

Fall 2014 ImproveCareNow Learning Session

Pre-work Activity: Re-Imagining and Co-Creating the Care Experience

Please return your response to [EMAIL] by Month DD.

ImproveCareNow is not only about applying new ideas, strategies, and tools to improving care. It is also a learning health system – a collaborative chronic care network that can turn vision into reality by harnessing all the expertise and knowledge that we share.

What could the ImproveCareNow system look like if you **had the opportunity to start from scratch and build a new blueprint for the future?** We would like your team to tell us the story of what your new, ideal system of care delivery would look—and feel like—to your care team, to your patients, and their families. Please use the attached page or a separate document to describe it.

Be creative! What you are suggesting does not have to seem possible now in your current system. The idea is to think big and to bring in the many ideas that we're all hearing about these days but may seem a little far-fetched. **This is the main pre-work for this Learning Session, so we hope you will take the time to make this a meaningful and collaborative exercise for everyone at your center (patients, families, clinicians).**

A few notes:

1. Your entire team (**patients, families, clinicians**) should participate in this activity, referring to the suggested topics on page 3 for guidance.
2. To make your response meaningful, please be sure to address *at least 5* of the suggested topics (but ideally more!). And please note that you are not limited to these topics.
2. **Please be sure to include parent/patient partners in this exercise.** Your narrative should include team, parent, patient, and other relevant perspectives.
4. Feel free to send photos, videos, or other materials that help you paint a picture of your re-imagined system.
5. For food for thought as you work on this activity look for inspiration in places like: <http://fliptheclinic.org> and www.myopennotes.org

*Several of the submissions will be selected by ICN clinicians, patients and parents for presentation during a plenary session at the Learning Session. You will be notified by Month DD if you are selected to present. **All teams** will refer to the responses during the Learning Lab breakouts; please be sure to bring enough copies of your response for each participating team member!*



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Pre-work Activity: Re-Imagining and Co-Creating the Care Experience

Center Name: _____

Individuals Participating in this Activity: _____

Key Contact for Questions (e-mail address): _____



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Items to Consider As You Re-Imagine and Co-Create the Care Experience

1. We would make sure to partner with the following as we built the system...
2. The new mission statement for our IBD work would be...
3. We would need the following resources to get started...
4. Every patient encounter would include the following elements ...
5. We would not do the following any more...
6. The care team would know the following five things for every visit, every time...
7. We would learn about patient's lives outside of clinic by...
8. Parents and patients would help continuously improve this system by...
9. Our definition of success for the system one year from now would be...
10. We would consider it a failure if the system...
11. We would do the following on a regular basis to make sure we were still meeting the needs of our patients...
12. The following types of data and stories would always be displayed in a prominent, public place...
13. This is how we'll create joy in our work together...
14. What else would we like to say about our redesigned system...



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