

Decatur and Fidalgo



TRANSFORMING HEALTHCARE

AUGUST 30, 2010

Principles in Transforming Healthcare



Challenges

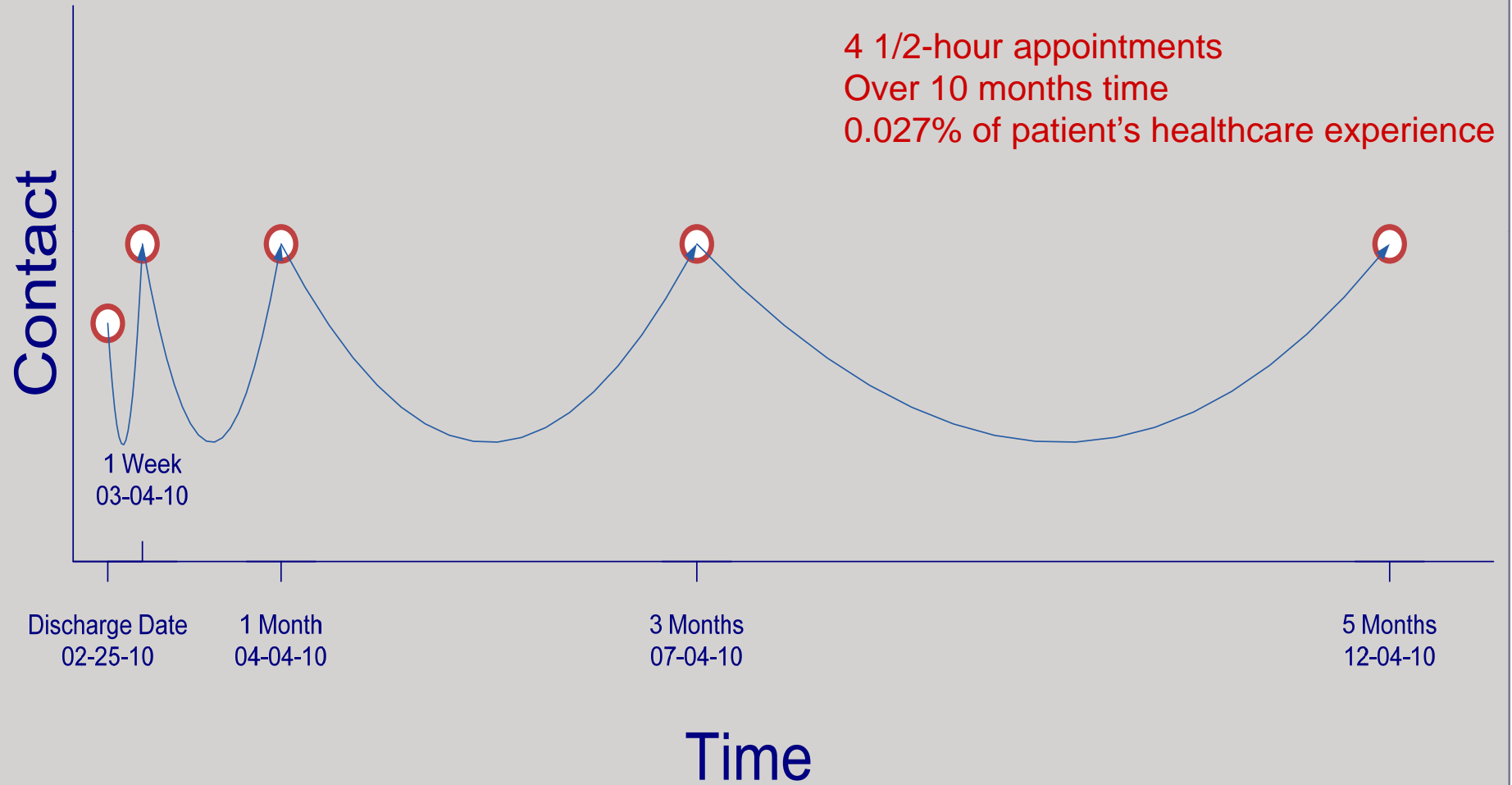
- **Ownership**
- **Support**
- **Knowledge**
- **Memory**
- **Application**
- **Activation** (distinguish possibilities from capabilities)

Principles

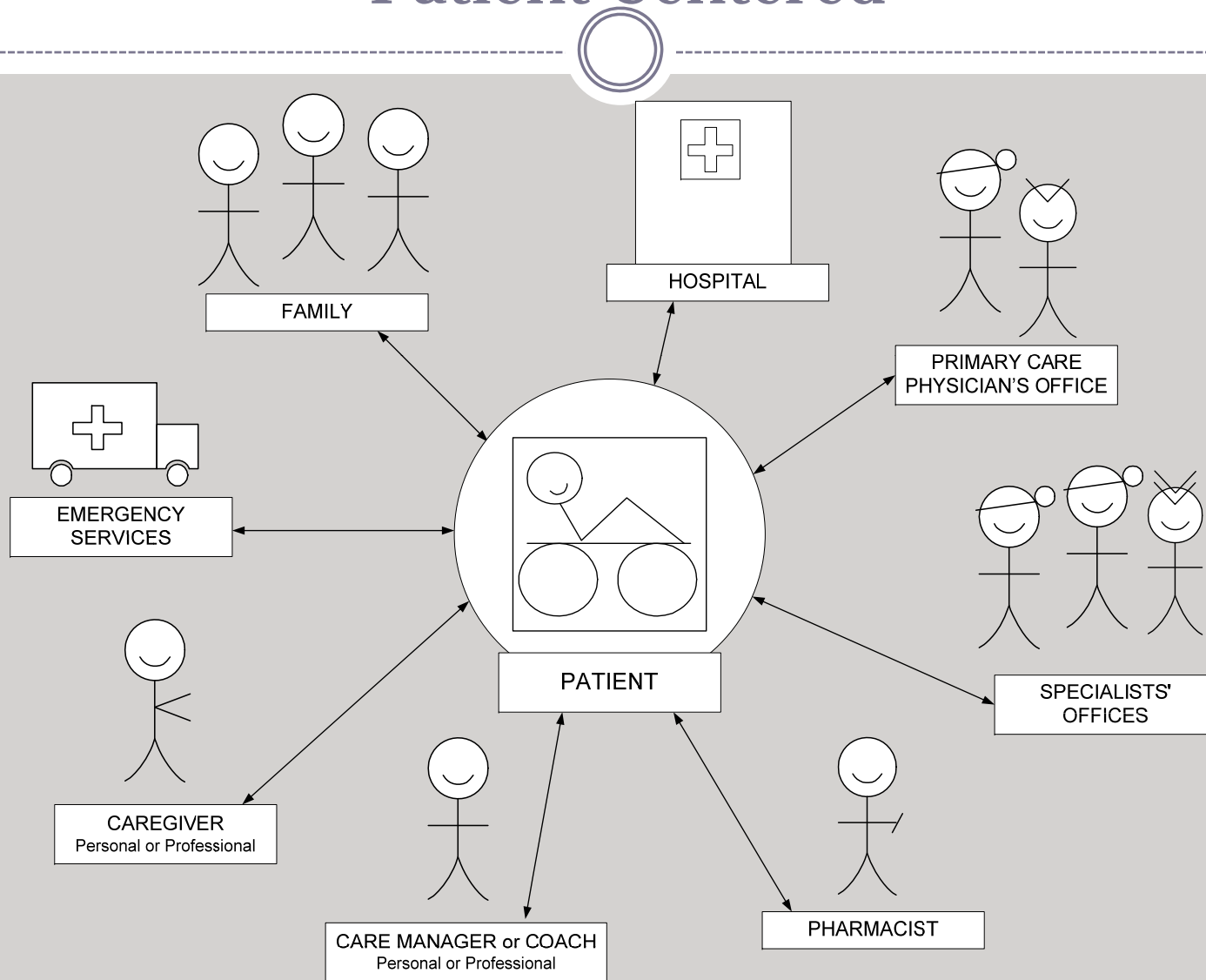
- **Patient-controlled**
- **Patient-centered**
- **Community-based**
- **Organizationally supported**
- **Communication enhanced**

Patient's Healthcare Experience

Patient Controlled

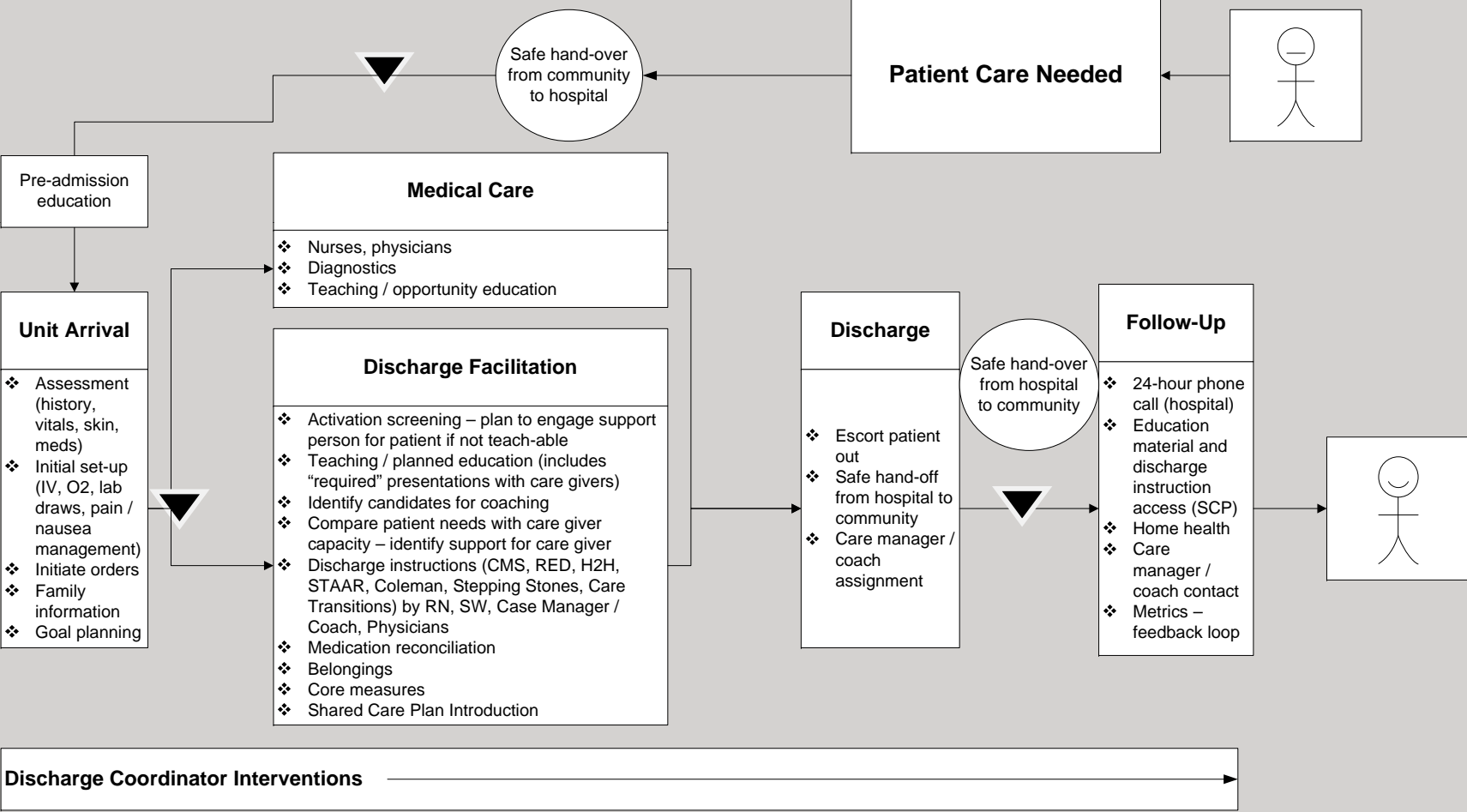


Healthcare Model Patient Centered



Hospital Visit Patient Flow

Community Based



Elements of an Effective Handover Organizationally Supported



What a patient needs to know for success:

- **Self Care**
- **Signs and Symptoms**
- **Follow-up Care**
- **Medications**
- **Support**

Decatur and Fidalgo – Workflow Communication Enhanced



- Forms expedited and managed
- Patient care requirements presented as checklist
- Patient care instructions and activities organized into a calendar view
- Signs and symptoms clearly specified
- Alerts at all levels automated for patients' caregivers
- Updates and communication in real time