



Lean Thinking for Innovators:

Lean Applications in Creating and Implementing Innovations

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Population Health Initiatives

Geisinger



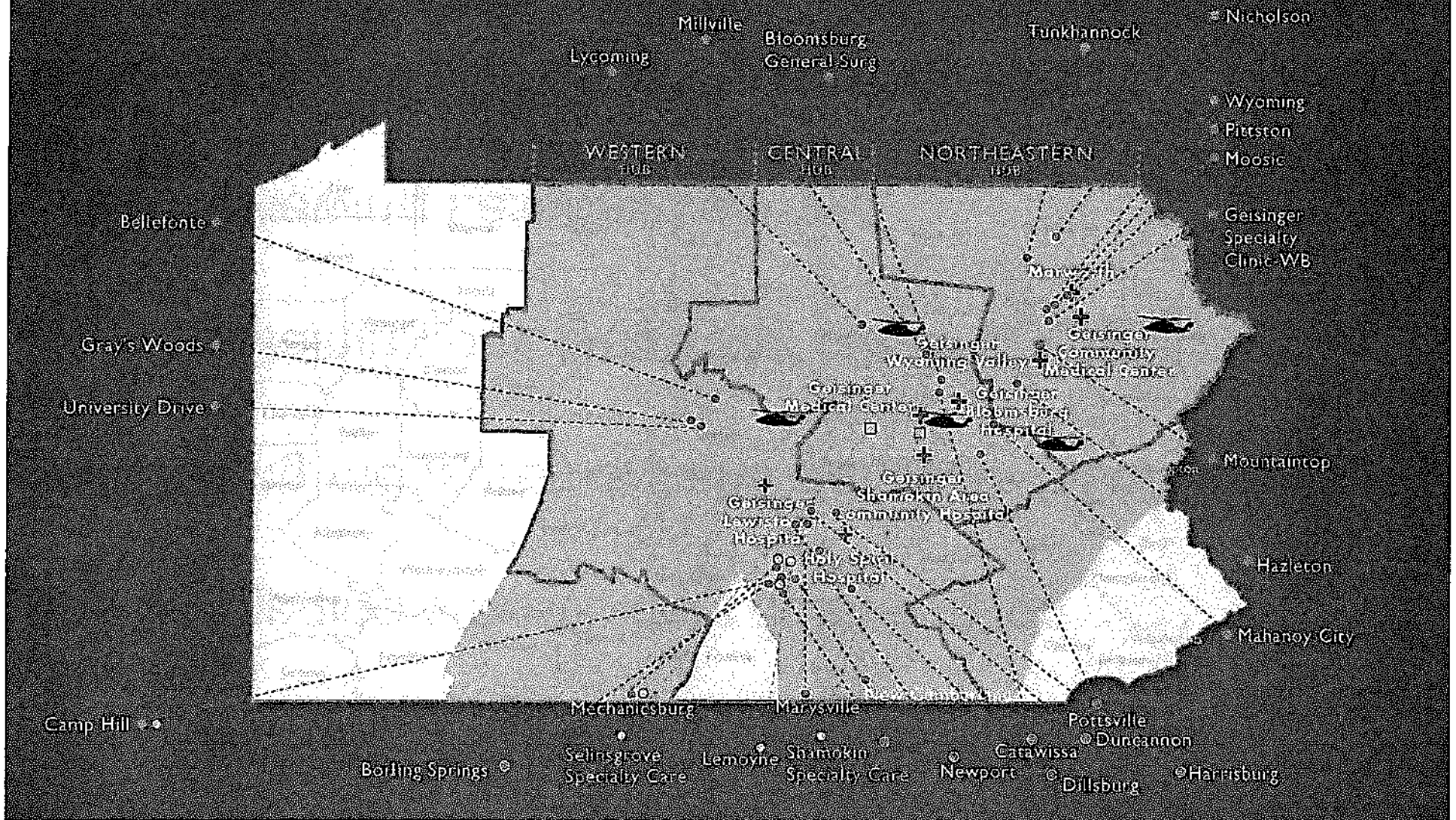
Geisinger



**"Make my hospital right,
make it the best."**

Abigail Geisinger
1827-1921

Geisinger Health System Coverage Area





Agenda

1. Program Overview
2. Engaging stakeholders in innovation
3. Using measurement and data with frontline staff
4. Sustaining outcomes and creating velocity
5. Reviewing Lessons Learned
6. Taking innovation to the next level

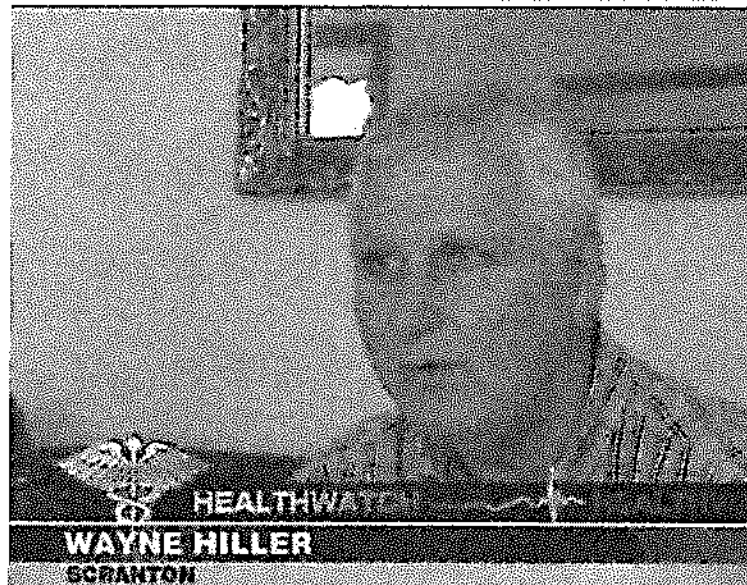


Mobile Paramedic (MHP) Pilot

WNEP Healthwatch



**There's No Place Like Home:
Paramedic Home Care for
Cardiac Patients**





Mobile Health Paramedic Services

- Medical Home Support
- Heart Failure Clinic
- HF ProvenCare Follow-up
- Home Diuresis
- Medically Complex Medical Home Support
- Discharge PLUS
- End of Life (POLST)





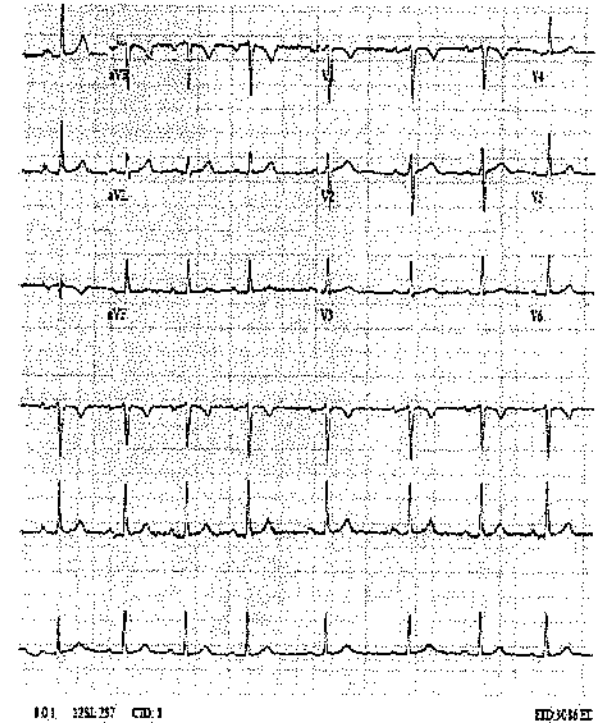
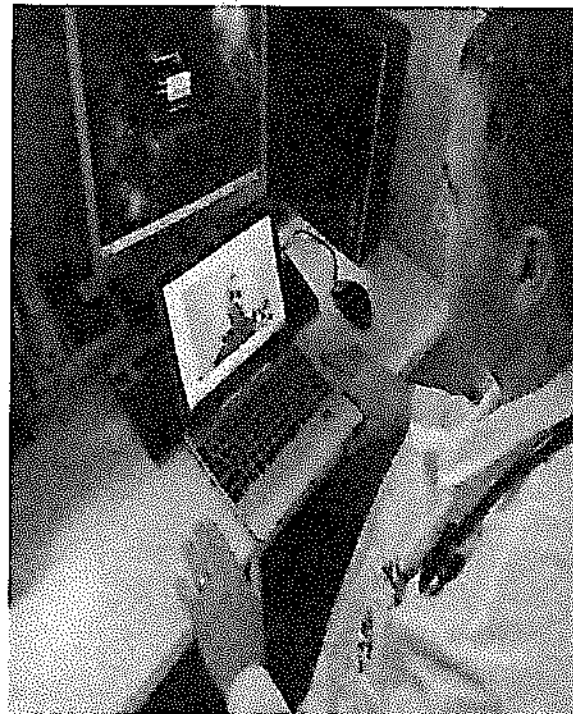
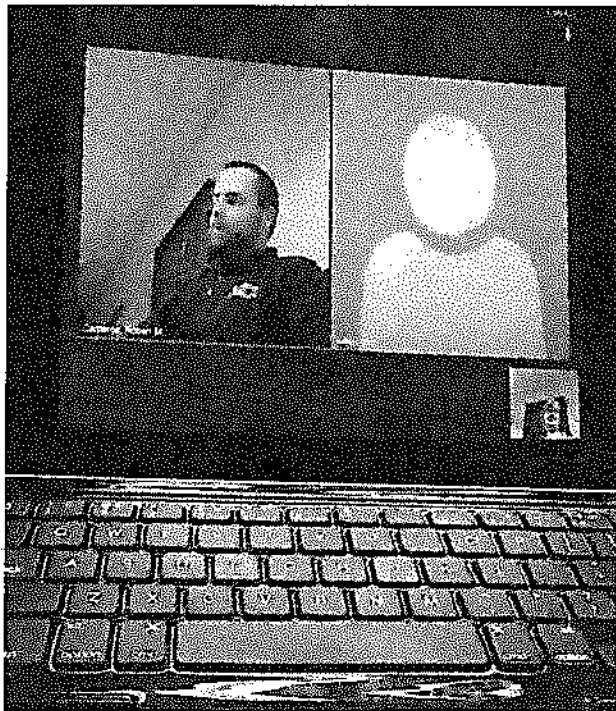
AMEDALLAS2016

MHP Results: In-Home Wins

Tele-Connectivity

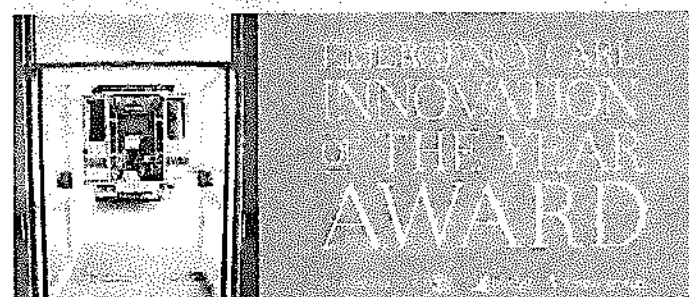
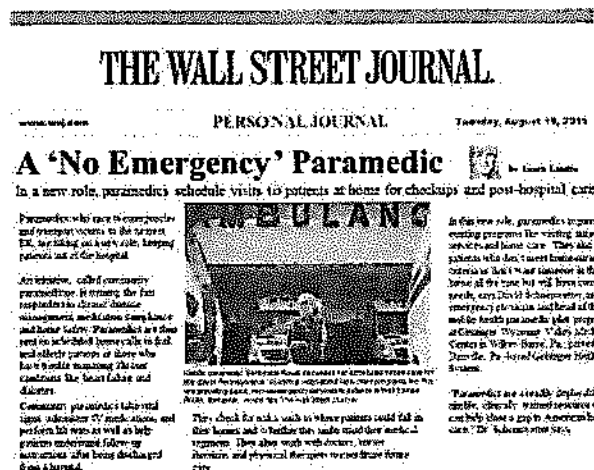
Epic

12 Lead EKG





MHP Program Recognitions

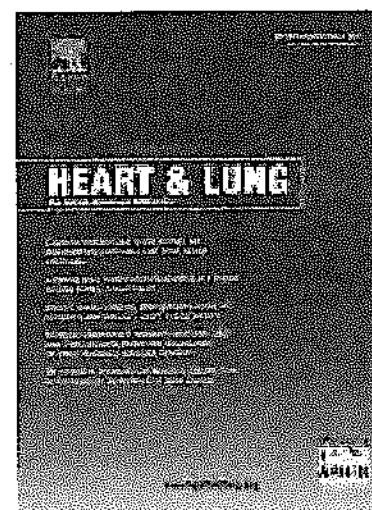


iH Executive Names 10 Integrated Delivery Networks to Watch

This special section of the publication's September/October issue profiles organizations that are innovating across a variety of care types and settings to help transform the U.S. healthcare system. Each organization was named for demonstrating leadership in a unique and exciting way, partnering with local communities, collaborating with other providers, creating new pathways of care, embracing new reimbursement structures and more.

Here are the organizations profiled and a description of the achievements for which they were selected:

- **Buchanan Hills, East Lansing, MI:** and **Great Lakes Caring Home Health & Hospice, Jackson, MI:** Innovative Collaboration for Continuity of Care
- **Carroll Hospital, Westminster, MD:** Population Health in a Value-Based Environment
- **Community Care Collaborative, Austin, TX:** Integrating Care for the Underserved/Underinsured
- **Geisinger Health System Mobile Paramedic Program, Wilkes Barre, PA:** Technologically Integrated Mobile Health (Rural)
- **Intermountain Healthcare, Salt Lake City, UT:** Deep Data Analysis for Population Health

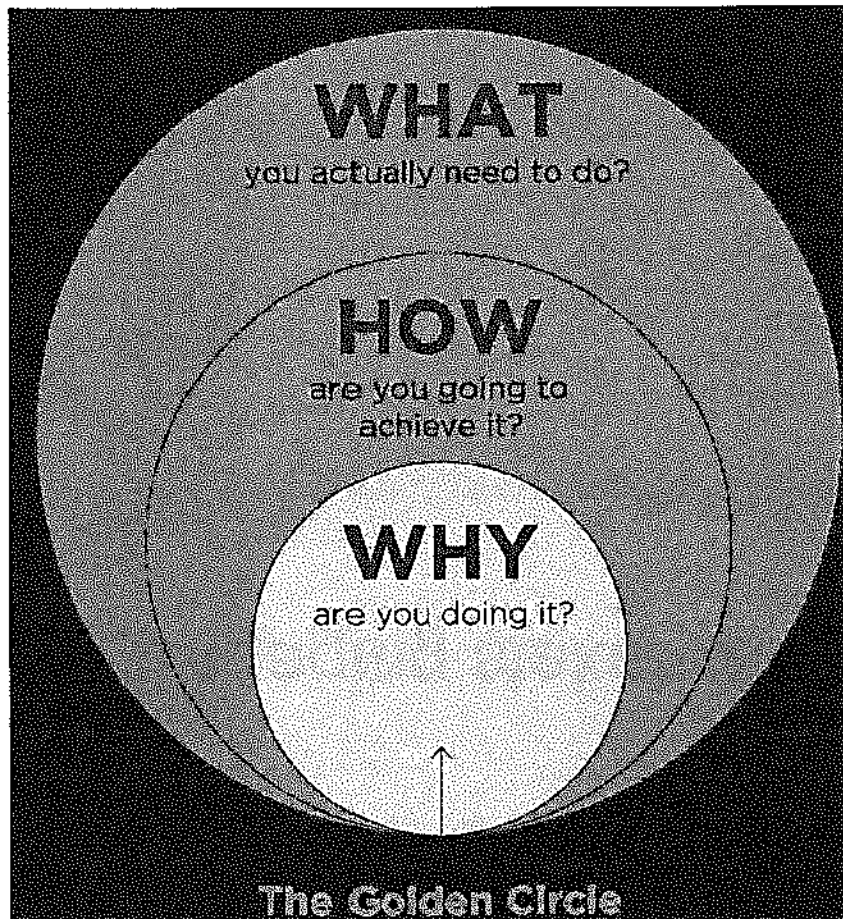




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Engaging Stakeholders

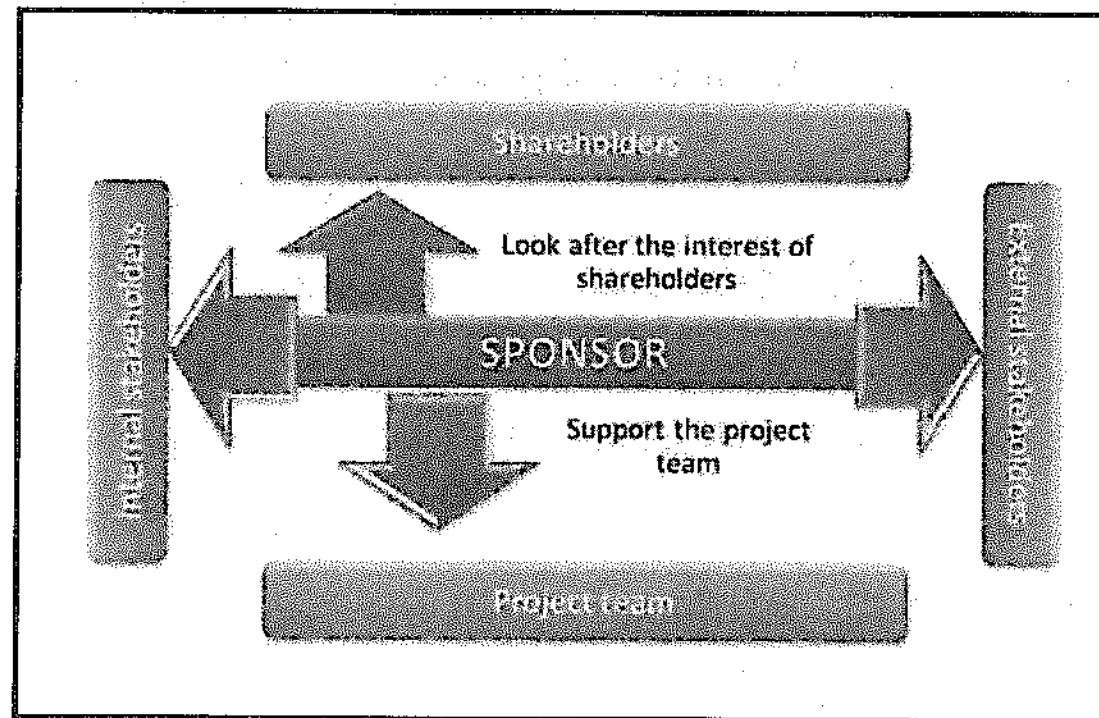


Improvement Tools

- Charter
- Identify Key Attributes
- Identify Key Adjacencies
- Force Field Analysis
- Current State
- Gap Analysis
- Creativity over Capital



Engage Sponsors Early and Often





Project Goal

- Under the umbrella of Community Based Care (CBC), develop a delivery model to provide the **right care**, at the **right time**, and in the **right location**.
- This program will not compete with existing programs like visiting nursing, but will augment these programs by caring for those who do not meet criteria for existing programs or will fill existing program gaps.
- Patient-centered selection criterion is based on acuity, proximity, and condition:
 - High utilizers of ED
 - Medically Complex Patients
 - Heart Failure patients



Mobile Health Paramedic Program Background

Pilot Attributes:

- Mobile equipment Technology for care providers
- Integration with Nurse Navigator or Case Manager
- Direct link to Primary Care Providers
- Address gaps in care

Mobile Health Paramedic

Expanded *“Role”*

NOT Expanded *“Scope”*

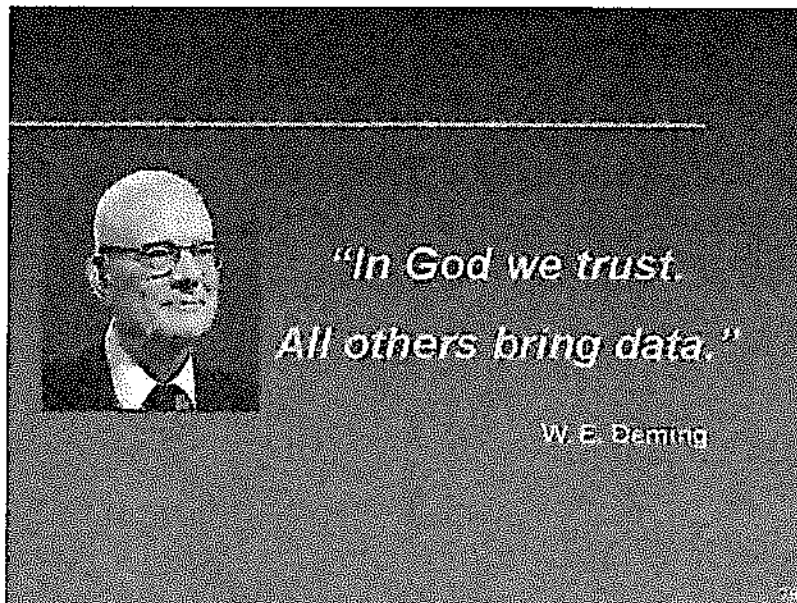




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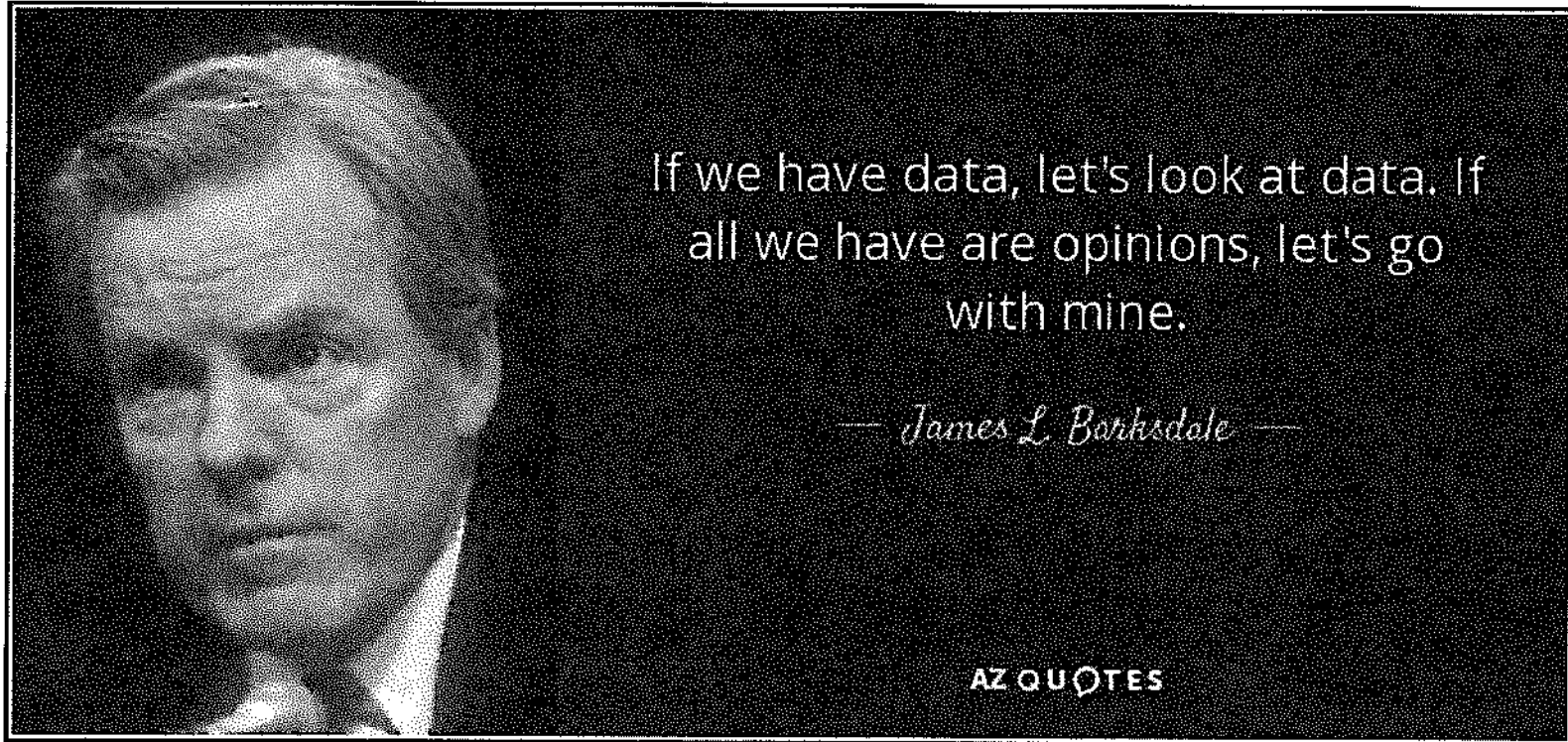
Data Plan



- KISS principle
- Measure what matters
- Build it into the work
- Connect the dots
- Daily Feedback Loop
- Rinse, Repeat

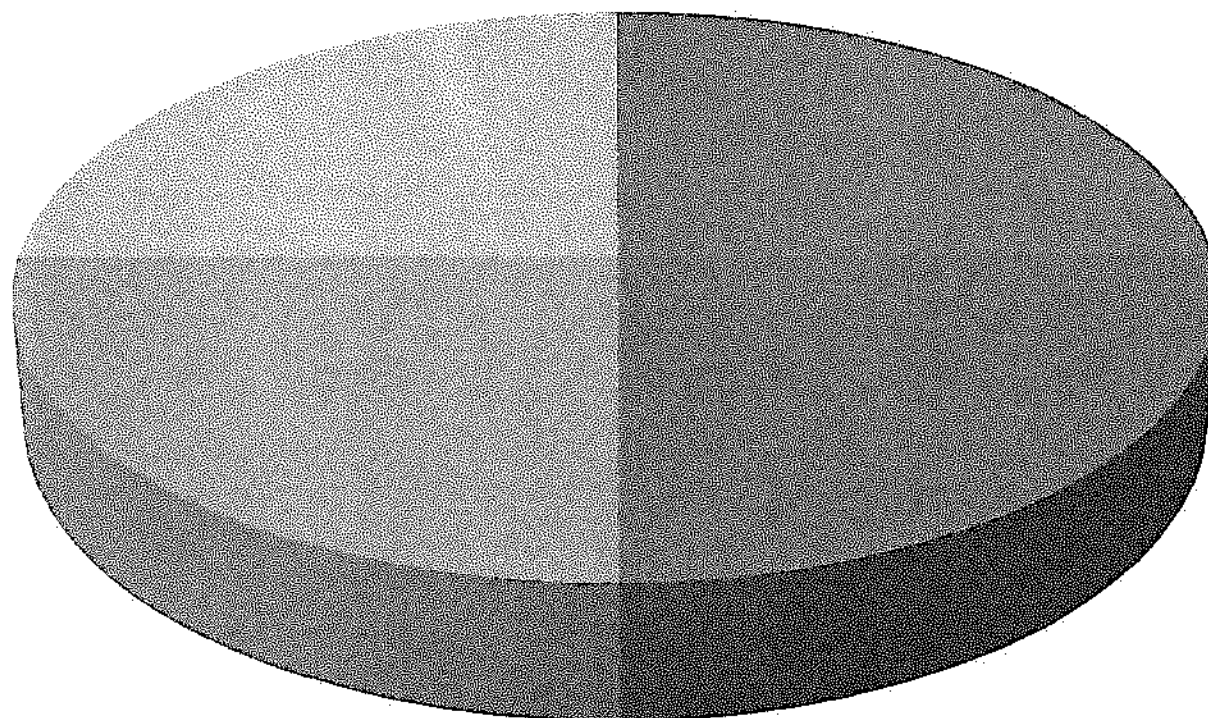
**Please stop waiting for
a map. We reward those
who draw maps, not
those who follow them.**

SETH GODIN





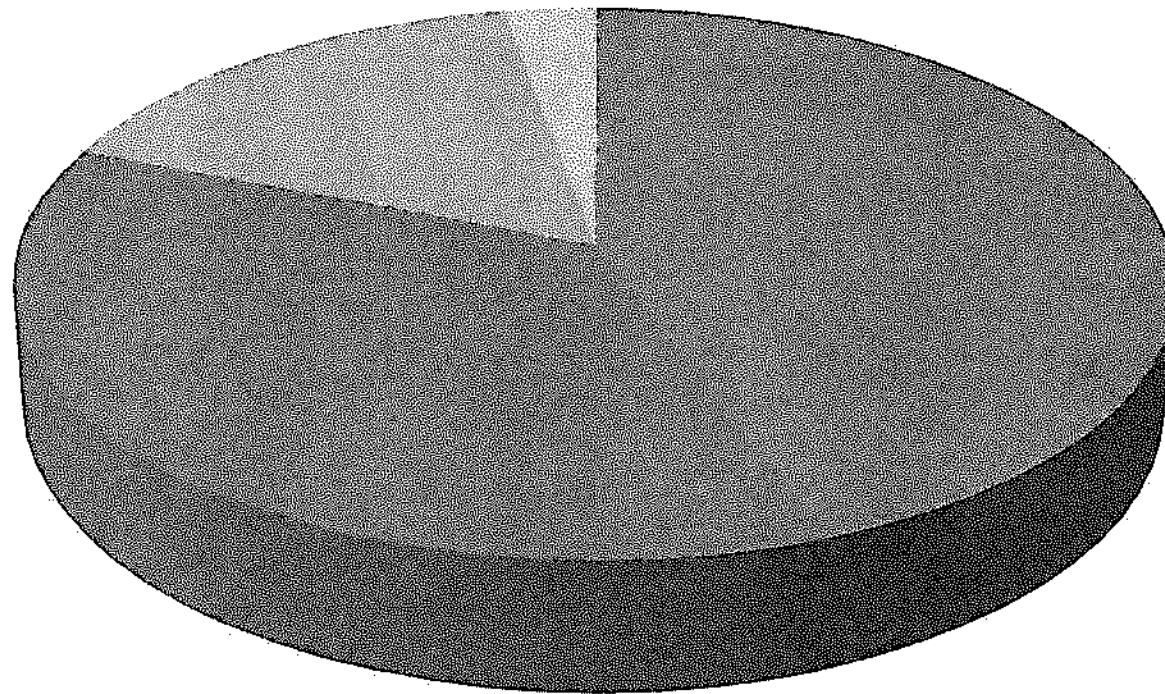
Mobile Health Paramedic Anticipated Utilization



- Heart Failure
- Medical Home
- Discharge Plus
- Hospital at Home



Mobile Health Paramedic Utilization



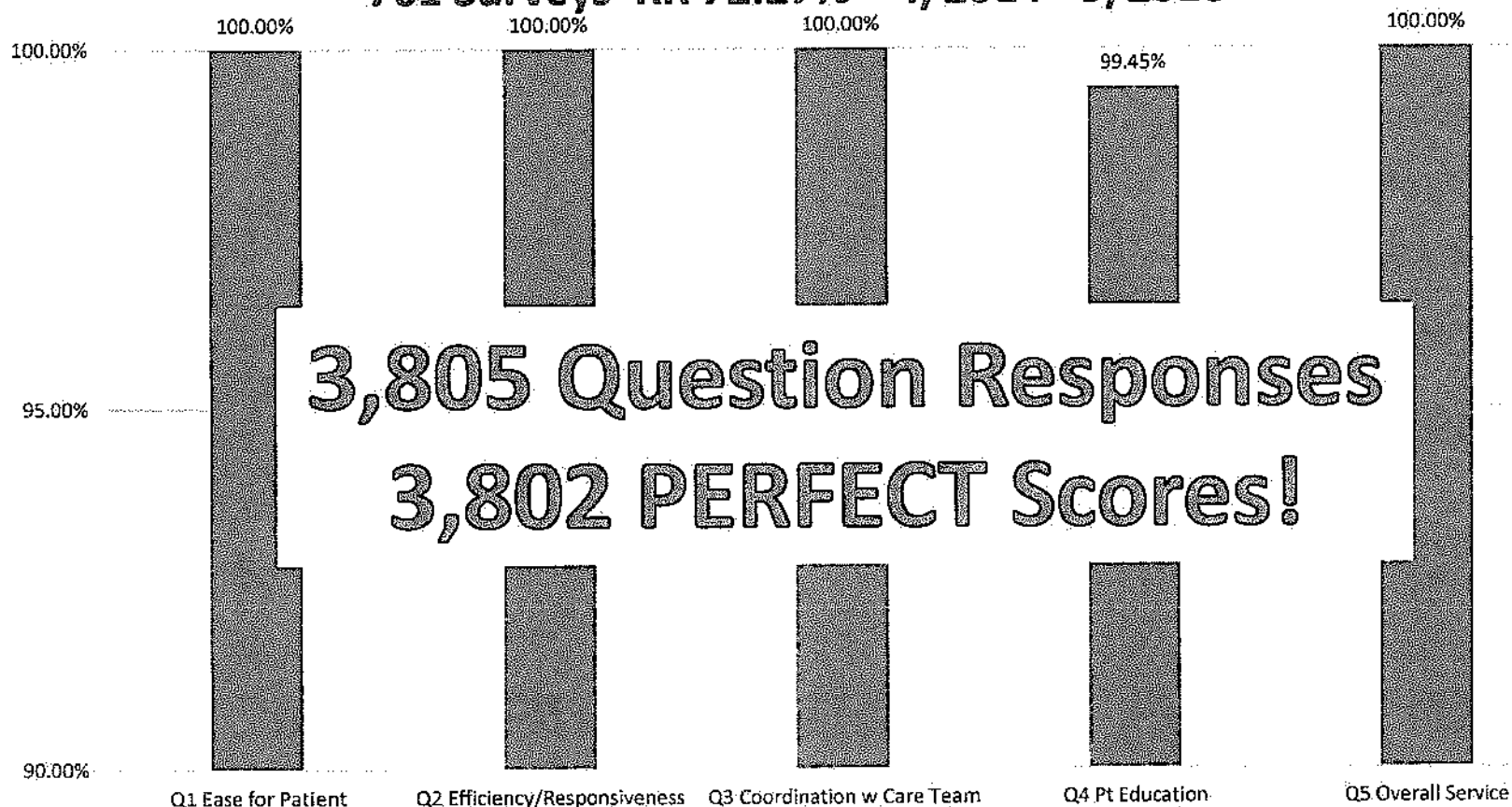
- Heart Failure
- Medical Home
- Discharge Plus
- Post Discharge Pilot



VOC

Patient Satisfaction

761 Surveys RR 72.27% 4/2014 - 9/2016



3,805 Question Responses
3,802 PERFECT Scores!

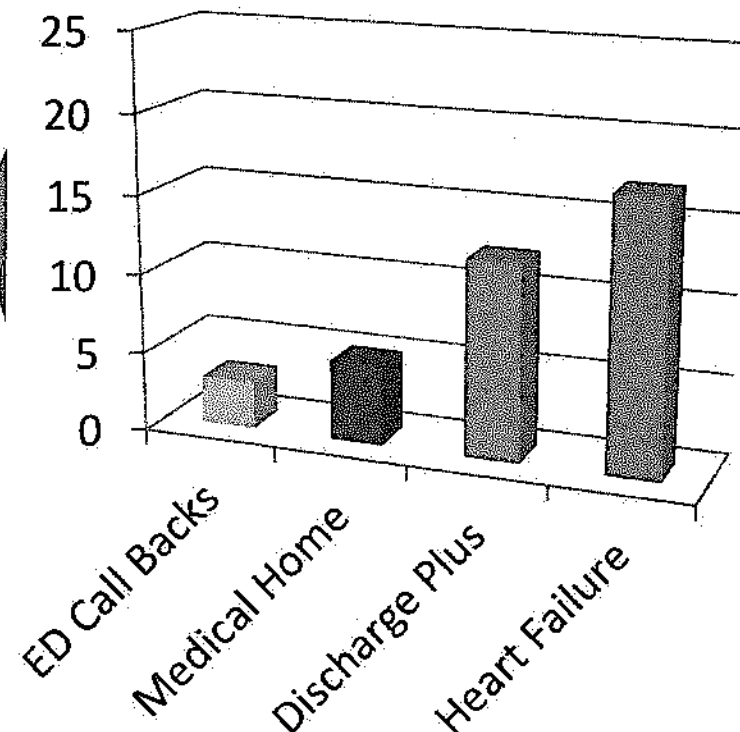
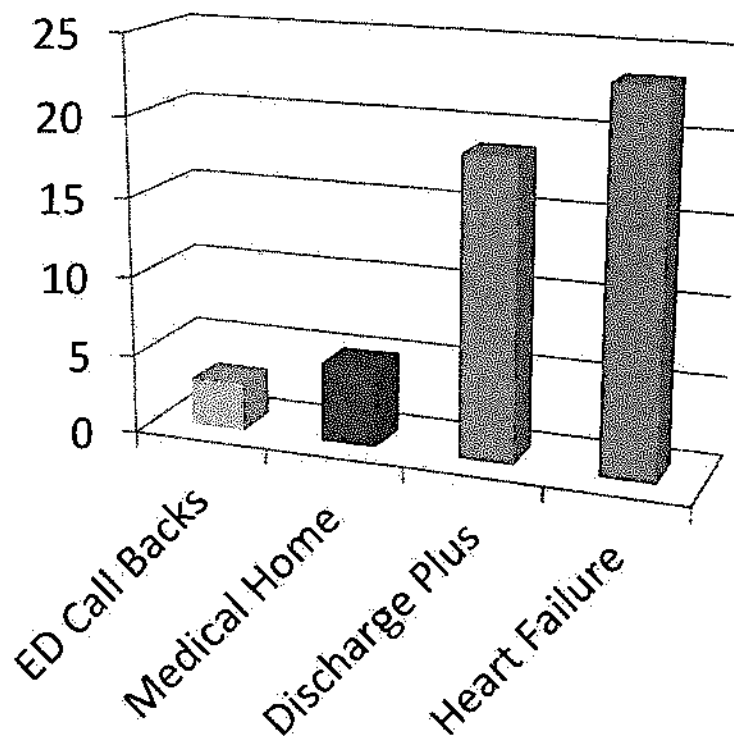


Patient Phone Calls (Pilot)

Average Call Duration

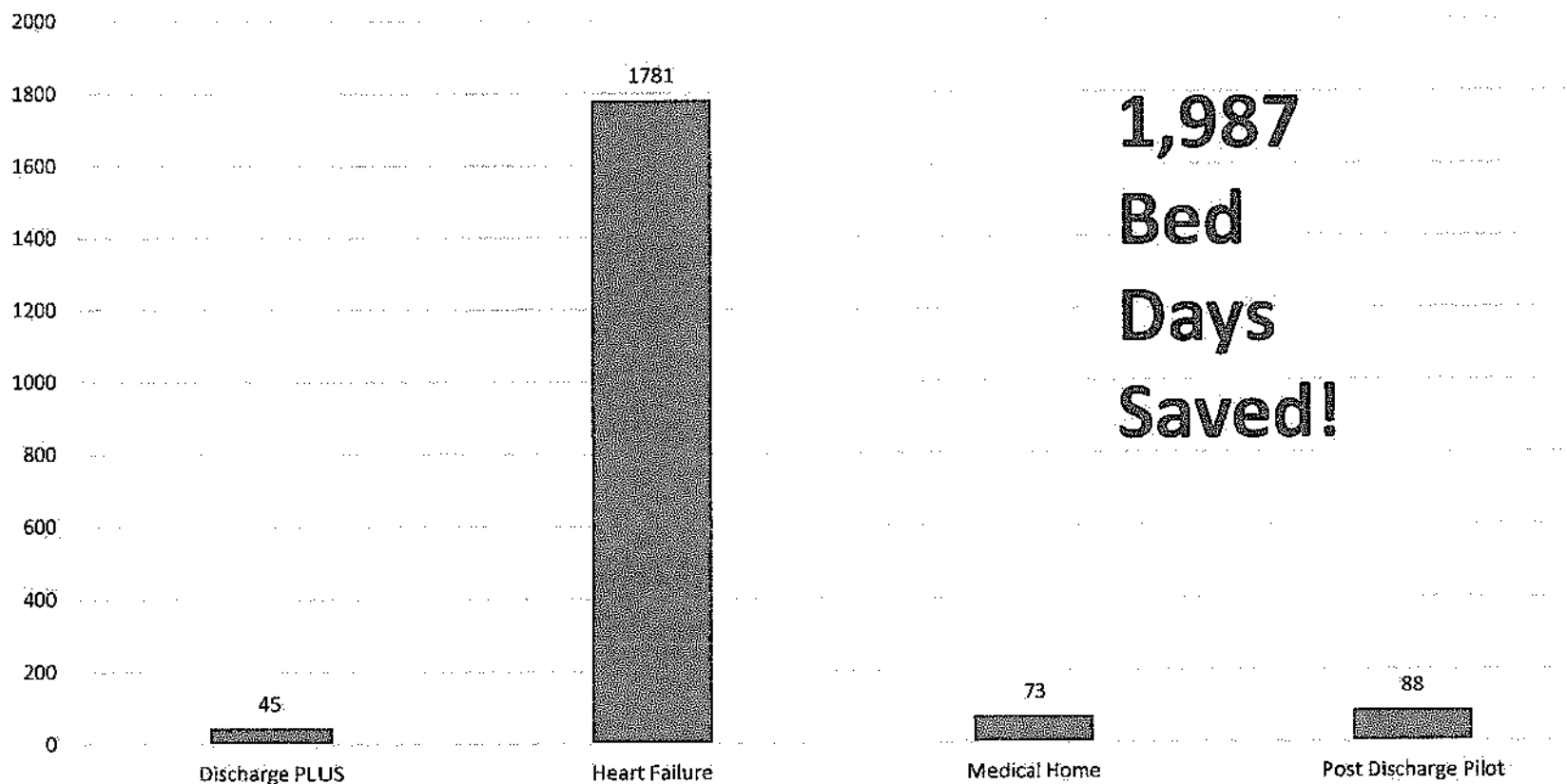
Call Type

Minutes





Bed Days Saved 541 Admissions Saved!





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Sustainment and Velocity

DMS

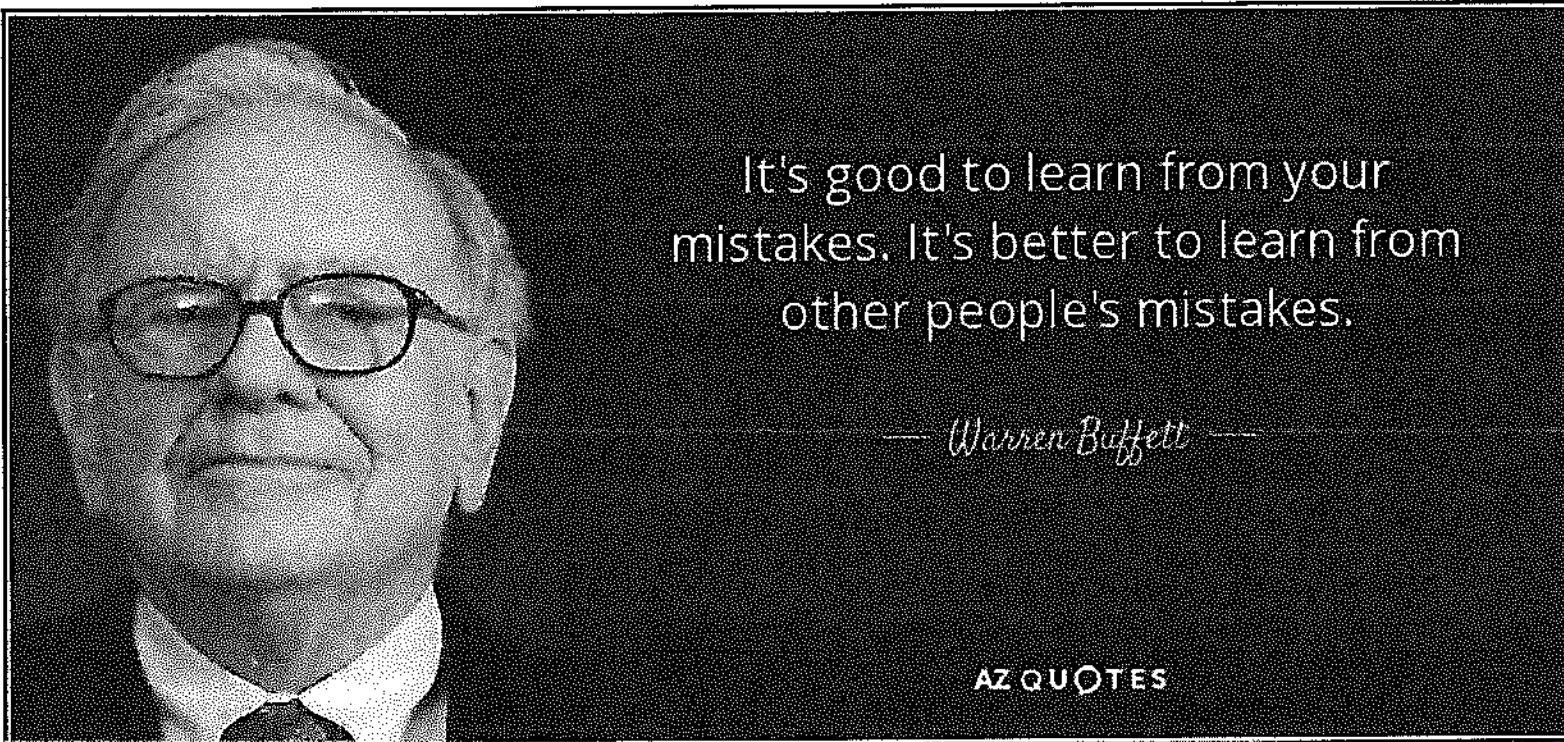
- Huddles
- Daily Metrics
- Clinical, Nimble, Flexible, Accountable

Stealth Lean

- Hansei
- Leadership Review
- Planned Obsolescence

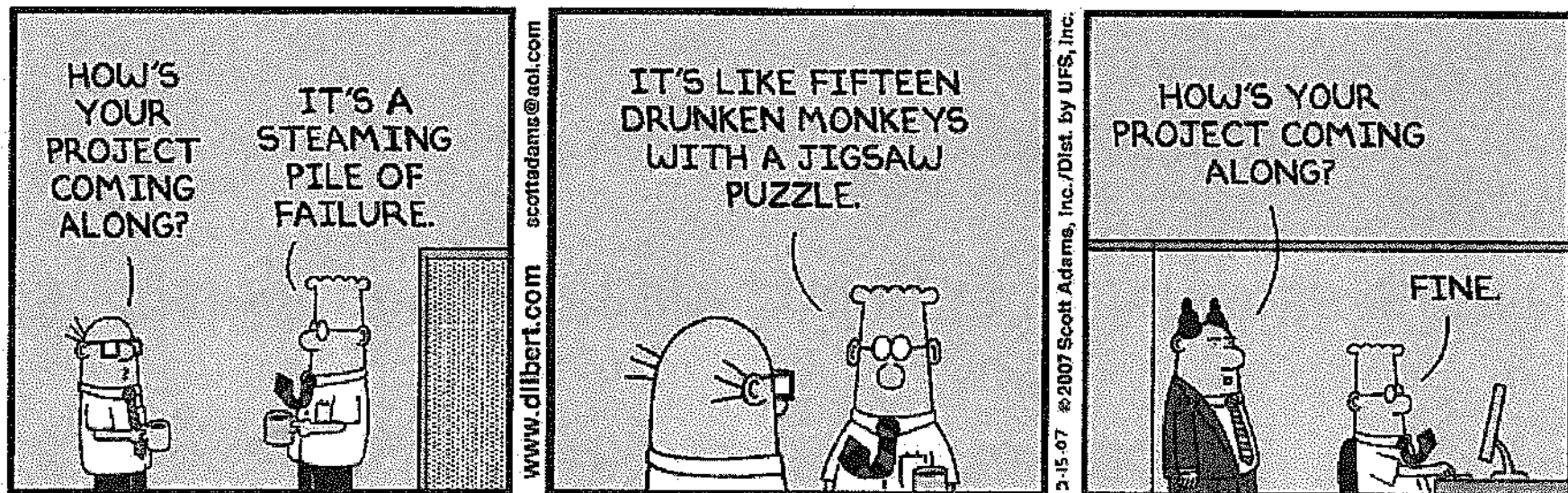


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Test, Fail, Fail, Fail





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