Good morning. I'm Doc Studnek and this is Medic 102.

At Medic, we solve BIG problems around here. For example, *how do we assure that a STEMI patient has a PCI in <90 min? How do we increase survival to hospital discharge for cardiac arrest? How do we manage or supplies and equipment efficiently?*

As we continue with Charters, let's explore what changes we can make that will lead to improvement. Simply put: there is no "one" way to make improvements. Determining what changes we can make defines the active part of an improvement project. To make his happen, we have to pick apart the problem and its parts. Also called, *thought work,* this is the only way it can lead to improvement.

Having a structured method to conduct this type of brainstorming and thought work is really important. Here at Medic, we have a tool we use specifically for this called a *Driver Diagram.* A Driver Diagram consists of four pieces:

1. Aim statement
2. Primary drivers
3. Secondary drivers
4. Change concepts

As we move through this process, from aim to change concepts, we move from a large complex problem to its smaller pieces. And bite sized problems are always easier to tackle; and therefore *change.*

If in the course of chartering a project a team can get clarity on what drives the process we are interested in changing and can find the easy bite sized chunks to attack first they set themselves up for success. And next week, the real fun begins: we will share a completed charter with you on a project that is currently active.

Your homework tonight: review the diagram (to the left) and give me a 1000 word hypothesis on how we identify what drives patient satisfaction. Please include a reference page. Email them to me by 4pm tomorrow.

"What?...", inquires Beth, a medical analyst student; as she wipes her eyes from a short, but restful nap.

I'm joking about the 1000 words. Make it 500...

Again, I'm joking. There is no homework. Yet, review the diagram. If you have any questions, email them to Tiffany at tiffanya@medic911.com.

CLASS DISMISSED!

AIM
Ensure that 73% of Medic's patients rate their overall service satisfaction as "excellent".

Create a positive patient experience

- Engage in effective communication with patient
- Work as a team
- Demonstrate empathy and compassion
- Respond in a timely manner
- Hire/retain individuals who have the skills to be successful at their jobs

Create an environment that fosters employee satisfaction

- Effectively communicate organizational and individual performance expectations
- Provide opportunities that promote professional and personal development
- Promptly recognize employees for providing excellent patient experiences
- Create a sense of shared common purpose
- Empower employees to use their skills and tools to provide excellent customer experiences
- Build relationships through open dialogue

Leadership demonstrates through action the importance of a patient centered culture

- Develop and deliver timely and consistent messages related to patient centeredness
- Demonstrate that patient outcomes are derived through system performance
- Provide resources to enable the provision of an excellent patient care experience
- Patient centered initiatives are a focus for all organizational leaders

Use data to improve processes that impact patients

- Plan and research business decisions that impact patients
- Monitor system process and act accordingly
- Us evidence based medicine to drive implementation of clinical protocols