Lessons from Yesterday…
Plans for Tomorrow

Fourth Annual South Carolina Patient Safety Symposium:
The Transformational Journey Continues!

March 17, 2011
Columbia, SC

Maureen Bisognano
President and CEO
IHI
From Me

• Now is the time for the Triple Aim

• You’ll need to hear the voice of the patient and see the burden of illness (keep your promise to watch two Patient Voices videos on NYT on line)

• Innovation will be key to lightening the burden of treatment
From Me

• Learn the linkages between cost and quality

• Remember the journeys we travel with our patients and their families
From Bob Wachter

• Real progress on patient safety, but spread and scale-up challenges remain
• Added the need to focus on value (remember the financial penalties for failing to perform on VBP!)
• Advised that we strategize on capacity building (people, tools, IT and measures)
From Bob Wachter

• Use Bob’s Accountability vs. Systems Problem checklist to assess your key risks
• How does SC look from a capacity view?
From Rick Foster

• Hear the lessons from Lisa to coordinate care across the complex systems, especially for patients with chronic disease

• We can do this together, and we can lead the nation in the IHI Triple Aim and in the rates of improvement
From Marshall, Kate and Terri

• de Tocqueville’s notion that the knowledge on combining is the heart of leadership
• The principles of organizing are powerful tools to get to the changes we need by engaging all in taking purposeful action under conditions of uncertainty
• Terri’s father needed us through the year, not just during the visits
From Atul Gawande

• With the complexity of care today, checklists can improve safety at a low cost
• Adoption and spread are leadership challenges, and you’ll need to focus on the values, including humility, discipline and teamwork
• Assess your patient populations by these categories...chronic diseases, end of life care and catastrophic cases for ways to improve
From Atul Gawande

• Take the SC challenge to use the SC surgical checklist for every patient, every procedure, every day

• Remember Dwayne Smith and assess every defect to assure that learning and system improvements are made to keep promises to future patients
Tomorrow…

- Remember how you felt at “Unbound”
- Find time
- See the burden of illness
- Design to lighten the burden of the treatment
- Have courage and work together…it’ll be fun!