

HIGH-VALUE COST CONSCIOUS CARE: HOW DO WE TEACH RESIDENTS TO THINK ALIKE?

Did you encounter something that can be improved? Show some initiative and start working on it! Residents in the Southeast of the Netherlands are encouraged to set up project-based high-value cost conscious care initiatives, using this slogan. It is one of the educational methods used to create awareness among residents for high-value cost conscious care.



FORMAT & ROADMAP



In the Netherlands (educational region South-East), a format was developed to set up resident-led initiatives focusing on high-value cost conscious care. The format contains 3 core questions:

1. How does the initiative contribute to high-value cost conscious care?
2. Which CanMEDS competencies are acquired by the residents?
3. How is long-term operation and implementation in the organisation guaranteed?

Roadmap to set up a high-value cost conscious care initiative:



HIGH-VALUE COST CONSCIOUS CARE: UNFOLDED INITIATIVES IN THE NETHERLANDS

170

In the period 2014-2016, more than 170 high-value cost conscious care initiatives were set up by residents. 73% initiatives focussed on processes that support the provision of healthcare, 27% on the direct provision of healthcare. The settings of initiatives vary from small, within specific departments up to broad, region covering initiatives. Examples as follows:

1. Immediate postoperative removal of a bladder catheter after laparoscopic hysterectomy (obstetrics & gynaecology)
 ▶ Focus: Care ▶ Results: Higher patient satisfaction, less complications & faster hospital discharge
2. Routine patient urine screening on a rehabilitation ward (rehabilitation medicine)
 ▶ Focus: Process of care ▶ Results: Delivery of patient-friendly care, lower care burden & less tests per patient
3. Providing uninsured plastic surgery care in an academic setting (dermatology)
 ▶ Focus: Care ▶ Results: Higher patient satisfaction & provision of new treatments



HIGH-VALUE COST CONSCIOUS CARE: LESSONS LEARNED BY RESIDENTS

You suddenly realise which additional functions others (red. healthcare providers) have, and their other responsibilities, which is very important to know.



You are actually only a very small piece in the overall system. That does not mean you are unimportant, but you need to be aware that there is much more than just you.

An idea can be very good, but sometimes the implementation of it can be rather difficult.



Residents acquire the following CanMEDS competencies by setting up and implementing high-value cost conscious care initiatives:



Scholar



Professional



Leader



Health advocate



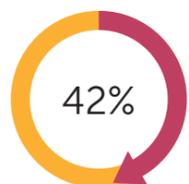
Communicator



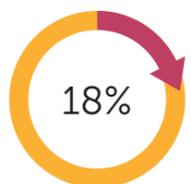
Collaborator

HIGH-VALUE COST CONSCIOUS CARE : ADDED VALUE FOR PATIENTS

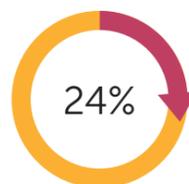
The unfolded resident-led initiatives have a positive impact on patients as well. The percentages below show the amount of initiatives that add value for patients in terms of patient satisfaction, patient safety, etc.



higher patient satisfaction



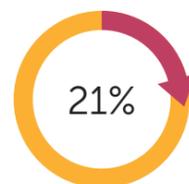
higher patient safety



higher quality of care



faster, more adequate care



less complications



shorter waiting times



better diagnostics

SUCCESS FACTORS ACCORDING TO RESIDENTS

I really liked it to set up and implement an initiative together with someone else.



We were allowed to choose the topic of our high-value cost conscious care initiative, so we were able to choose a topic we were interested in. That really stimulated our success.



This educational method requires support from top-down or bottom-up to be successful.

