

Daring to take up the spade...planting seeds of innovation from grass roots level up. How clinicians led and developed innovative models of care for hospital redesign





BAY OF PLENTY
DISTRICT HEALTH BOARD
HAUORA A TOI

healthy, thriving communities

Kia Momoho Te Hāpori Ōranga



If asked you think about a team any team that symbolises , represents

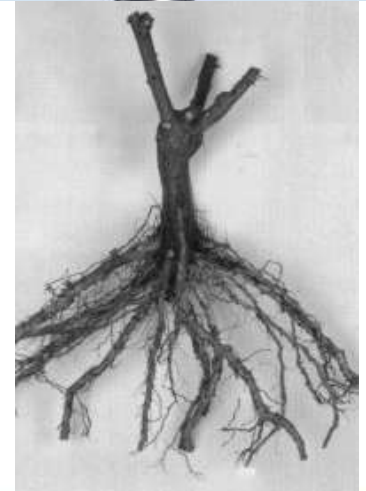
- Working together as teams
- Sense of direction and purpose/mission
- True camaraderie
- No silos, overlap and interaction
- No patch protection, we share and grow
- Skills and Knowledge was esoteric...we needed to be able to extend ourselves
- Where the client or consumer or audience needs were so important /supreme, the starting point



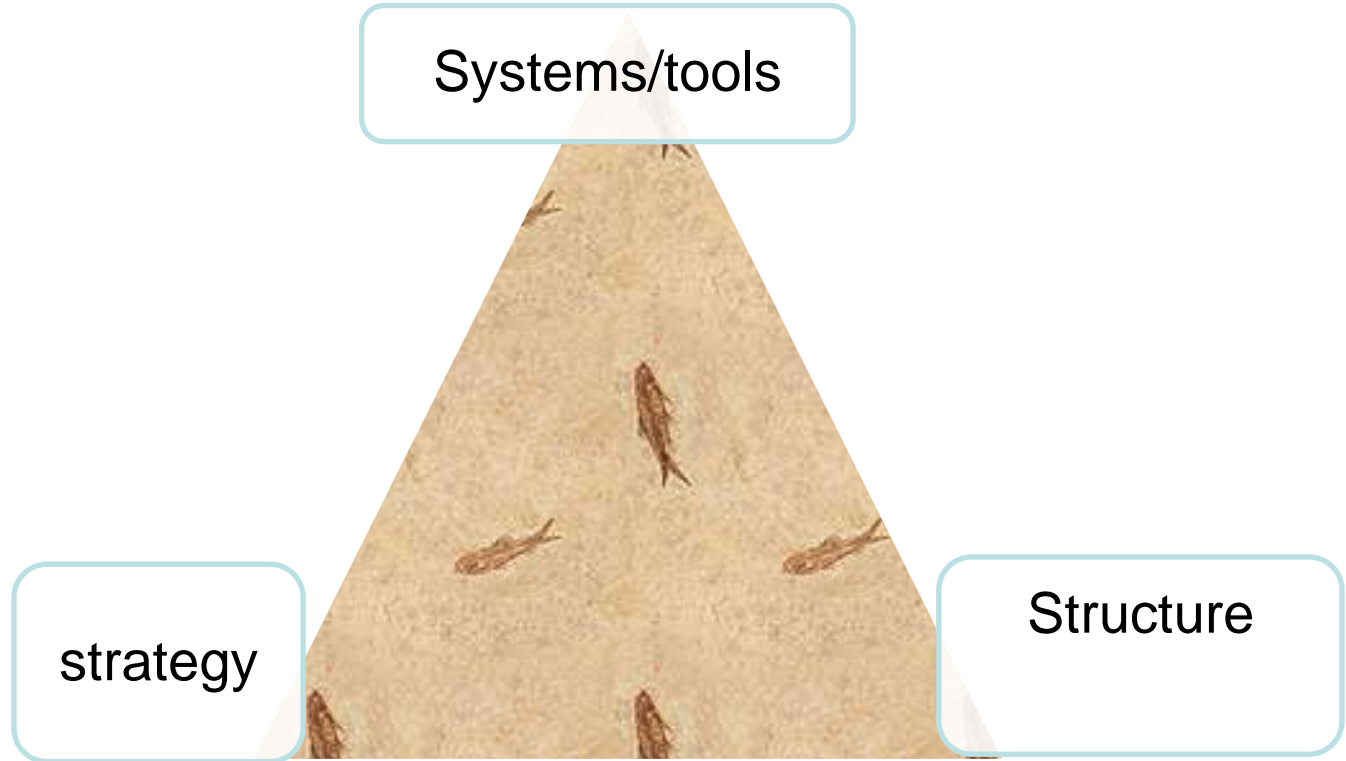
How many pictures... health teams?



Great ideas are everywhere

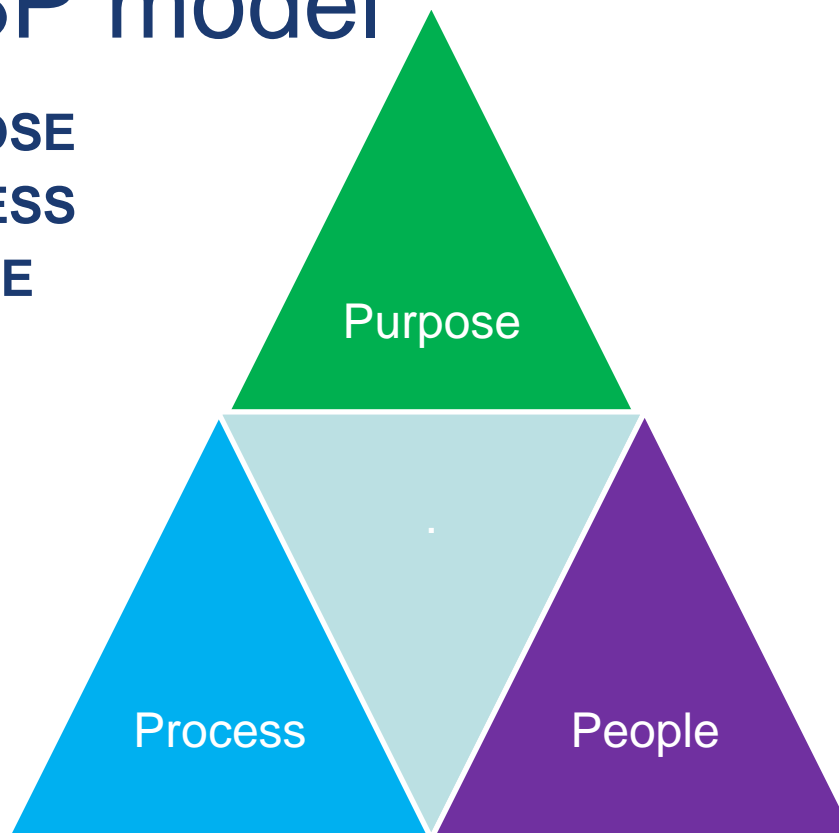


Most focus on a 3 S Model



Ideas will take root if we look at a 3P model

- **PURPOSE**
- **PROCESS**
- **PEOPLE**



Share how this occurred

- We were building with a MOC that staff did not believe in was outdated and a top down model
- Symbolic of house with no foundation



Goal-Purpose

- When staff think of effective nonsiled efficient teams they will think of a health team..not just a health team their health team.
- Effective teams
- Effective acute and overall care
- Satisfied , engaged staff with purpose...leads to
- Satisfied patients well cared for
- Meet the afterhours needs of hospital



Challenges

- Challenges of acute care. The whole is more than the sum of the parts. Fractures....
- Challenges of design
- Do not bring the people and system together
- Greater chance of failure
- Multidisciplinary
- Non siloed
- Fear of what we do not know, working within our comfort levels
- Patient rather than practitioner focused
- Victims of our own architecture...conformity, standardising , sop without questioning the rationale reasons and reviewing them



So what could we do?

- Gathered the need for things to be different
- Advocated
- Found champions
- Had leadership support to explore this...handed over the spade...
- Got people together...power of networking
- Worked on transformation and transactional
- Touch the hearts and minds of people to make a difference
- Start with principles. Why



Principles

- Clinician and patient generated...
- Non siloed
- Grunt up front
- Smart from the start
- None of us is as smart as all of us...
- We all own the patient
- Multiple inputs..inter and terdisciplinary working, the whole health setting and not just the acute care centre...systems approach and systems working together.





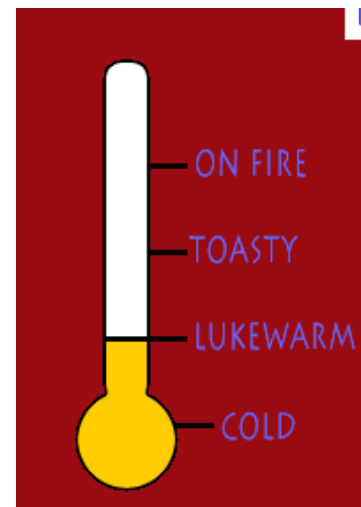
BAY OF PLENTY
DISTRICT HEALTH BOARD
HAUORA A TOI

healthy, thriving communities

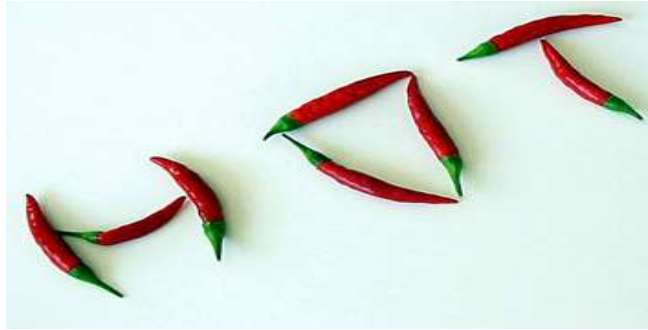
Kia Momoho Te Hāpori Ōranga



Led to Model forget lukewarm...



We need



Hot...Hot floor



Plan of Hot floor/ edible architecture



components

- Staff generated
- Hub and spoke model
- All departments and disciplines work through the process and flow
- Generated rather than ascribed
- Grassroots level up...work with the spade...





BAY OF PLENTY
DISTRICT HEALTH BOARD
HAUORA A TOI

healthy, thriving communities

Kia Momoho Te Hāpori Ōranga



- Everyone owns the patient...collective responsibility for care
- Away from constraining what is required from each role...dictated by patient needs
- Recognising skills and up skilling



Components

- Clinical school, nurse practitioner, inhouse allied health
- Working on complimentary models of care
- Medical staff, allied health an integrated Hot floor approach



Strengths

- Grassroots level
- Based on the Pike's law...People do not argue with their own data
- Saying...People believe in what they help create...
- Buy in
- Commitment
- Sustainability 3 P's Purpose, People and Process
- Recruitment benefit...wide range of skills and development



Next stages

3 P model as a foundation

Building in the 3 S systems , strategy, structures

What have others done...learning organisation

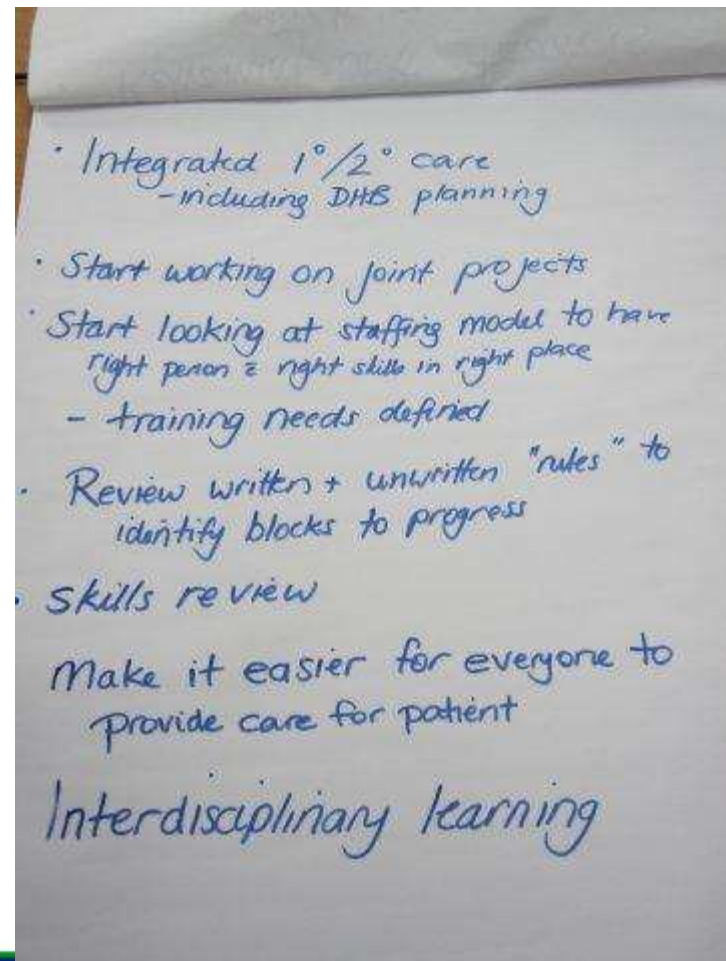
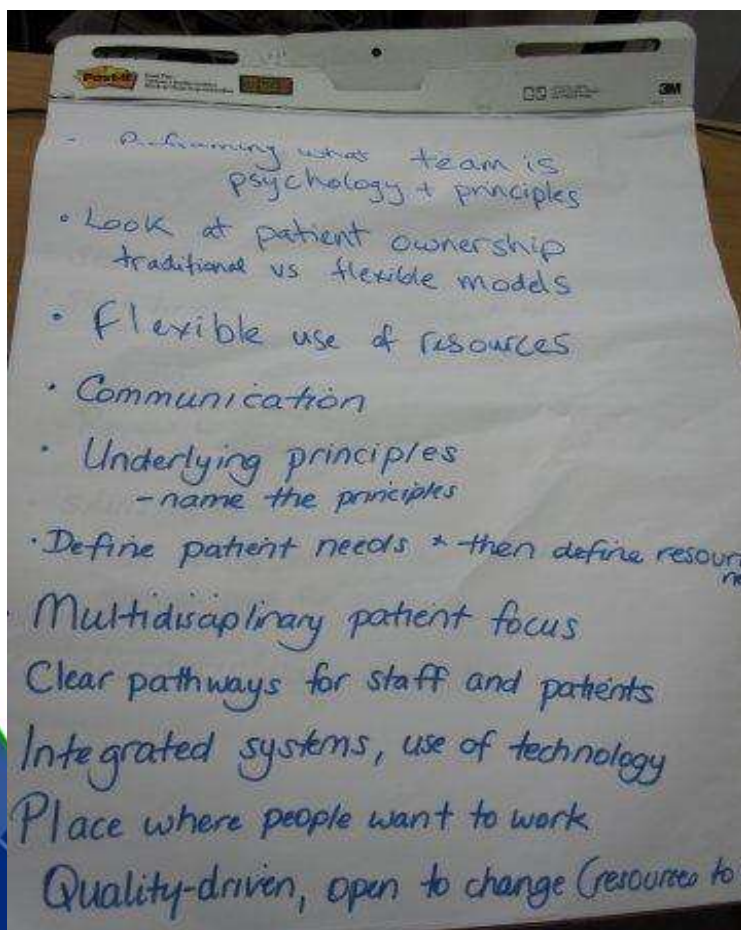
Paediatricans ..Mental models we all own the patient.

Continuing with ...valuing the journey not just the destination

The journey is the destination



Memories...



People and Purpose...People with purpose



Contact Details:

Vino Ramkissoon:

vino.ramkissoon@bopdhb.govt.nz



BAY OF PLENTY
DISTRICT HEALTH BOARD
HAUORA A TOI

healthy, thriving communities

Kia Momoho Te Hāpori Ōranga

