

# Looking at the Future of Clinical Health Care Services





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Biostatistics and Occupational Health







#### The Context

- Chronic disease and the aging population
- Health care spending
- Cost drivers and optimizing return on investment (ROI)

#### Clinical Program Redesign

- Examples of high impact redesign
- The Secret Sauce Mobilizing key assets

#### Towards a Learning Health System

- Emerging models
- The Canadian approach

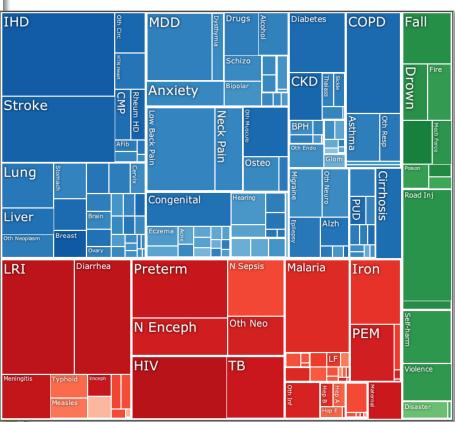


#### **Population Health Challenges**



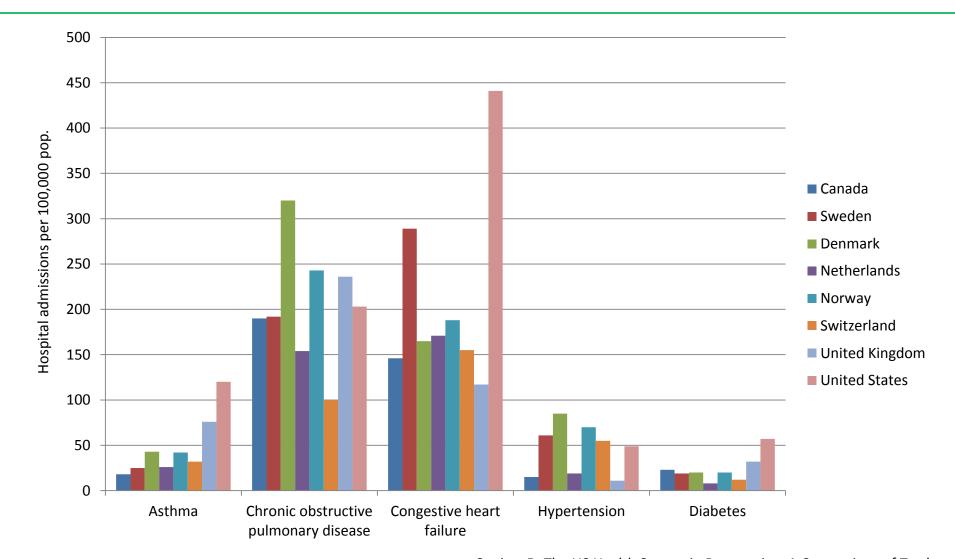
Scotland just behind America in obesity league table, BBC reveal in shocking report







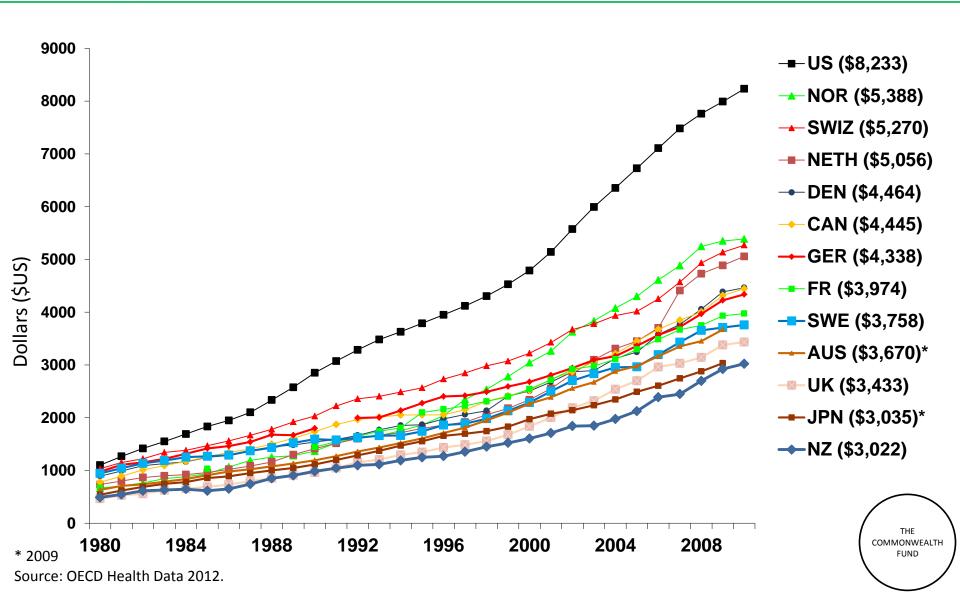
# Comparison of Hospitalization Rates for Ambulatory Sensitive Conditions, 2007





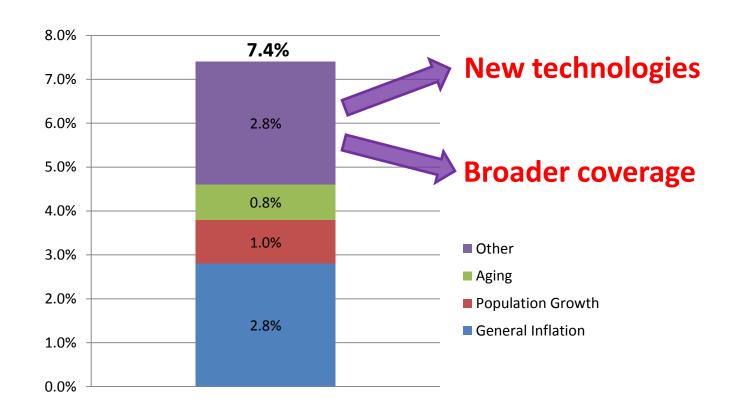
# Average Health Care Spending per Capita, 1980-2010

(Adjusted for Differences in Cost of Living)





### Average Annual Growth Rate, Public Health Care Spending, Canada, 1998-2008





#### The Top Cost Drivers in Sweden

#### Population Aging

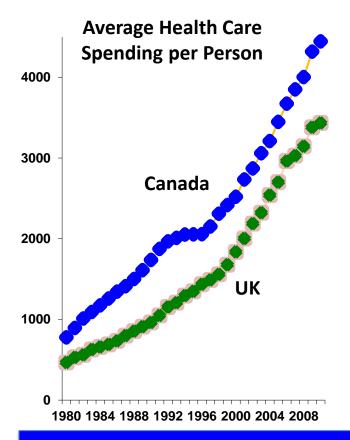
- Older people account for a large proportion of health care spending
- Level of demand for health care will come to exceed the capacity of health systems to meet it

#### Innovation in Health Technology

- New innovations are costly
- New technologies, even if substituting for an older technology, are normally more expensive
- Increased use of technologies leads to higher cost
- If older people are the principal beneficiaries of these innovations, the cost problems is compounded



### **Health Spending & Opportunity Costs**



Cumulative Difference in Health
Spending between Canada and the
UK 1980-2010
\$659 billion

#### With \$659 billion we could have:

Provided \$5/day daycare for a year for





Sent **23.5 million** students to university for 4 years

TransCanadaHighway.com

Built **9,171 Trans**-Canada highways



### **Innovation in the Health System**

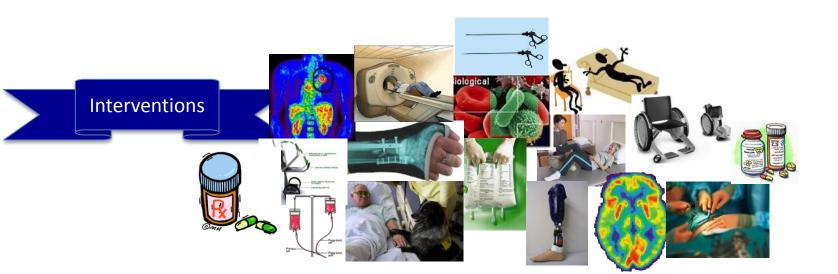




### **Innovation in the Health System**









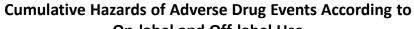
No. at risk On-label

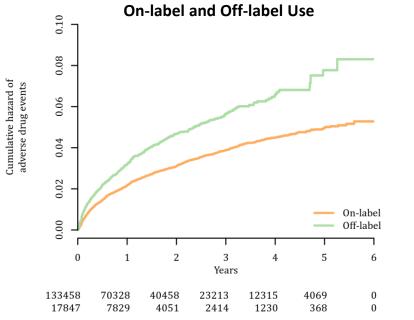
Off-label

### New Technologies When Not Used as Planned Learn Action Learn Off-label Prescribing & Adverse Drug Events

#### Distribution of Off-label Use by Therapeutic Class

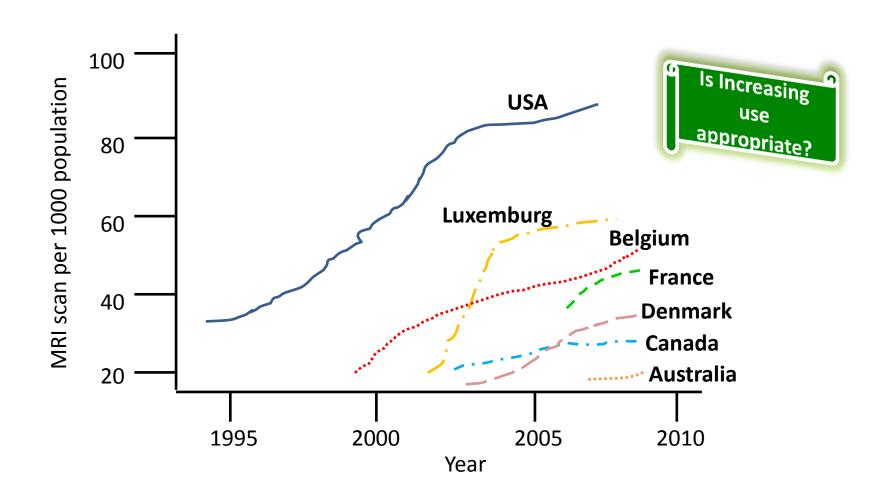
	No. of Prescriptions	Off-label Use, No. (%)
Central nervous system	58 914	15 491 (26.3)
Anti-infective	21 000	3599 (17.1)
Ear-nose-throat	10 622	1613 (15.2)
Gastrointestinal	14 237	1770 (12.4)
Antineoplastic	234	28 (12)

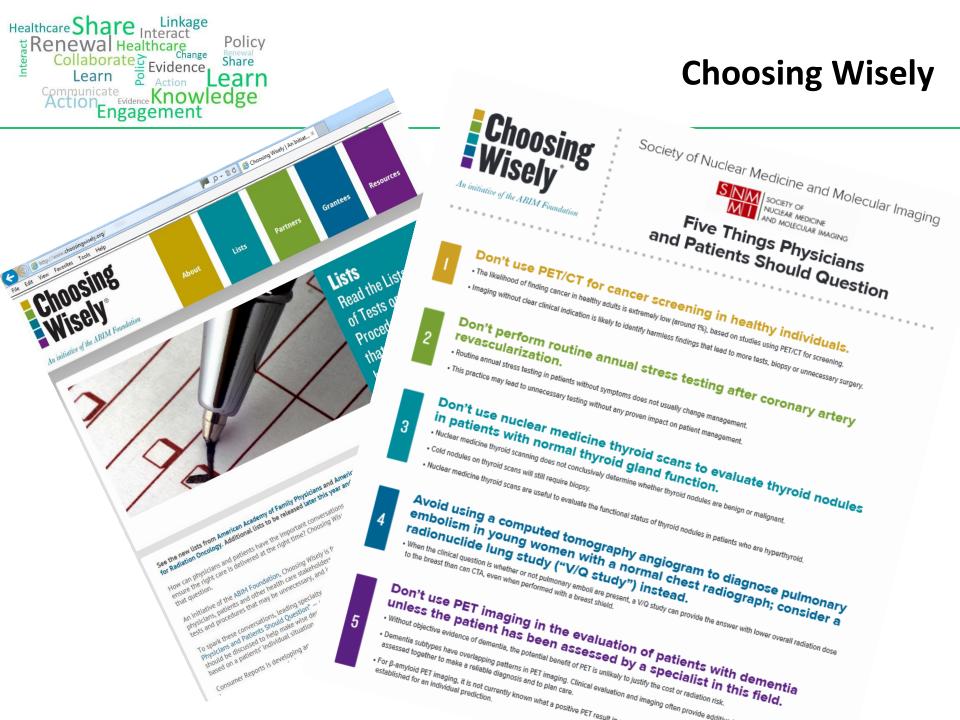






#### **Diagnostic Imaging Utilization: MRI**







#### **Clinical Care Redesign**





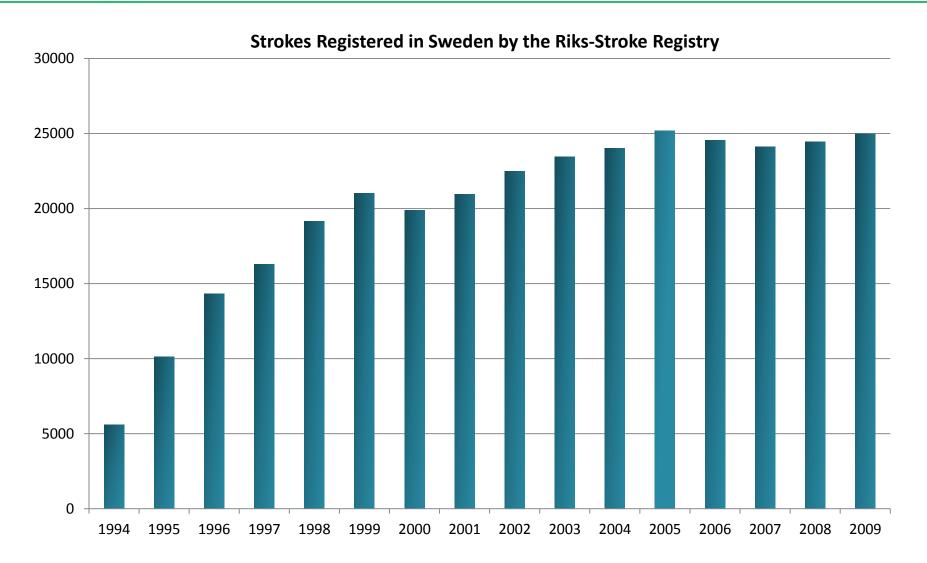
#### **High Impact Clinical Redesign**



- Organized stroke care
- Pre-hospital emergency care
- Pre-term birth (elective labour)
- Hip and knee surgery

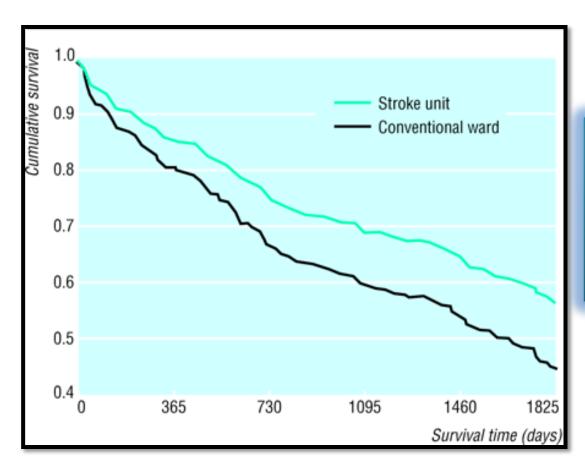


#### **Annual Number of Strokes, Sweden**





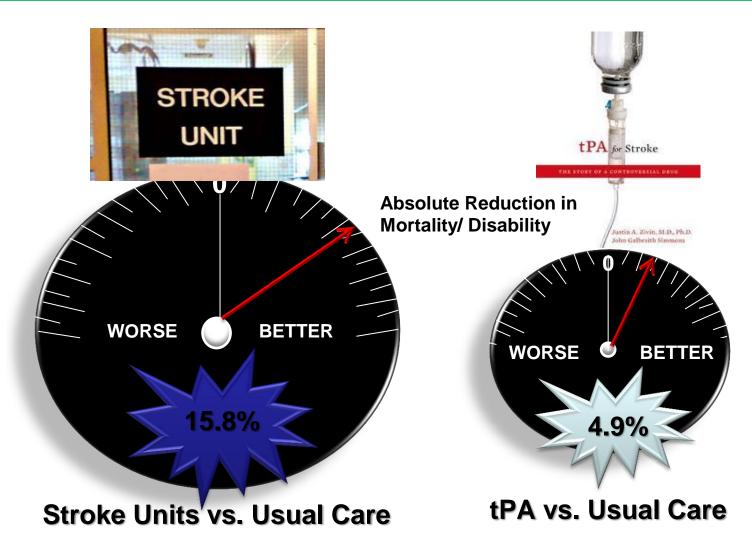
### Re-organizing the Care of Acute Strikes: Stroke Units



At 5 years:
45% of patients on stroke unit had died compared to 55% in conventional unit



## Reduction in Mortality/Disability with Stroke Programs vs tPA



New Protocol for Stroke Mortality, Disability. Gandey, A. (2011). Lancet.



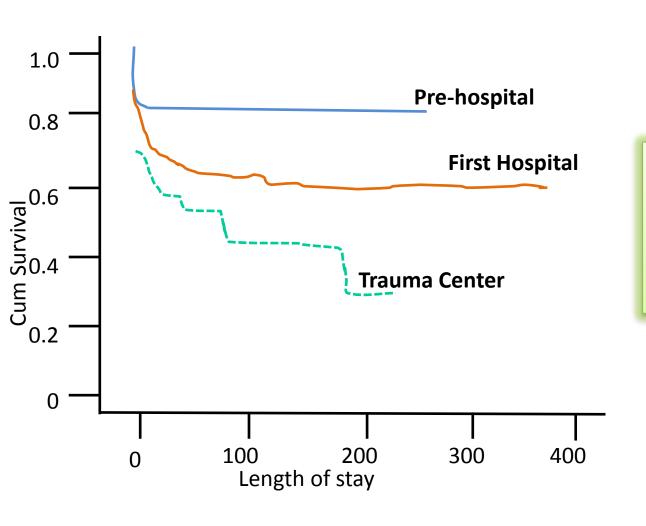
### Re-Designing Pre-Hospital Emergency Care

- "The Golden Hour"
- Improved survival in trauma cases
- Trained healthcare professionals to work specifically in emergency medical situations
  - Ex: Paramedics





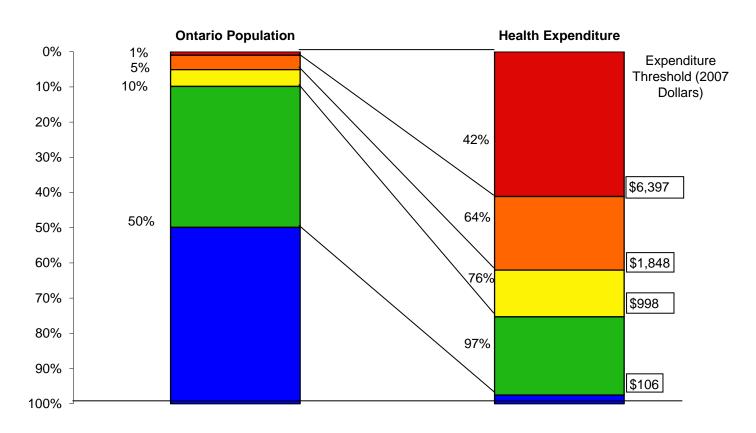
### Impact of Re-Designing Pre-Hospital Care in Trauma Cases



Patients were more likely to survive when their life-threatening events were managed in the pre-hospital phase.



# Pre-Term Birth & Downstream High System Use in Children



Within different age groups, the concentration of health care costs is highest for children (aged 0-17 years), with the top 1% of the population accounting for 42% of spending in this age group.

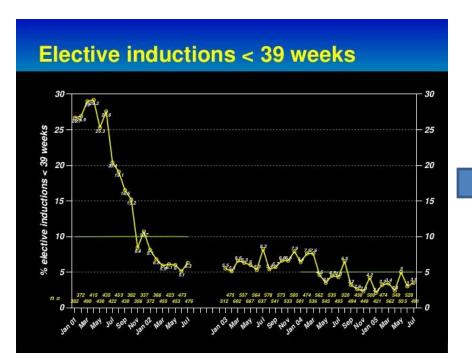


### Intermountain Healthcare: Elective Labour

#### Target for improvement: induction of early labour

- 32,000 deliveries each year
- Nurse required to fill out form to determine if elective induction is appropriate
- ➤ If not, the chair of the department has to give consent



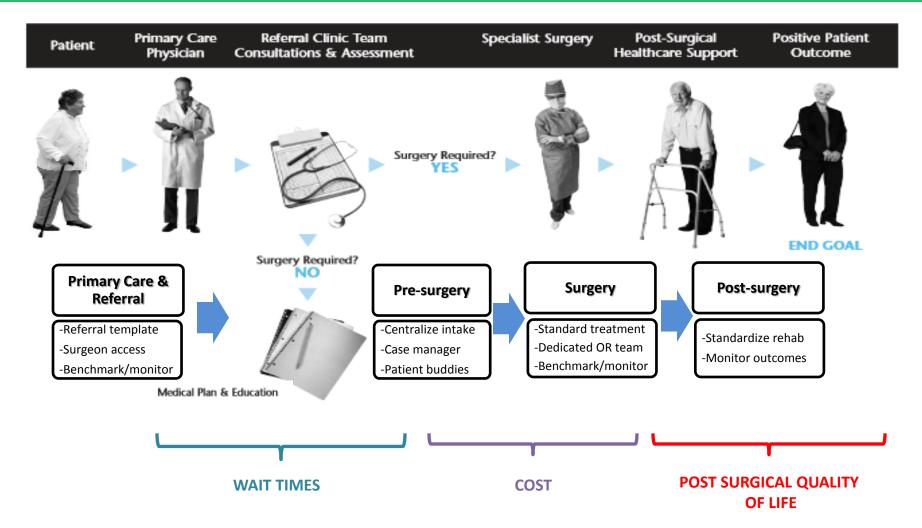


#### **Results:**

- ✓ Elective inductions that did not meet clinical standards dropped from 28% to 2%
  - Collective length of time in labour dropped by 31 days
- √ 1,500 additional deliveries each year (without any additional beds or nurses)

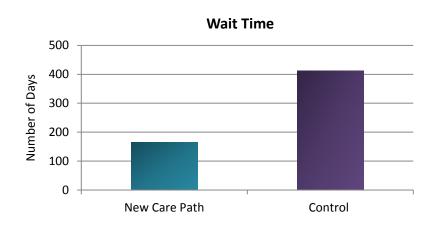


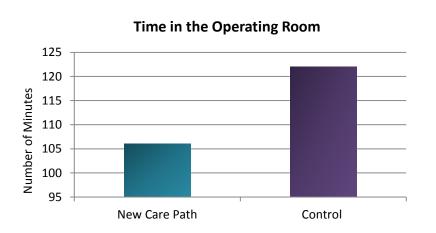
# The New Care Path for Hip and Knee Replacements

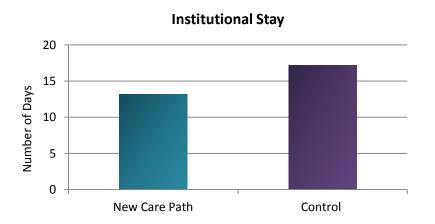




### Improved Outcomes Using the New Care Path



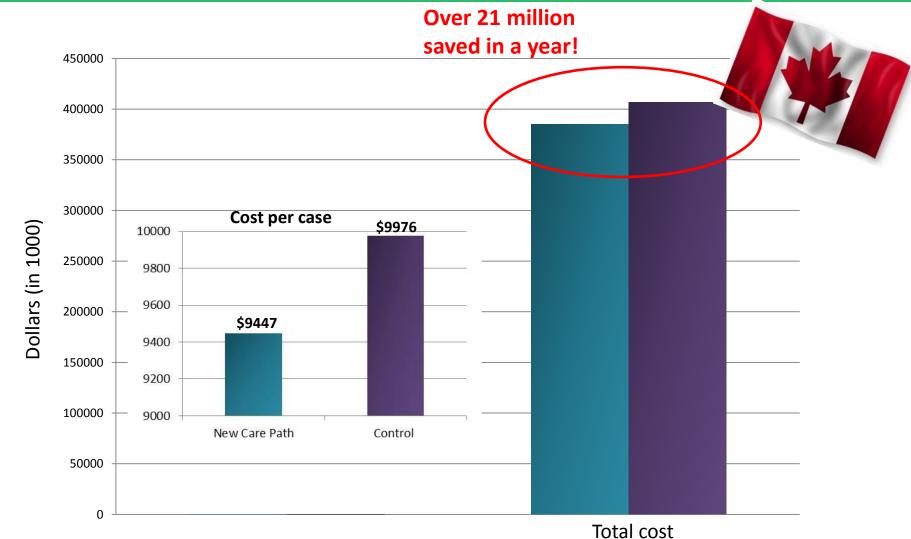








### Reduced Cost Using the New Care Path



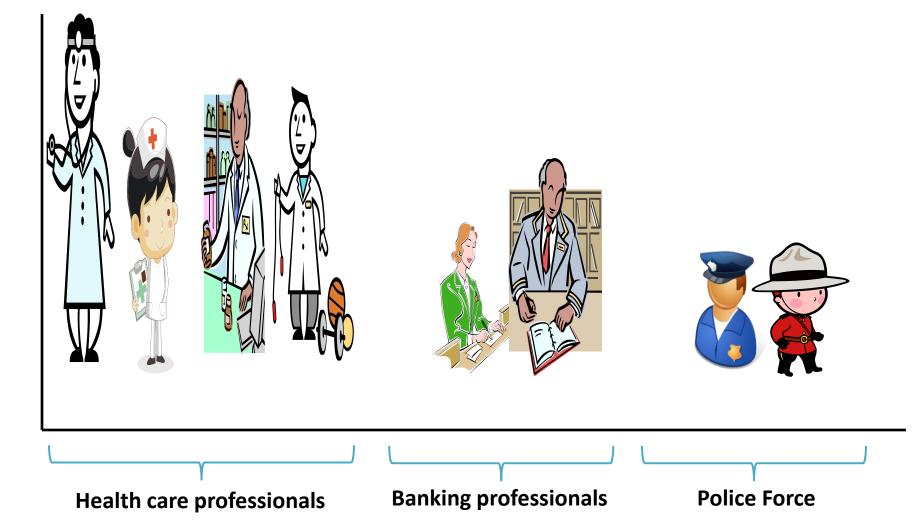


# Transforming Clinical Programs Capitalizing on the Assets



# Healthcare Share Interact Renewal Healthcare Collaborate Evidence Learn Learn Action Evidence Knowleds

# Frontline Healthcare Professionals Have the Highest Education Level

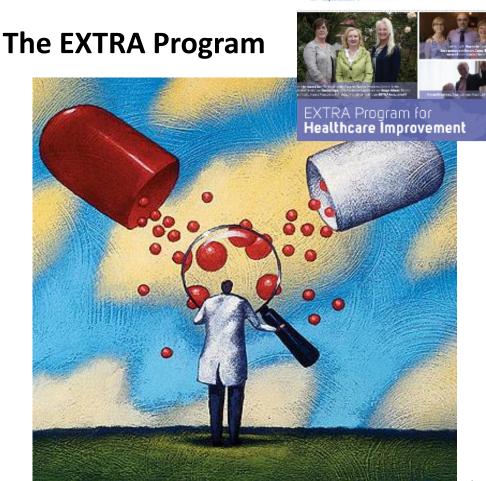




### Training Professionals for Practice-based Learning and Improvement Systems

### Core competencies of physician leaders

- Leadership
- Strategic planning
- "Systems thinking"
- Change management
- Persuasive communication
  - Including negotiation and conflict resolution
- Team building



Healthcare EXTRA

Partnership: CNA-CMA-CCHL-QC Consortium
See: www.cfhi-fcass.ca
Denis JL et al., Physician Engagement and Leadership for Health System
Improvement, CIHR webinar

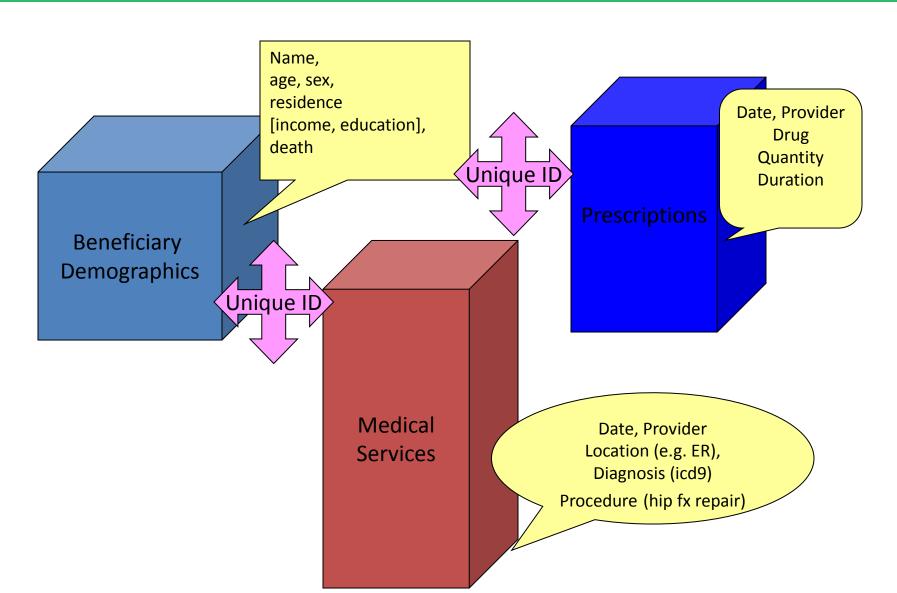


#### **Data Assets and Analytics**



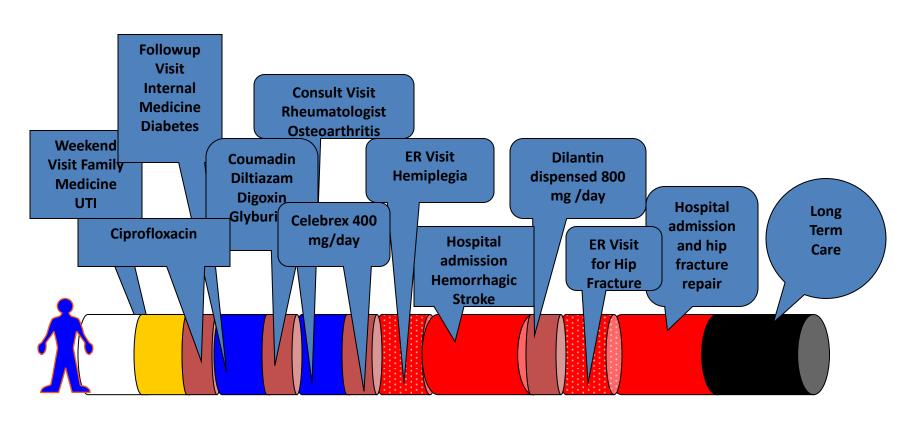


# Medical Service and Prescribing Claims Data to Monitor Care Delivery





### Creating Longitudinal Health Histories with Administrative Data



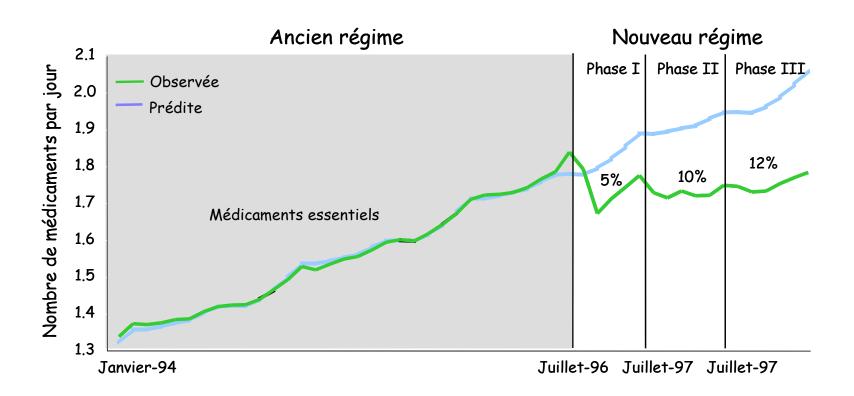
**Female** 

Age: 71 yrs.



### Assessing Drug Policy: User Fees Reduce the Use of Essential Drugs in the Elderly

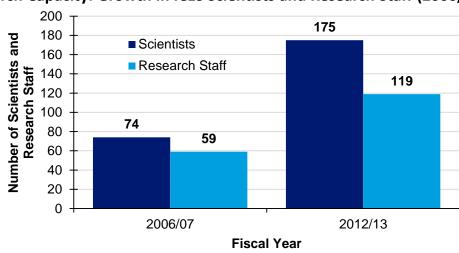
Evaluation of the Quebec income-indexed user co-insurance plan for prescription drugs in a random sample of 120,000 elderly

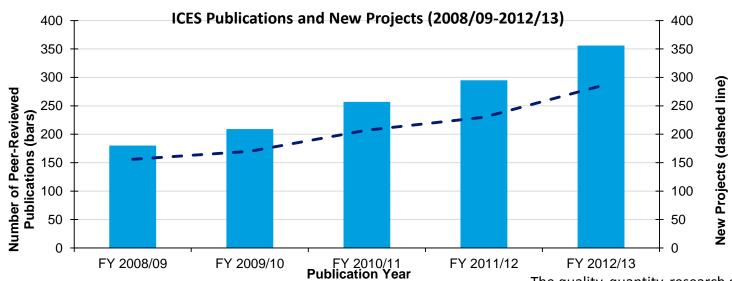


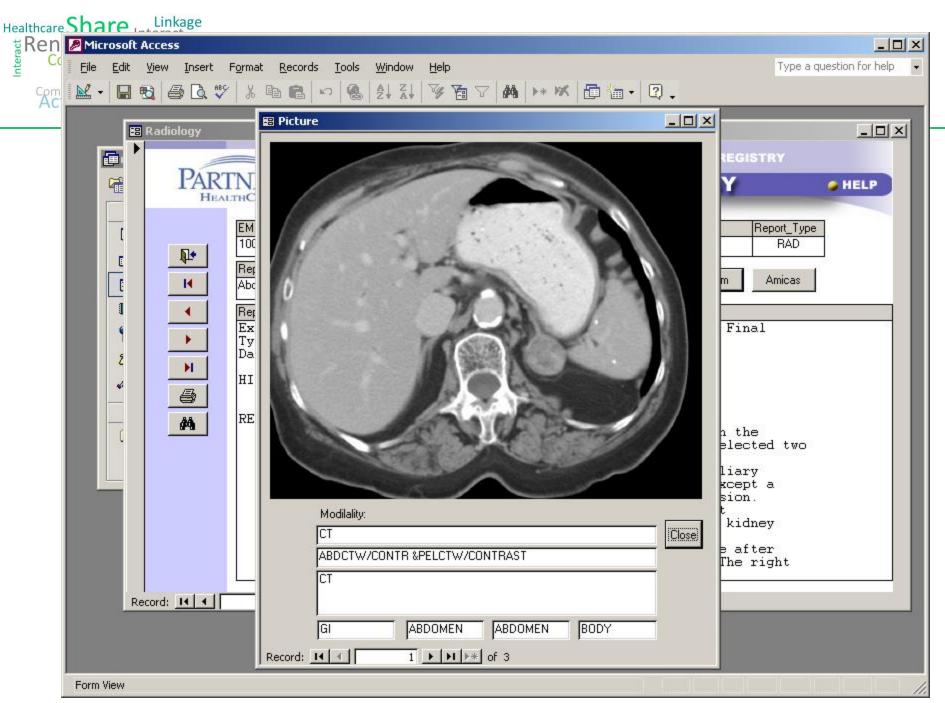


### Creating regional data platforms: The ICES Effect

#### Research Capacity: Growth in ICES Scientists and Research Staff (2006/07-2012/13)



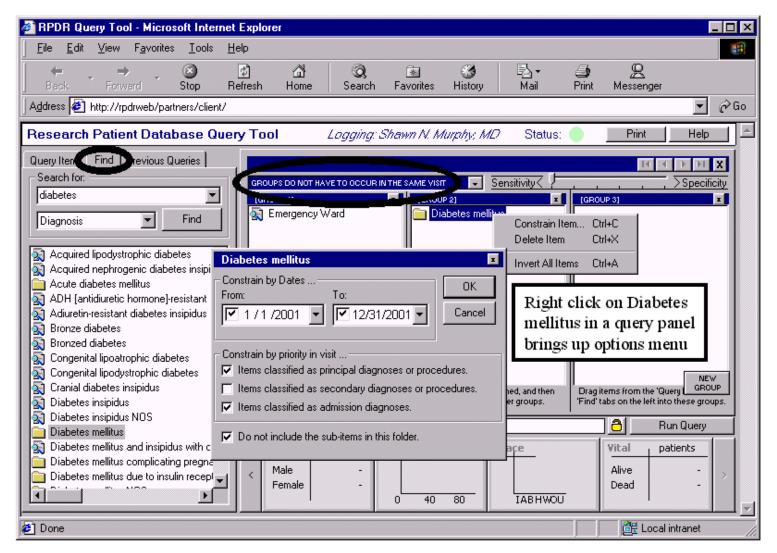




SN Murphy http://researchit.uchc.edu/resources/ResearchRepository.pdf



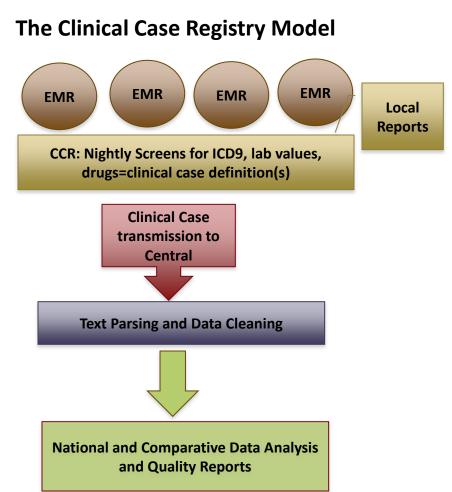
# Partners Clinical Research & Performance Monitoring Warehouse

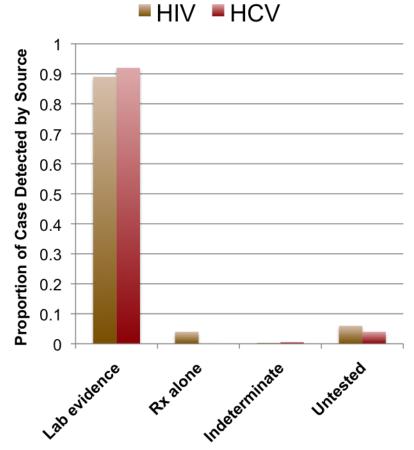




### New Advances in using Distributed Electronic Medical Records: U.S. Veteran's Affairs

#### **Example: HIV and HCV Care**

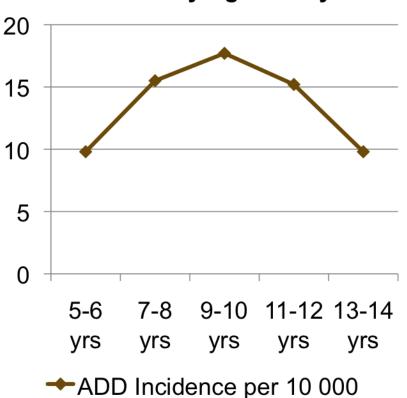




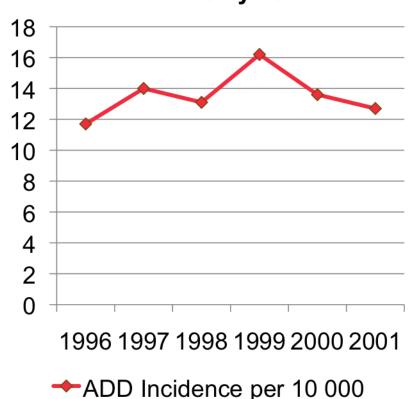


# Monitoring the Incidence and Prevalence of Learn Learn

### Attention Deficit Disorder Incidence by Age in Boys



### Attention Deficit Disorder Incidence by Year





### New Technologies and Predictive Models are Being Used to Detect Deterioration in Health Status

Provide **person-specific decision support** to reduce morbidity.



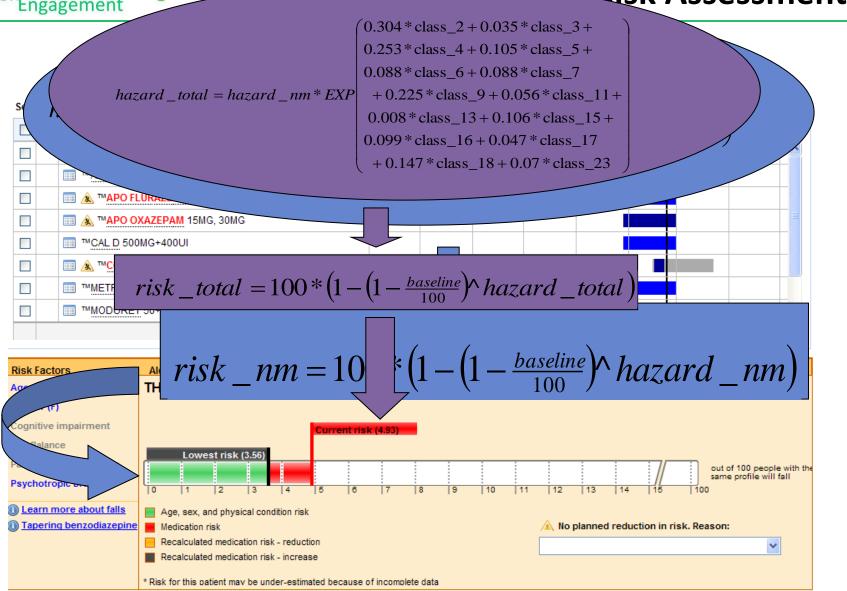




- Fully integrated patient monitoring solution
- Continuous real-time vital sign and motion information
- Timely alerts for early detection

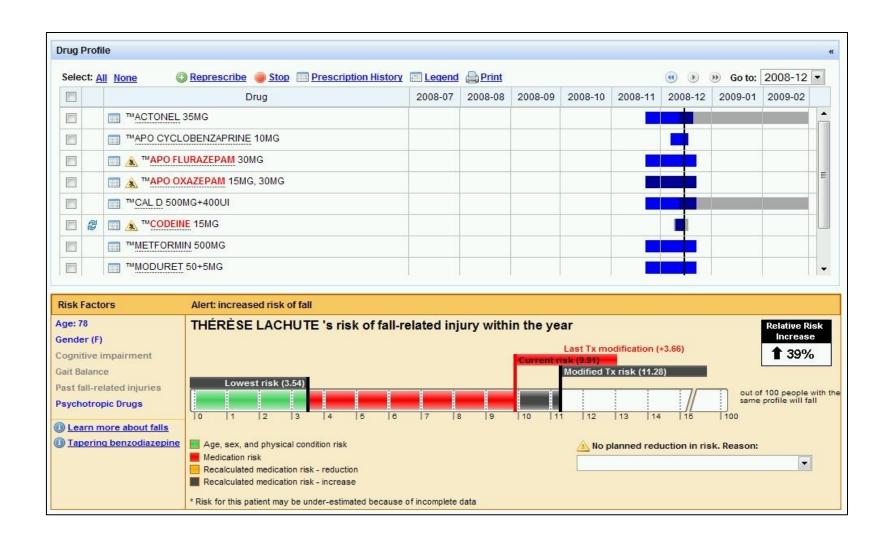


### Designing New Smart Alerts that Provide Risk Assessment





### Providing Immediate Feedback on the Consequences of a Change in Medication

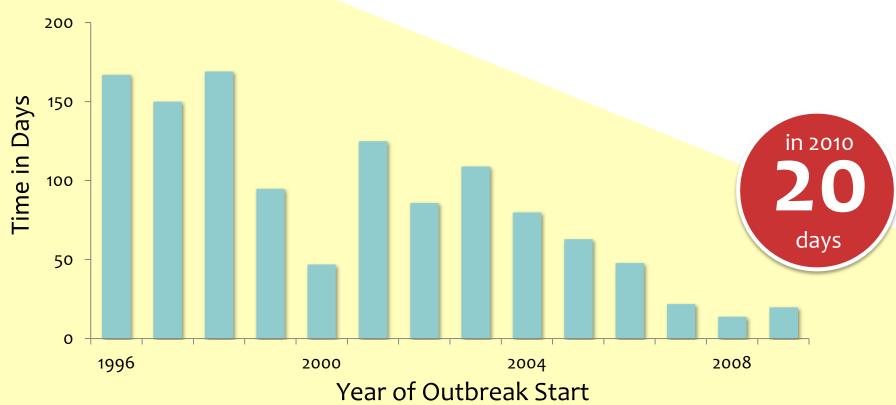


#### Potential of Digital Disease Detection





# Number of days from outbreak start to outbreak discovery



Chan et al. 2010. Proceedings of the National Academy of Sciences.

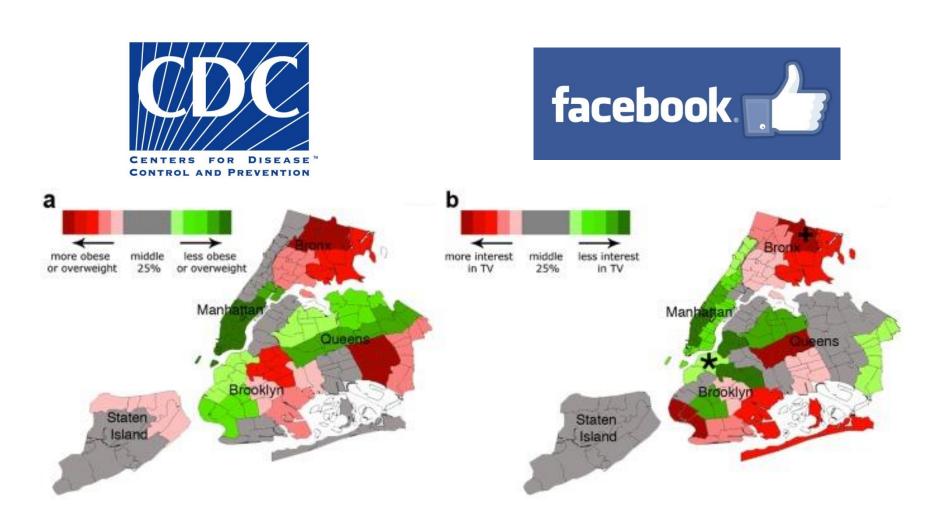


#### **Real-Time Population Monitoring**





#### **Tracking Obesity with Facebook**





#### Patients and Families Experience-based co-design





#### King's Fund (UK) - 2013:

**Experience-based co-design toolkit** 

#### Working with patients to improve health care

This toolkit outlines a powerful and proven way of improving patients' experience of services, and helps you to understand how it can help you meet your aims. A 2013 global survey discovered that EBCD projects had either been implemented, or were being planned in more than 60 health care organisations, in countries including Australia, Canada, England, the Netherlands, New Zealand, Sweden, and the United States.

### Healthtalkonline (UK)



# Websites You Can't Live Without - www.healthtalkonline.org

31 JANUARY 2013





www.healthtalkonline.org listed in The Times 50 Top
Websites You Can't Live Without and ranked second in their
top 5 health websites

www.healthtalkonline.org is a wealth of highly reliable – as opposed to partial and anecdotal – data on personal and patient experiences collected and analysed using world leading qualitative research methods by the Health Experience Research Group, Department of Primary Care Health Sciences, University of Oxford. CATEGORIES

General

### Healthexperiences.ca





Caregiving module: 35-50 in-depth semi-structured interviews Maximum variation sample; at home or place of convenience



### **Experiential evidence** for system change

#### http://healthexperiences.ca/en/

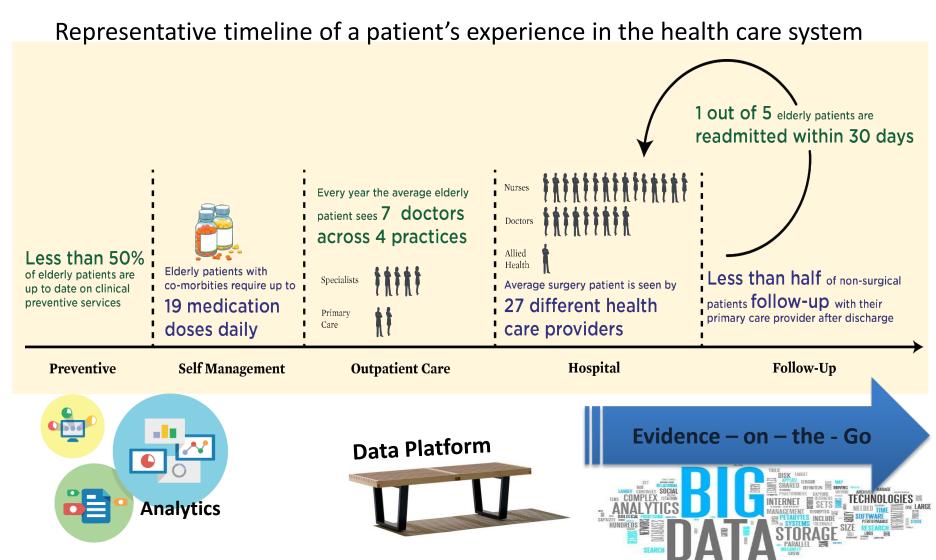
Drew – on experiences with the healthcare system caring for his mother (since he was 5 yrs old).



http://www.youtube.com/watch?feature=player\_embedded&v=RGb8AhDpb1w



#### A Continuously Learning Health Care System

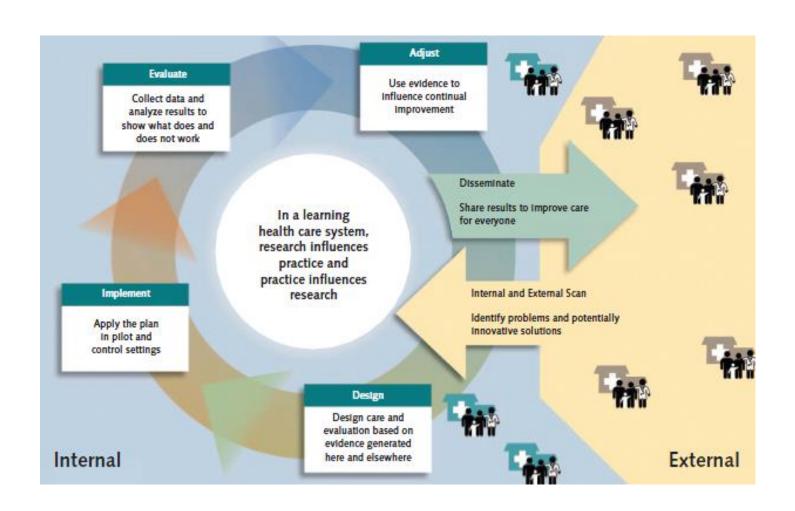


Source: Best care at lower cost: the path to continuously learning health care in America. Institute of Medicine, 2012

Ben Chams - Fotolia



### Implementing the Learning Healthcare System: Group Health Cooperative





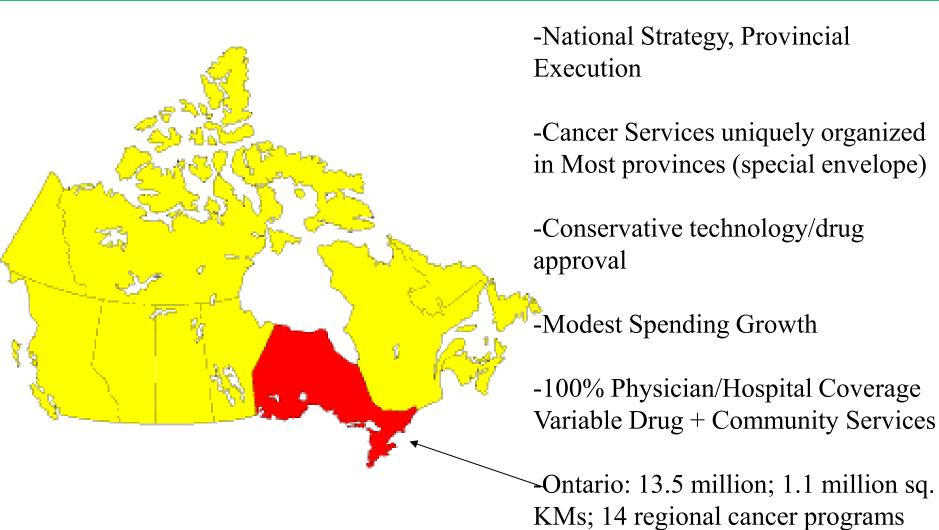
### International Learning System: Variations in NICU Outcomes

#### **Characteristics of Birth Weight and Mortality in Participating NICU Networks**

	Canadian Network	Kaiser Permanente	New England
No. died/No. total	418/10 819 (3.9%)	117/5 530 (2.1%)	231/3 492 (6.6%)
Birth weight			
<750 g	387 (3.6%)	85 (1.5%)	321 (9.2%)
750-999 g	501 (4.6%)	138 (2.5%)	372 (10.7%)
1000-1499 g	1267 (11.7%)	373 (6.7%)	898 (25.7%)
1500-2499 g	3755 (34.7%)	1712 (31%)	963 (27.6%)
≥ <b>2500</b> g	4909 (45.4%)	3222 (53.3%)	938 (26.9%)



### Organizational Context & Performance Initiatives in Cancer Services in Canada



#### EDITO

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ESTABLISHED 1892 - JOSEPH E. ATKINSON, POBLISHER, 1806-1948

# The sorry tale of Cancer Care Ontario

The Mike Harris government's ham-handed handling of Cancer Care Ontario has to be seen in the context of what else is happening.

Last week, Health Minister Tony Clement, told the directors of Cancer jected deficit of \$175 million and pending legislation making deficits illegal.

Exhibit 3: On Wednesday, a city committee will consider a report on ambulance services. It says crowding **PRIVATE PRACTICE:** Dr. Tom McGowan, former head of radiation oncology for Cancer Care Ontario, set up a private company to run the new after-hours clinic.

# Cancer Care Ontario should be shut down

Agency couldn't figure out how to run an evening shift at its Sunnybrook centre

For two weeks, Premier Mike Harris' government has been embroiled in a furor over its plans for Cancer Care Onlario, a crown agency that runs eight of the province's nine cancer treatment clinics.

The battle has been painted in Goliath and David terms – a monolithic, vengeful government moving to silence a feisty, independent agency devoted to serving the interest of cancer patients.

Agency board members, speaking under the cloak of anonymity, charged that Health Minister Tony Clement was trying to punish Cancer Care Ontario for publicizing the lengthy waiting THOMAS WALKOM

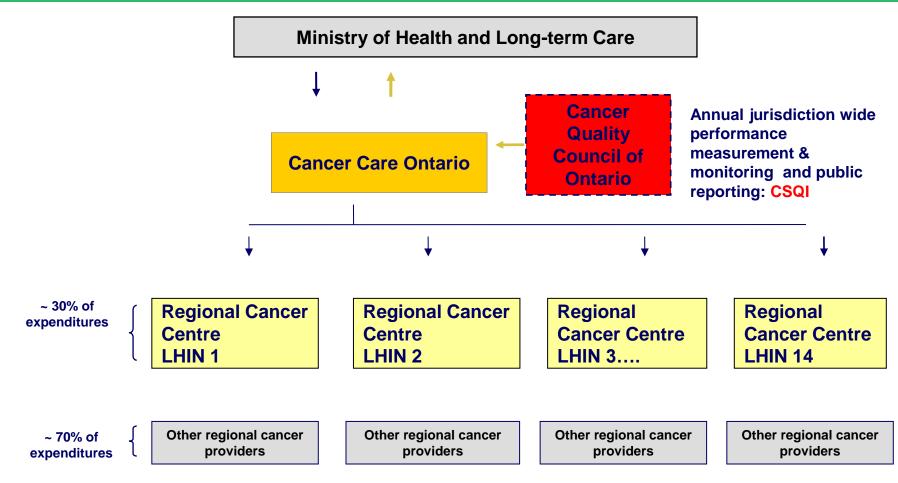


newspaper by New Democrat MPP Frances Lankin. It is a remarkable document.

First, the new private company is promised a so-called performance bonus. Public cancer treatment centres receive \$3,000 per patient no matter how many they treat. But if McGowan's firm treats more than 500, its subsidy will in-



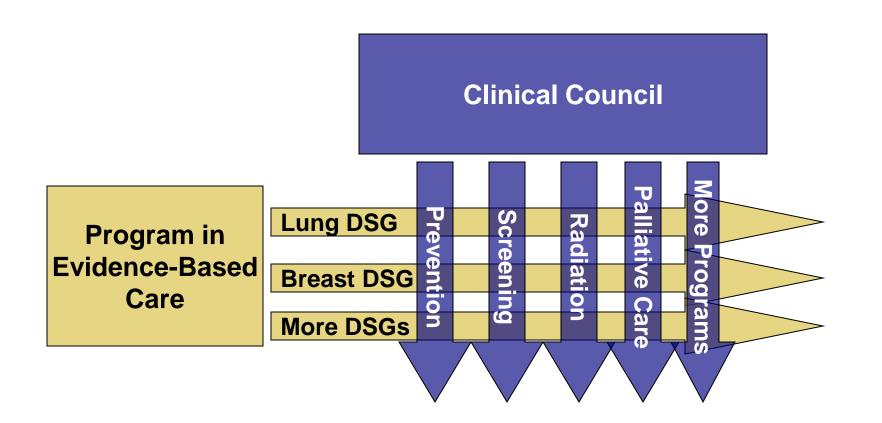
#### Cancer Care Ontario: Delivery at a Glance



Mission: To improve the *performance* of the cancer system by driving *quality, accountability and innovation* in all cancer-related services



#### **Clinical Accountability Structures (cont.)**





#### Clinicians Engaged in All Components of Performance Improvement Cycle

Monitoring performance

#### 1. Data/Information

- Incidence, mortality, survival
- Analysis
- Indicator development
- Expert input

Identifying quality improvement opportunities

Horizon-scanning and championing innovation

### 4. Performance Management

- Institutional agreements
- Quarterly review
- Quality-linked funding
- Clinical accountability

#### 2. Knowledge

- Research production
- Evidence-based guidelines
- Policy analysis
- Planning

Developing and implementing improvement strategies

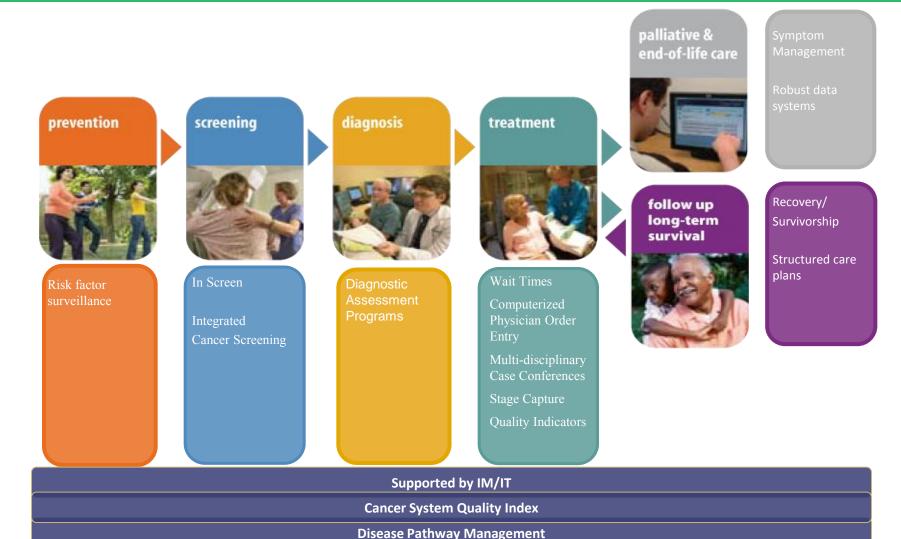
#### 3.Transfer

- Publications
- Practice leaders engaged
- Policy advice
- Public reporting
- Technology tools
- Process innovation

Standardizing development and guidelines



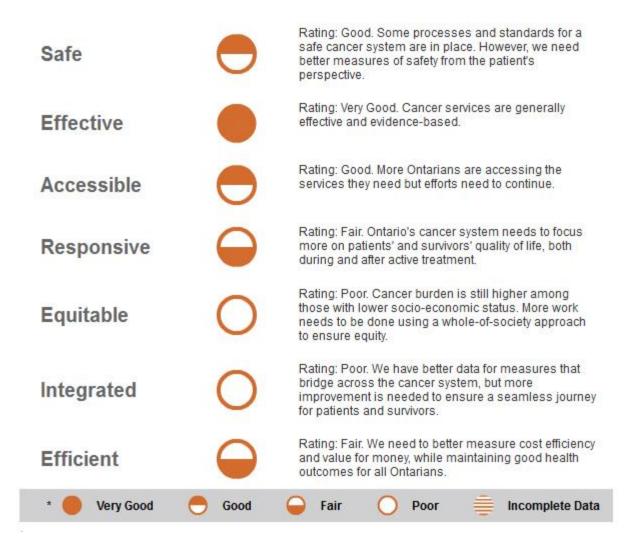
### The Patient Journey IM Tools Instrument the Disease Journey



Regional/Corporate Scorecard
010 Annual General Meeting



#### **Overall CSQI 2012 Summary**



#### CSQI results by quality dimension: Effective (





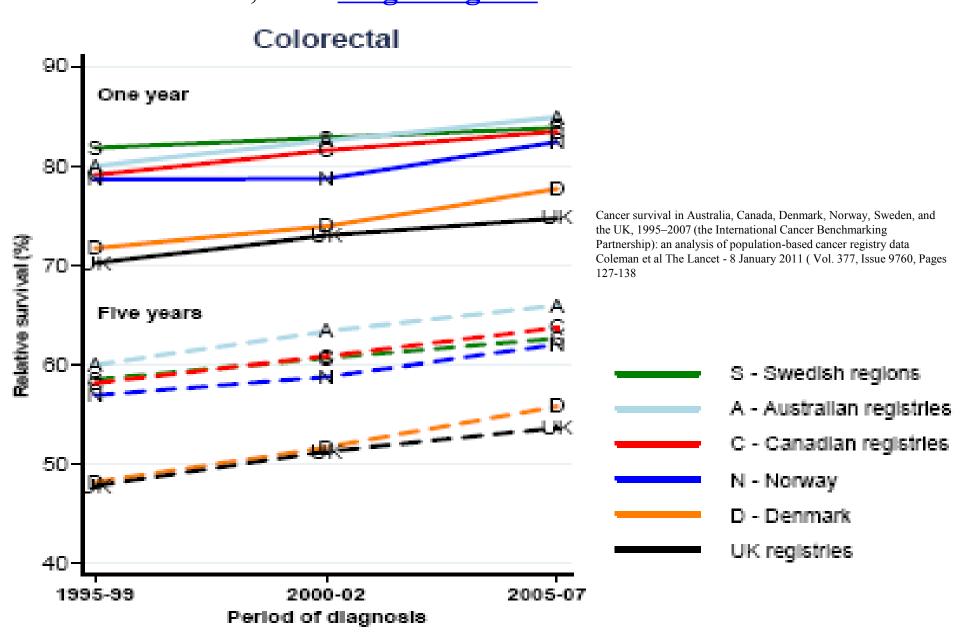
Percentage of synoptic prostate cancer resection reports with positive Stage II (Pt2) margin, by LHIN, 2010 and 2011



Report Date: February, 2012

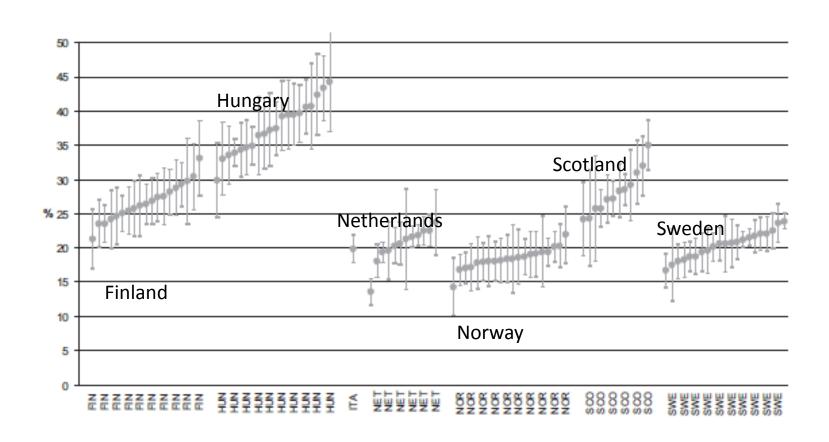
Data source: Pathology Information Management System
Prepared by: Cancer Care Ontario, Cancer Informatics

### Cancer survival in Ontario ranks among best in the world December 21, 2010 Megan Ogilvie Toronto Star





# **International Learning System: Comparing Health System Performance Across Europe**





#### A Continuously Learning Health Care System

Representative timeline of a patient's experience in the health care system **Policy** 1 out of 5 elderly patients are LEA DERSHIP readmitted within 30 days CITIZEN ENGAGEMENT Every year the average elderly patient sees 7 doctors Doctors across 4 practices Less than 50% ■ Health Elderly patients with of elderly patients are ess than half of non-surgical Average surgery patient is seen by co-morbities require up to up to date on clinical patients follow-up with their preventive services 27 different health 19 medication Primary primary care provider after discharge doses daily Care care providers Hospital Follow-Up **Preventive Self Management Outpatient Care** Evidence - on - the - Go **Data Platform Analytics** 

Source: Best care at lower cost: the path to continuously learning health care in America. Institute of Medicine, 2012



#### **Provincial Learning Networks**



search for ... Search

24/7 Health Advice HEALTHLink Alberta 1-866-408-5465

About AHS

\* Find Health Care

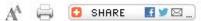
Health Information

Information For

Careers

News & Events

\* AHS In My Zone



#### Strategic Clinical Networks

- > Strategic Clinical Networks
- Back to Clinical Engagement Overview

Home > Information For > Health Professionals > Clinical Engagement Overview > Strategic Clinical Networks

#### Strategic Clinical Networks



Strategic Clinical Networks (SCNs) are provincewide teams bringing together the experiences and expertise of health care professionals, researchers, government, communities and patients and their families to improve our health care system.

Each network will focus on a different area of health with the goal to:

Improve the patient experience



#### **Alberta Specialty Clinic Networks**

Cardiovascular Health and Stroke SCN Obesity,
Diabetes &
Nutrition
SCN

Seniors' Health SCN

Bone & Joint SCN

Cancer SCN Addiction & Mental Health SCN

Surgery OCN

Emergency OCN

Critical Care OCN

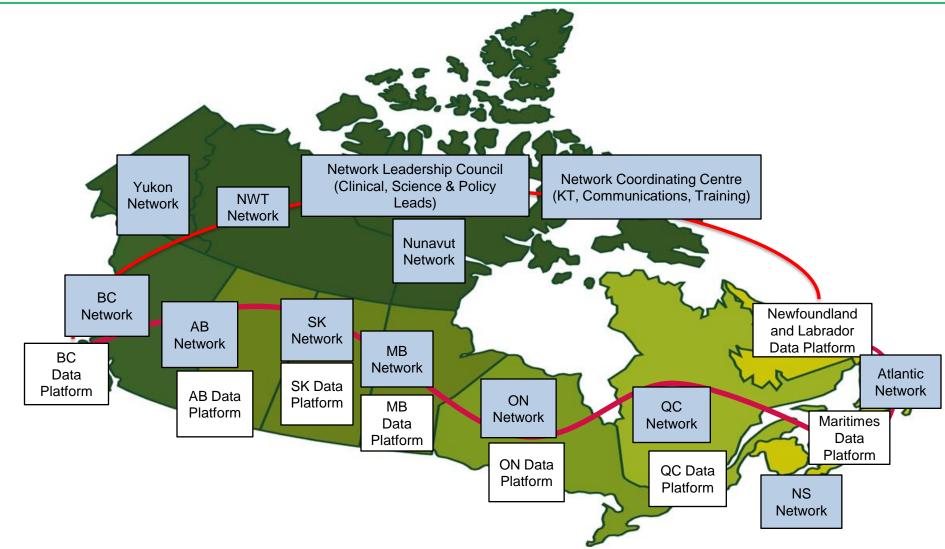


# The Strategy for Patient-Oriented Research





### Network of Networks in Primary and Integrated Health Care Innovations

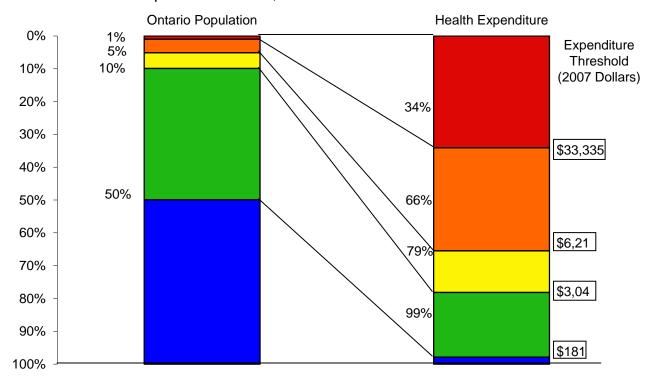


**Network of Networks in Primary and Integrated Health Care Innovations** 



#### **High System Users**

Health Care Cost Concentration: Distribution of Health expenditure for ON, 2007



On average, health care spending is highly concentrated, with the top 5% of the population (ranked by cost) accounting for 66% of expenditure

Source: Wodchis et al, ICES, 2012 CAHSPR Conference



#### **Network Objectives**

.

 Create cross-jurisdictional opportunities to conduct research on the comparative efficiency, cost-effectiveness and scalability of innovative and integrated models of care that build on the foundations of CBPHC and facilitate transitions into and along the care continuum.

\ 2 • Accelerate the timely investigation of new interventions and approaches in primary and integrated care across multiple jurisdictions and sectors.

 Catalyze research on and scale-up of cost-effective and innovative approaches to primary and integrated health care delivery.

 Support capacity building among researchers, clinicians, decision-makers and citizens/patients/families for timely generation and use of primary and integrated health care knowledge.

5

 Foster the exchange of information and evidence on successful and unsuccessful interventions and innovative models of primary and integrated health care across jurisdictions to inform policy development.



#### **Network Membership Requirements**

1

• Tri-partite leadership (science, policy, clinical)

)

 Strategic scope: (1) individuals with complex care needs across the life course, showing capacity to evolve the network's scope over time to include age groups from children to older adults; and (2) multi-sector integration of upstream prevention strategies and care delivery models

2

 Engagement of Key Stakeholders across the care continuum in primary and integrated care re-design

4

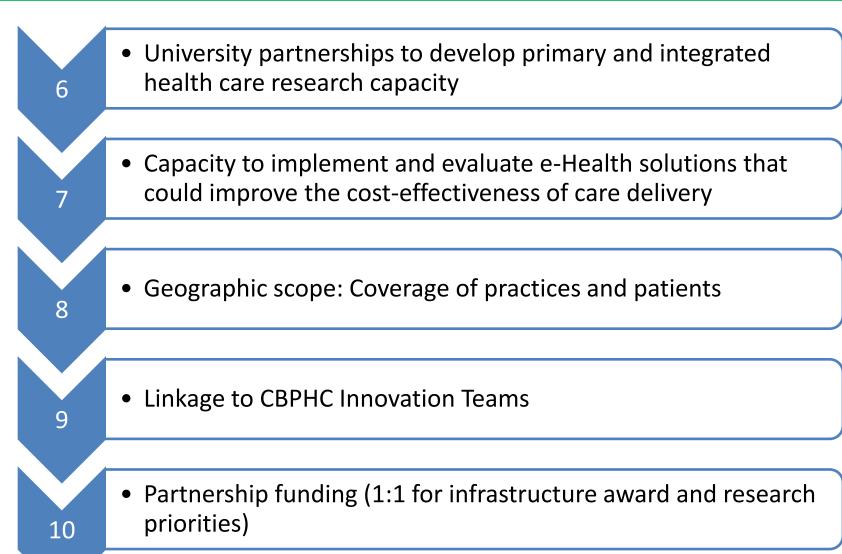
Citizen/patient/family engagement

ς

 Capacity for rapid monitoring, evaluation, feedback (linkages with SUPPORT Units)



#### **Network Membership Requirements**





### Fostering Cross-jurisdictional Priority-setting and Research

Network Funders'
Consortium

Network Leadership
Council

**Priority setting**: for example:

•New models of home care for older adults (assessing the comparative cost-effectiveness of the different models for managing older adults with multiple chronic conditions to reduce nursing home placement and avoidable hospitalizations and foster transitions across care )

Member network: A

Member network: B

Member network: C

**Co-investment and cross-jurisdictional collaboration:** Member networks A, B and C collaborate. A invests \$400K to lead comparative cost-effectiveness of the different interventions; B invests \$350K to examine transitions in care and avoidable hospitalizations; C invests \$250K to examine patient experience and patient-reported outcomes.

**Peer review and funding:** Network management office coordinates assessment of research protocol. Upon approval, CIHR matches funding on 1:1 basis with member networks (\$1M) for a total overall budget of \$2M

**Network:** Entire Network (including all member networks) benefits from findings shared through Leadership Council interactions, Coordinating Centre, and annual Network forums



#### In Summary...

- The key challenges in future health systems are to:
  - transform health care to prevent and manage chronic conditions
  - prudently incorporate and use new technologies
- There are no magic bullets
- Health systems that produce meaningful improvements in costs and outcomes:
  - Engage front line clinicians and patients in all parts of the process
  - Establish information systems that provide real-time monitoring of process and outcome targets
  - Align strategic, organizational and clinical goals for 'systems thinking'
  - Optimize enablers and tackle policy-level barriers
  - Provide comparative performance data and support learning networks for exchange
- Canada is experimenting with research/ health system partnering programs to engage producers and users of evidence in new ways for health care transformation