

## **B15 Achieving breakthrough results in the improvement of patient care**

### **Leader/s**

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### **Objective and rationale:**

The workshop will introduce the breakthrough approach to quality improvement, developed by the Institute for Healthcare Improvement (Boston, USA), and promoted in the Netherlands by CBO. This method anticipates achievement of unprecedented (20-70 %) improvement of various aspects of patient care through collaborative implementation of best practice. Although primarily related to the program stream implementation of quality improvement, issues of performance measurement, collaboration and teamwork will also be touched upon at this workshop.

Participants will, in the course of the workshop, be familiarized with the breakthrough methodology, as well as specific requirements and potential hurdles when implementing it. Special attention will be devoted to actions undertaken in the organizations participating in the program. After attending the workshop delegates will be able to initiate similar endeavours in their own work surrounding using, among others, reference literature and support resources provided.

### **Outline for Workshop content:**

Breakthrough methodology will be explained using the example of collaborative to improve care of patients with a cardio-vascular accident (CVA). This will include the program design, topic selection, recruitment of participants, implementation and sustainability of change. The approach is multidisciplinary and covers different levels of care, integrating the entire process (from general practice to hospital, nursing home and home care). Improvement actions and results achieved will be presented for a number of care aspects, including: through-put time, implementation on treatment guidelines and protocols, actual delivery of diagnostic and treatment procedures, patient information and satisfaction (with 14 care networks participating in the first collaborative (October 2002-September 2003) and 9 in the second (March 2003- February 2004)).

In addition to CVA collaborative, highlights will be presented from other breakthrough projects supported by CBO, including: reduction of surgical site infections, medication safety, elimination of waiting lists and waiting times.

Participants will then be stimulated to practice, in small groups, three key aspects of a breakthrough approach, namely:

- defining a goal for the improvement effort (SMART: specific, measurable, appealing, result-oriented and time defined)
- designing and implementing change (in the care process, best practice)
- measurement and maintaining gains (indicators, sustaining change, evaluation)

Approaches selected and results achieved in the Dutch collaboratives will be presented as reference. In addition, a list of relevant literature and possible sources of further support will be provided.

### **Leadership:**

Peter van Splunteren is the director of the breakthrough program at CBO, Dutch Institute for Healthcare Improvement.

Mirella Minkman is the advisor of the CBO breakthrough program and project leader of the CVA collaborative.

A third presenter will be recruited from one of the health care networks (CVA-chains) participating in the collaborative