

# Henry Ford Care Model

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# Topics

- **Assumptions**
- **HF Care Model**
- **Core Elements**
  - **Leadership System**
  - **Care Stream Maps**
  - **Administrative Support**
- **Next Steps**

# Assumptions

- HFHS will provide ongoing guidance and expertise in the design, build, launch and ongoing management of this hospital to achieve market leading performance and growth
- Each hospital utilizing Henry Ford Health system IP will offer unique features in terms of facility design, service scope, and service mix to reflect the requirements of the local market
- The competencies, capabilities and differentiators for each hospital will be unique to each market but will leverage the strengths of HFHS
- The healthcare system in India differs in many significant ways from the US and such differences should be accounted for in the design and implementation phases

# The Henry Ford Care Model

- A framework for delivering highly efficient, high quality and satisfying care to patients
- A leadership system designed to achieve organizational objectives
- A dynamic set of “core elements” defining health care delivery by setting and service
- A patient “experience blueprint” for each setting and service
- A set of standards and measures pertinent to the settings and services offered
- An improvement system which continuously add value for customers
- A reference system which is defined by the “best practices” within HFHS
- A model which is supported by the best “minds of medicine” at HFHS for both administrative and clinical challenges

# The Henry Ford Care Model

- It is not a static document like an “Owners Manual” that guides assembly
- It is not secret recipe
- It is not a single snapshot of the current state of policies/practices from HFHS

# Core Elements of the HF Care Model

- Leadership System
  - Leadership processes (Baldrige)
    - Vision/Strategic Planning/Workforce/Knowledge Management/Customers/Operations
    - Standard work of leadership
      - LEAN/HRO principles
      - Rounding/Huddles/Communication
  - Improvement system
  - Organizational design (Dyad model)
    - Operations
    - Governance
  - Core committee design

# Core Elements of the HF Care Model

- Critical Focus on the Improvement System
  - A component of the leadership system which orchestrates continuous improvement in each Care Stream from the front line to the C suite.
  - Impossible to sustain market leading performance without this element
  - It consists of:
    - Committed leaders
    - Dedicated staff focused on performance improvement
    - Daily management system
    - Ongoing Staff Training/Education
    - Tools:
      - Value Stream Mapping/A3/Visual Controls/3P/SIPOC/Kaizen

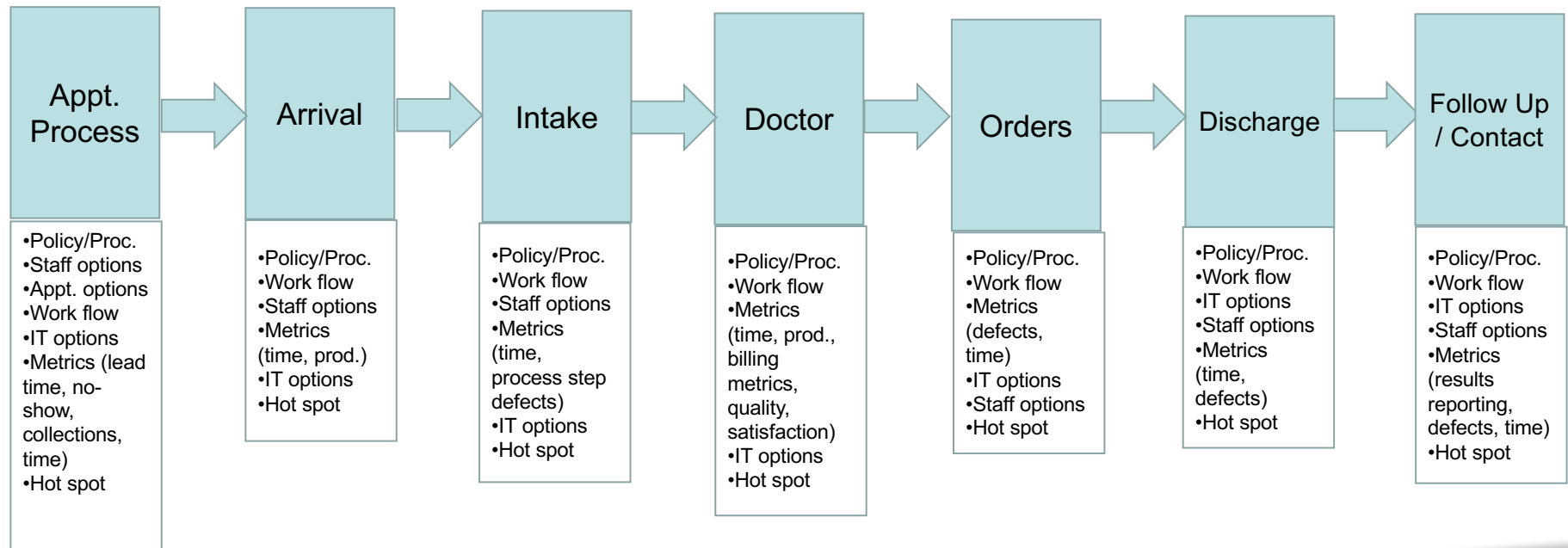
# Core Elements of the HF Care Model

- Care Stream

- A dynamic value map that defines the flow of value to the customer
  - Work flow mapping by service and setting
  - Pertinent Policies and Procedures
  - Applicable standards and metrics
  - Staffing options
  - IT/Informatics options
  - Patient experience “hot spot” options



## Care Stream: Ambulatory Clinic Visit - Medical Specialty



# Core Elements of the HF Care Model

- Administrative Support
  - Administrative documents
    - Process maps
    - Policy/Procedure Manuals
    - Benchmarking data (staffing, productivity, etc.)
  - Real time Guidance/Support
    - Best practice leaders
    - Subject matter experts

# Feedback

- Questions/Concerns ?
- Missing elements?

## Next Steps

- Develop a comprehensive planning document and process outlining the required inputs from HFHS
  - Establish HFHS staff and infrastructure support
  - Establish a standard meeting structure to support the planning document
- Identify “hot spot” issues that need urgent attention
- Other steps??