Lessons from Yesterday

A Community of Influence
SC Transforming Health Symposium

Maureen Bisognano
President and CEO
From Rick Toomey

- Celebrated the great work and lives saved by the teams at the Certified Zero Harm hospitals

- Noted that South Carolina hospitals have exceeded the national average in reducing central line infections by 67% and catheter-associated urinary tract infections by 25% since January, 2010

- You saved a life for each person here in the room!
From Me

- So much to celebrate in South Carolina
- Looking ahead to the Triple Aim of improving health care, improving the health of all in SC and reducing per capita costs
- A focus on the social determinants of health will be needed to get here
- Map all the assets and use them (remember Janie and Zuma!)
- We need to “flip” health care
- Executive Development program for population health management starting 9/29-10/1..a new community about to start!
From Atul Gawande

- Reminded us of the complex nature of our work and the need to think at a systems level
- Gave us great ideas from his learning at The Cheesecake Factory and compelled us with the differences between his hibachi steak and Dave’s mother’s care
- Demonstrated the power of standard work in reducing waste (the 2.5% food discard!)
- Honored you all for saving lives, reducing harm and saving money
- Shared leadership lessons for us all
From Jerry Reeves

- Demonstrated the importance of aiming for well-being as well as health
- Shared the promise of team-based care models in getting better healthcare, higher patient satisfaction at a lower cost
- Suggested we should move the patient from the passenger seat to the driver’s seat and then support the journey
- Showed us new models of care, new ways to build teams—all for better care!
At lunch

- We celebrated the Lewis Blackman Champions for the year and honor their passion for improvement!

- “Clara” took us on a journey of courage and vision to start the US Red Cross

- Shared how we might find our passion by helping at the “front lines” of need
The afternoon

- Spent time with experts on all aspects of the new work in safety and the Triple Aim
- Learned about measuring health at a population level, managing chronic care with new care mechanisms, reducing overuse for better care at lower costs and more
- Got all the tools you’ll need to plan for your strategy when you return
- Met great people who can support you in the journey
- “All teach; all learn”