



Tomorrow's Doctors, Tomorrow's Cures

Care Redesign: The Vital Element of Successful Bundled Payment Implementation

Coleen Kivlahan, MD, MSPH
Jane Eilbacher
Steven Sivak, MD
Win Whitcomb, MD, MHM
Maureen Geary

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Association of
American Medical Colleges

What is Care Redesign?

- Care redesign: process of reducing waste, redundancy and error and adding value to health care
- Clinical process redesign: end-to-end sequence of all the steps required to provide clinical care; process mapping

Bundled payments are our next best option to get serious about continuously improving the way we work and care for patients over time:

Innovations can occur in many ways with multiple payers

Changes health systems have made to date:

- Electronic Medical Record that allows communication across providers
- Electronic imaging that cuts image processing and report time
- E-Prescribing that reduces drug interactions, increase generic utilization rates and eliminates illegible hand-written prescriptions
- Patient web portal that allows patients to talk to providers in real time
- Checklists, standard orders and guidelines that increase reliability

Care Redesign: Question the status quo!

After mapping clinical care processes, there is an opportunity for a robust debate about:

- why a particular step occurs
- what can be changed without losing quality or value
- what steps really add value and have an impact on patient outcomes
- what steps do not add value and can be eliminated
- what steps our patients do not value

“A key difference between the highly successful organizations and the others is that the others tolerate, encourage and depend on an environment where fighting fires, working around problems, coping and making do is how work is accomplished.”

Engineering a Learning Healthcare system: a look at the future. Washington, DC: The National Academies Press, 2011.

The best criterion to diffuse disagreement in care processes is
**“If this was your parent,
what would you want to happen?”**