

Learning from others -
Blasting through
the Barriers!

Believing Enough
to See...

Our patients can
achieve more than we have
ever imagined:

ORCHESTRATE &
MANAGE THEIR OWN CARE!



A working coalition on
Health Care

We were due for a
MASSIVE DOSE of SYSTEMS thinking

... we have a Legacy System
information and supplies,
every pathway is
simple & Direct

TOYOTA
3 work Principles
1 change Principle

health care professionals
must be ligated to each
other... every request
response Binary
what, when, how
what sequence, and the expected outcome
Every Change: based on science, under guidance of a teacher

"We DANCE AROUND
in a RING AND SUPPOSE
WHILE THE SECRET SITS
in the Middle, and
KNOWS!"

the PROBLEM
isn't KNOWLEDGE,
it's ACTING on that
Knowledge!

How do we legitimize
Action Science?

in New England,
each was either
Worst or Best

at something
THIS ISN'T ROCKET
SCIENCE!

Medicine's
Twin SISTERS

BIOLOGY

this is the
END of
the BEGINNING.

the time has come for
ACTION SCIENCE

BASED ON SCIENCE, ACCOUNTABLE
for OUTCOMES

We failed over & over
again except at VA.



We only
changed what
happened AFTER
the patient hit the
UNIT.

MRSA: "homegrown,
passive bioterrorism"
Doctors 15% compliant
Nurses 70%

this is BEYOND
PRIORITY...

POSITIVE DEVIANCE

MRSA has been
eliminated in some
nations

Vietnam: are any of
your very poor
children adequately
nourished?

YES, so teach
others to cook
like their
mothers!

Northern Europe
25% RESISTANCE
25 years AGO
down to 10%
resistance
75% are asymptomatic
one hospital from last resistance
to 10%



Our BEST
THINKING
... the
Secret in
the middle

to CULTURE: \$500
or
to TREAT: \$27,000
that's the BUSINESS CASE!

this didn't scale up
outside the unit...
... why? what to
do?

Consciously Incompetent

Consciously Competent

Unconsciously Competent

just good
HABITS!

Culture on
ADMISSION

this UNIT's last
MRSA infection
was 18 months
ago!

CULTURE
EVERY 7
DAYS

CULTURE
WHEN THEY
LEAVE

COMPLIANCE
NOW OVER
90%

the question:
Not why aren't you
complying? but
Why CAN'T YOU
COMPLY?