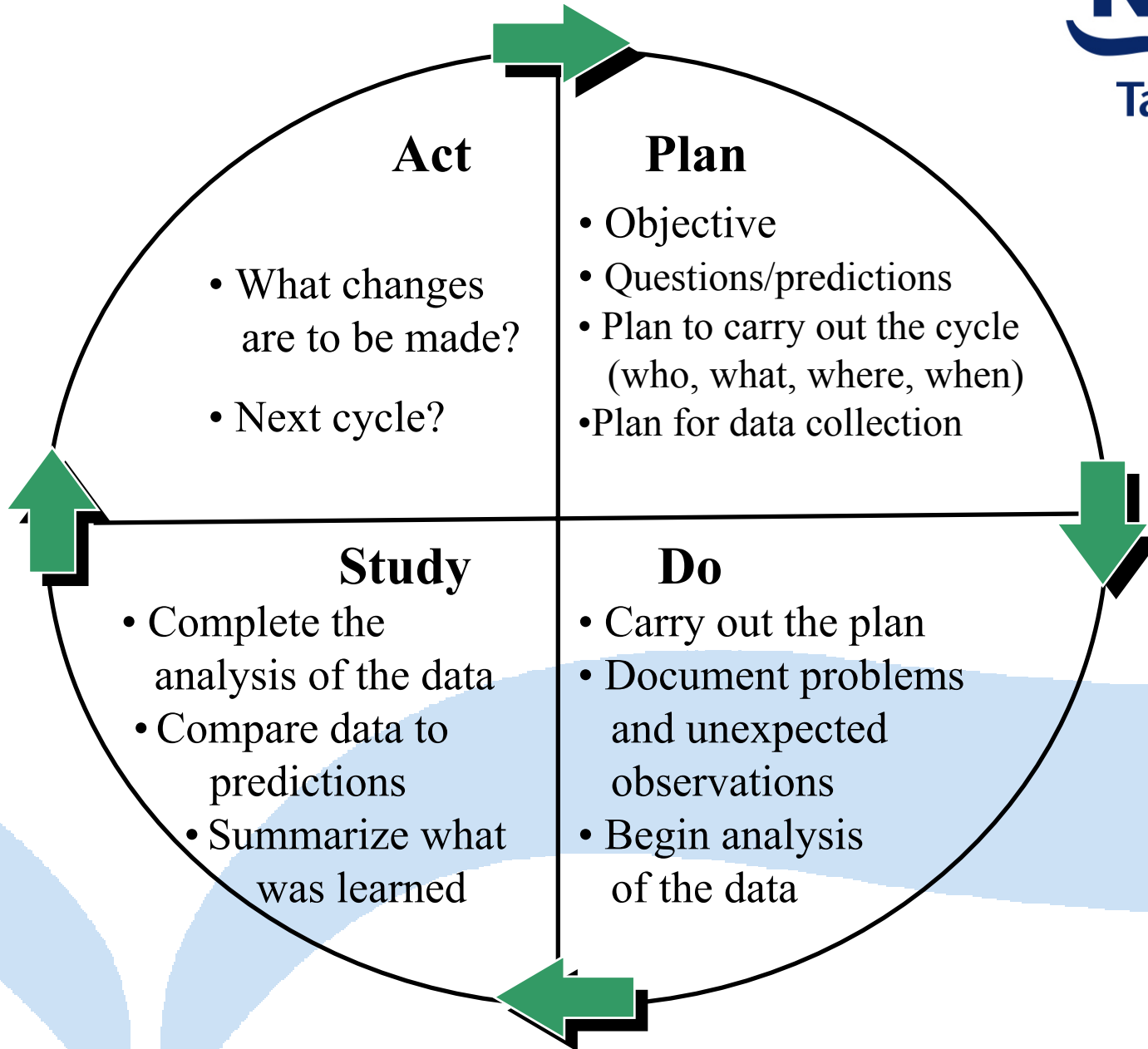
Zero

# Model for Improvement

- *What are we trying to accomplish?*  
(Aim)
- *How will we know that a change is an improvement?*  
(Measure)
- *What changes can we make that will result in improvement?*  
(Change)

*Langley, Nolan et al*

# The PDSA Cycle for Improvement



## OBJECTIVE

- To study what proportion of Dr W's routine surgeries are for follow up patients and what are the reasons for attendance



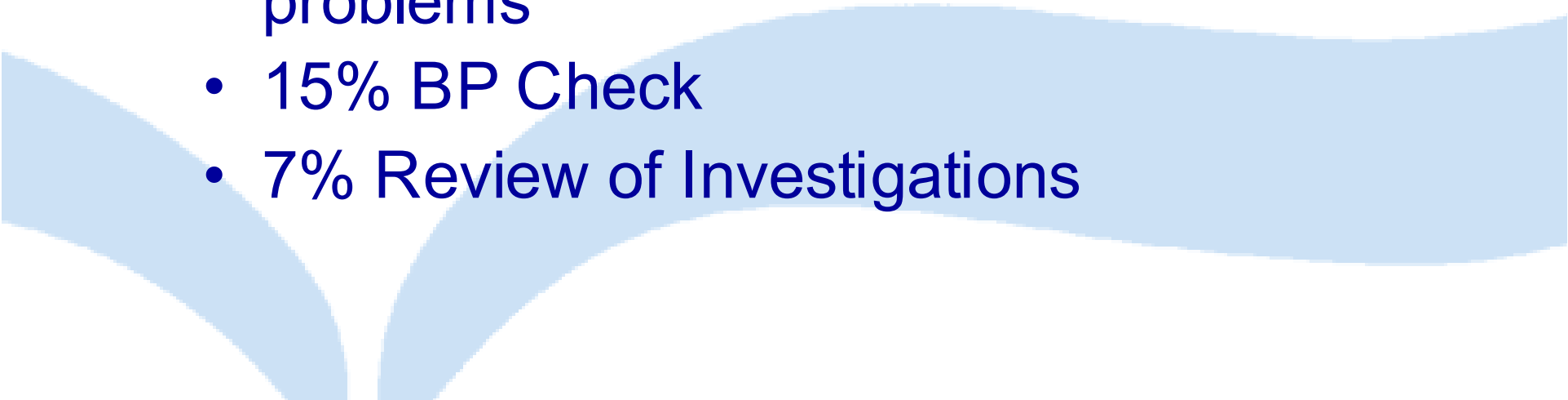
## PLAN

- To review proportion of appointments taken up for follow up
- To study reason for new and follow up consultations

## DO

- All routine surgery appointments documented for 2 weeks
  - Appointments recorded  
New/RV/mixed
  - Reason for appointment recorded
- 
- A large, light blue decorative graphic at the bottom of the slide, consisting of several overlapping, curved shapes that create a sense of movement and depth.

## **STUDY**

- 51% New or mixed
  - 49% Review
  - 41% of reviews mental health problems
  - 15% BP Check
  - 7% Review of Investigations
- 
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# ACT

- Different approaches to MH follow up
- Increased role for Practice Nurse in Ix RV



## **OBJECTIVE**

- Improve cholesterol management in diabetic patients



# PLAN

- Assess the patients understanding of and compliance with cholesterol medication




## DO


- For 2 weeks all diabetics asked re understanding of and compliance with cholesterol medication



## **STUDY**

- 80% didn't understand why taking medication!
  - 50% didn't comply!
- 

# ACT

- New diabetics to spend time with practice pharmacist discussing medication
  - Pharmacist part of each diabetic RV
- 

# Developing improvement with PDSAs



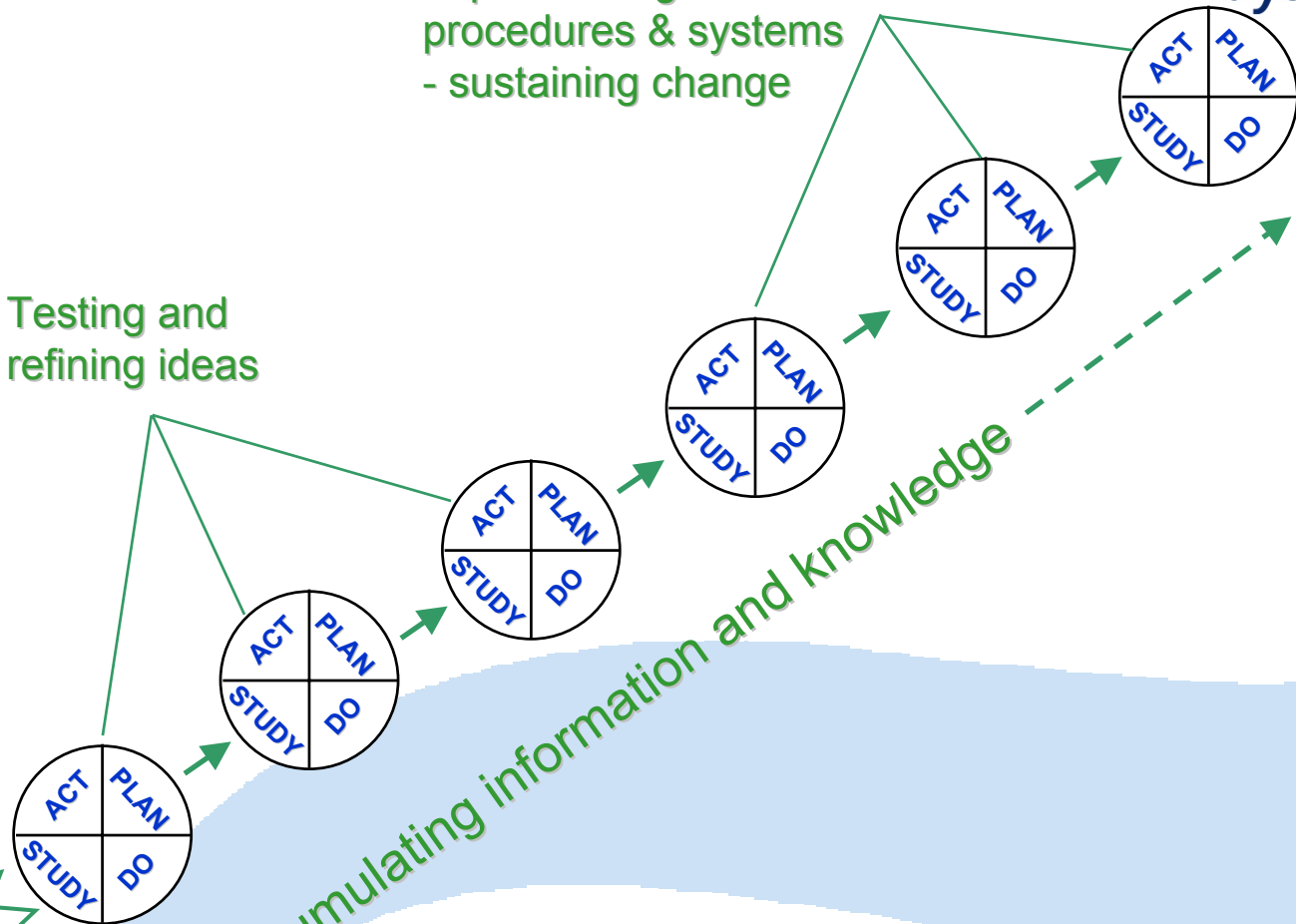
Tayside

Implementing new procedures & systems - sustaining change

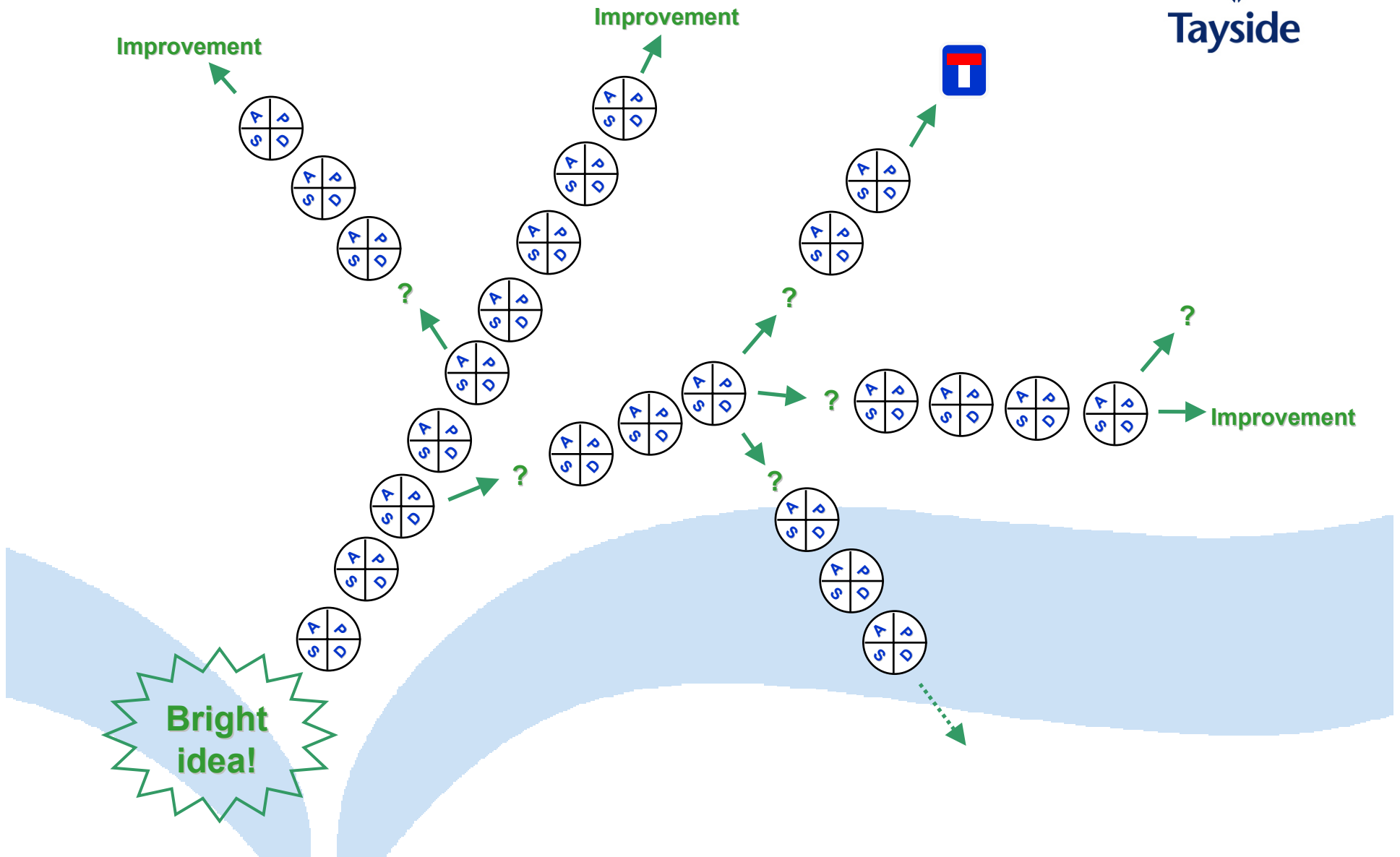
Testing and refining ideas

Bright idea!

Accumulating information and knowledge



# Developing improvement with PDSAs



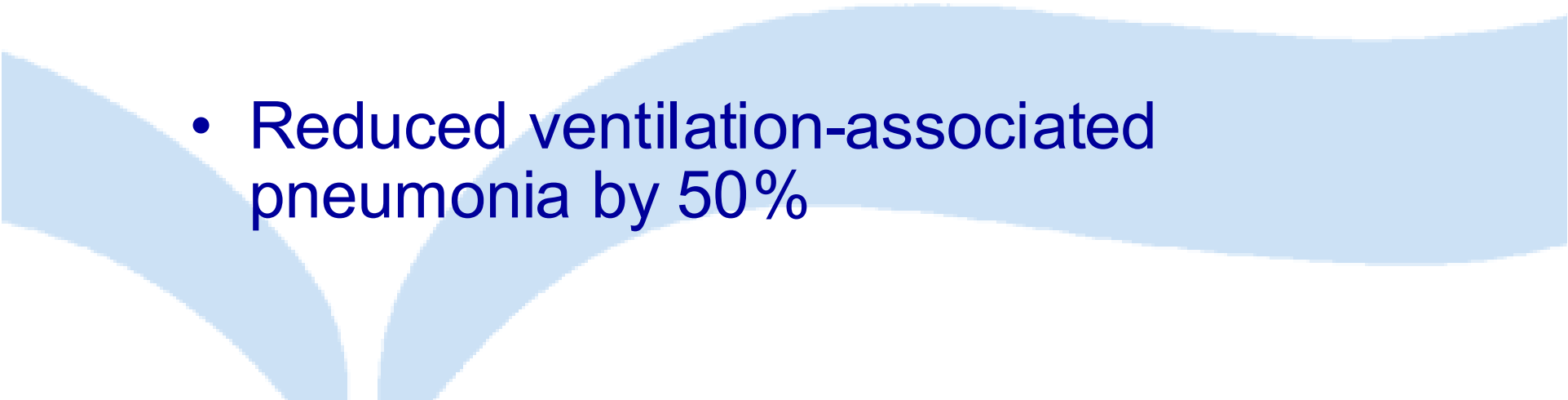
# Initial Ten Topics

- Cesarean Section Rates
- Physician Prescribing Practices
- Adult Intensive Care
- Neonatal Intensive Care
- Adult Cardiac Surgery
- Asthma Care
- Low Back Pain
- Adverse Drug Events
- Inventory Levels and Supplier Management
- Reducing Delays and Wait Times

# Asthma Care

- Use of emergency rooms reduced by 22%
- Anti-inflammatory inhaler use increased from 30-58%
- Patients who returned to emergency rooms within 7 days reduced by 50 %

## Intensive Care

- Reduced the number of days on ventilator by 34%
  - Reduced average length of stay by 25%
  - Reduced ventilation-associated pneumonia by 50%
- 
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# Adverse Drug Reactions

- Reduced Adverse Drug Events from 4 per 1000 to less than 1



# National Primary Care Collaborative



- Launched in 2000
- Led by Sir John Oldham
- The largest health improvement project in the world
- 5000 practices covering 32M people

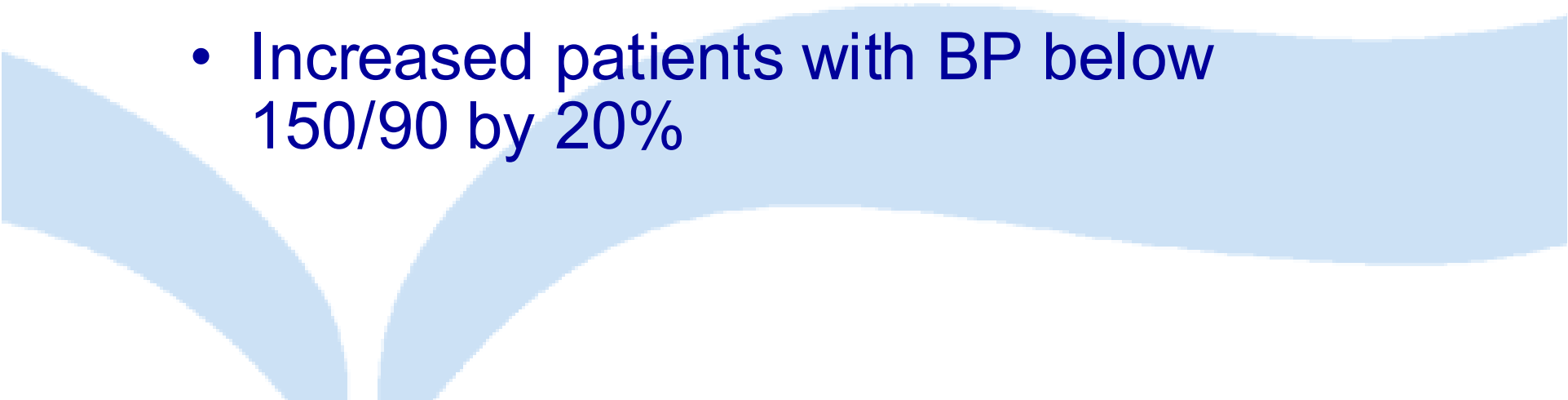
National Primary Care Development Team

## Access

- Reduced average time to access a GP by 68.83%
- Reduced average time to access a practice nurse by 50.02%



# CHD

- Increased patients on aspirin by 13.1%
  - increased patients on B-blocker by 24.8%
  - Increased patients on statins by 21.6%
  - Increased patients with BP below 150/90 by 20%
- 
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# Scotland



- Access and Diabetes
- Waves of 100 practices
- LHCC based



Scottish Primary Care Collaborative

Centre For Change and Innovation

Program Manager

Regional Manger

Regional Manager

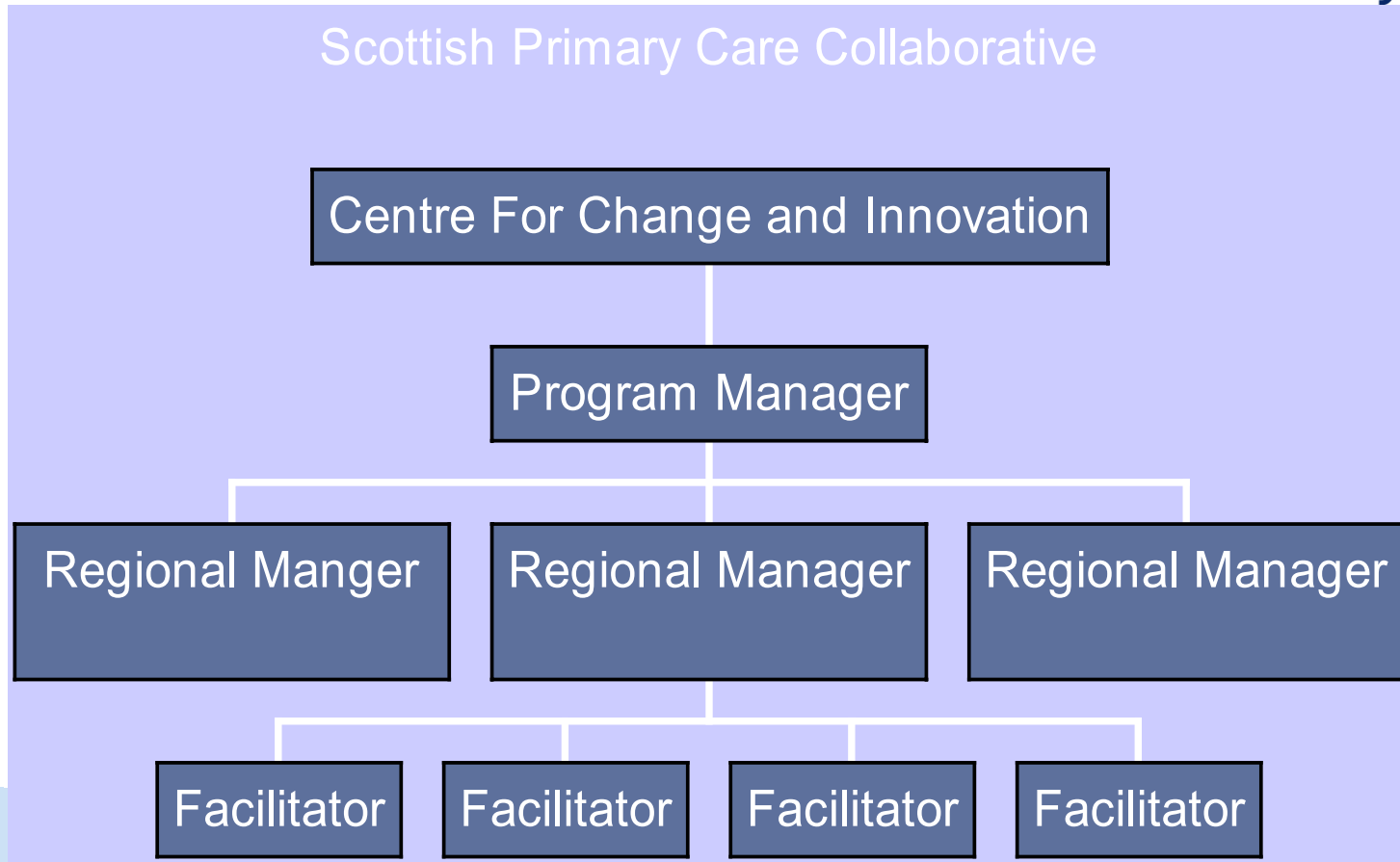
Regional Manager

Facilitator


Facilitator

Facilitator

Facilitator



## **Access**

- GP Access - **47.39%** improvement
  - PN Access - **18.22%** improvement
  - Patient Satisfaction - **11.37%** improvement
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# Diabetes

- HbA1C less than 7.5 - **19.66%**
- BP < 140/80 - **17.86%**
- Cholesterol < 5 - **17.77%**
- Digital Retinal Screening - **41.96%**

**I've worked here for over 20 years and I can definitely say it's better - Receptionist**

**I cannot believe we still have appointments on a Monday afternoon - Practice Manager**

**It's great to be able to give patients what they want - Receptionist**

**I don't dread coming into work anymore - GP**

**I think it is very useful to receive an appointment for the same day as you phone - Patient**

**It's hard work but it really does pay off - Receptionist**

**It's really improved communication in our practice - Practice Manager**

**I returned to work after being off for nearly a year....and it felt like I'd gone back to a totally different practice - GP**

**I am more excited by this change management model than anything else I have come across in the NHS in recent years - GP**

# Opportunities

- QUISP
  - Health and Social Care - Falls
  - Healthy Communities
  - Medicines Management
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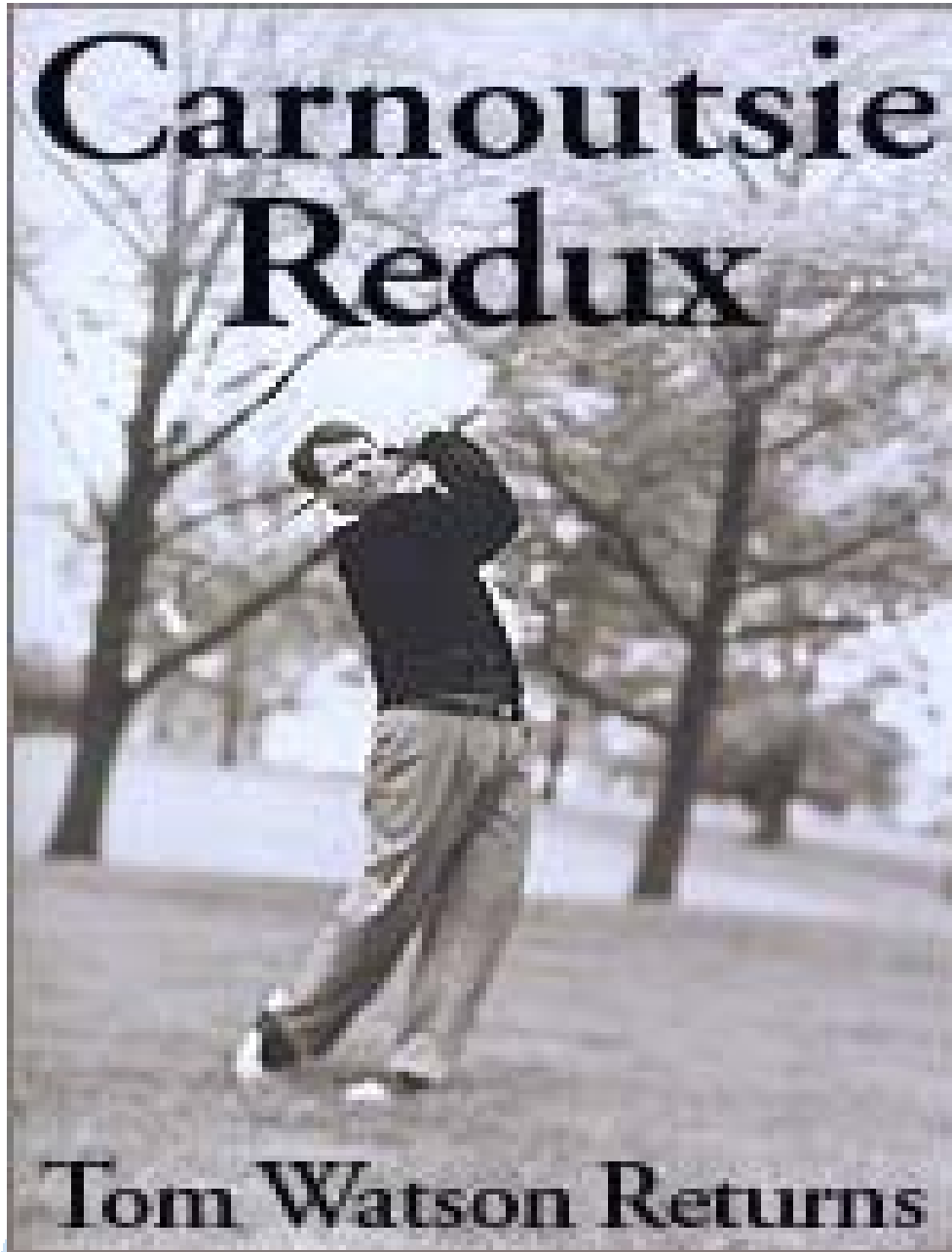




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**Huge crowds follow Ben Hogan's Victory March in 1953**

# Carnoutsie Redux



Tom Watson Returns





















