

# HimSS<sup>®</sup>18 *Eurasia*

EMRAM Educational Conference &  
Health IT Exhibition



## Health Care Transformation From Hospital Care to Home Care

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 @ Speaker twitter handle

**25-27 October 2018**  
**Pullman Hotel Yenibosna**  
**ISTANBUL, TURKEY**

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 #HIMSSTurkey

# Enabling better health through information and technology.

# Health Care Transformation From Hospital Care to Home Care

# It's a whole systems approach....

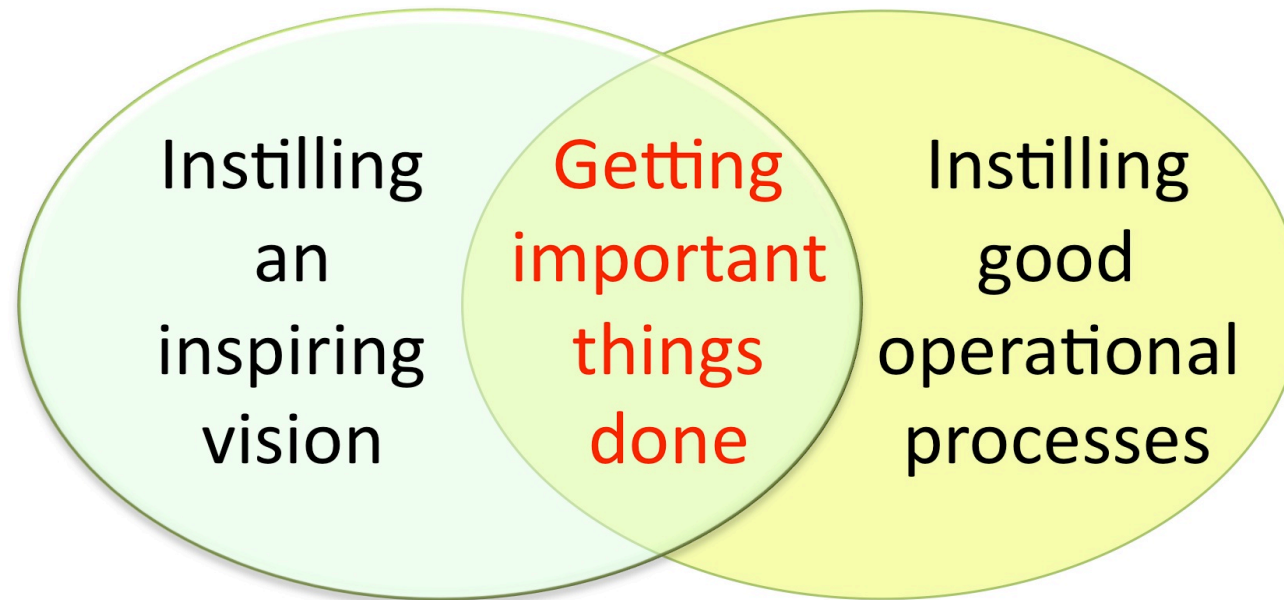


- Whole systems respond to influence, but are not susceptible to control, thereby demonstrating that we must strengthen leadership in preference to management.
- Whole system leaders tend to focus externally rather than internally.
- They use power wisely
- The more power they have – the more they give away
- For years we have trained, encouraged and rewarded organisational leaders
- Whole system leaders collaborate rather than compete
- Care transformation is entirely dependent on the right kind of leadership



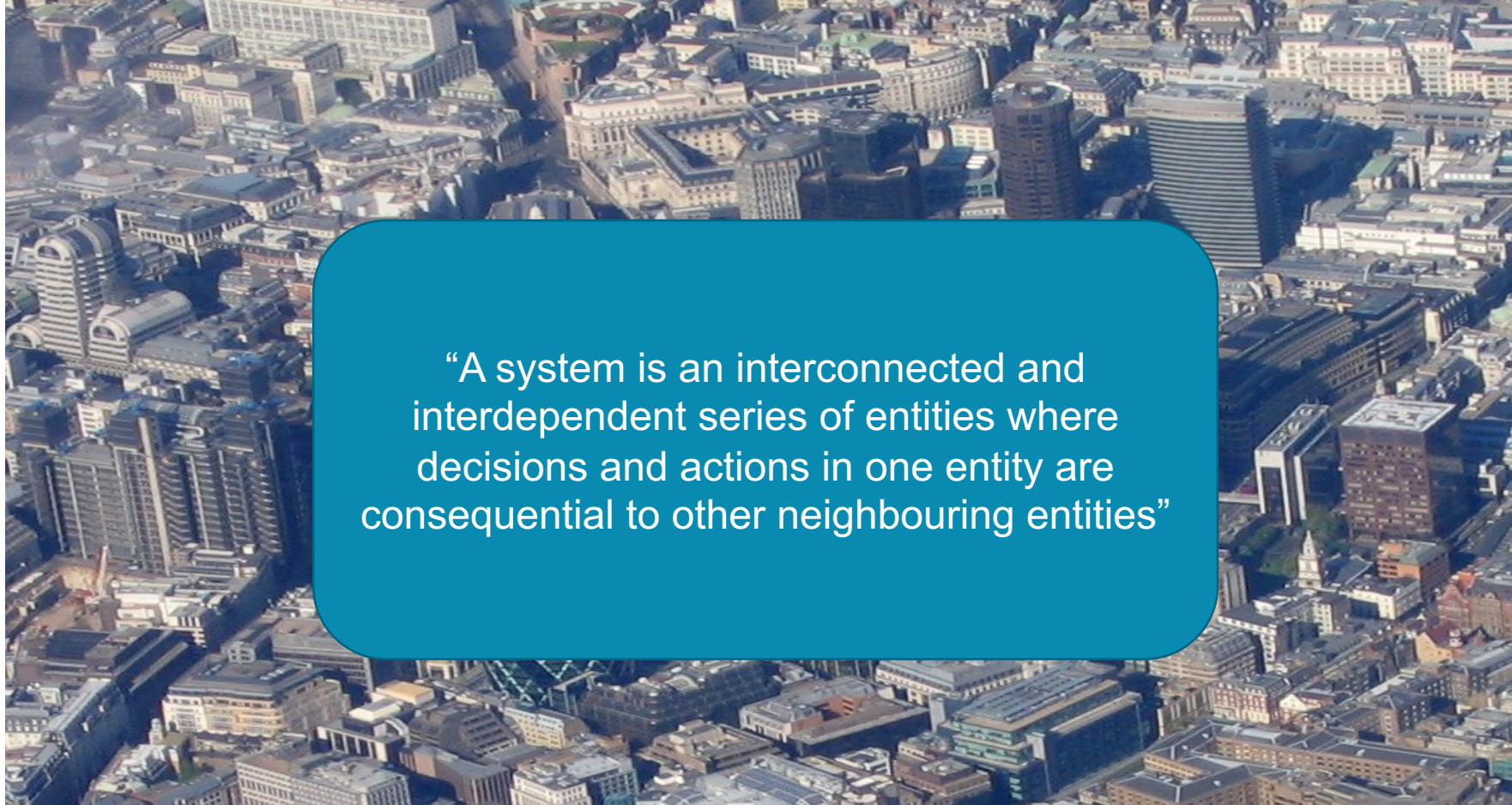
# The “Do How” moment.....

## Leadership & Management



By David Truss – <http://pairadimes.davidtruss.com/leadership-and-management/>

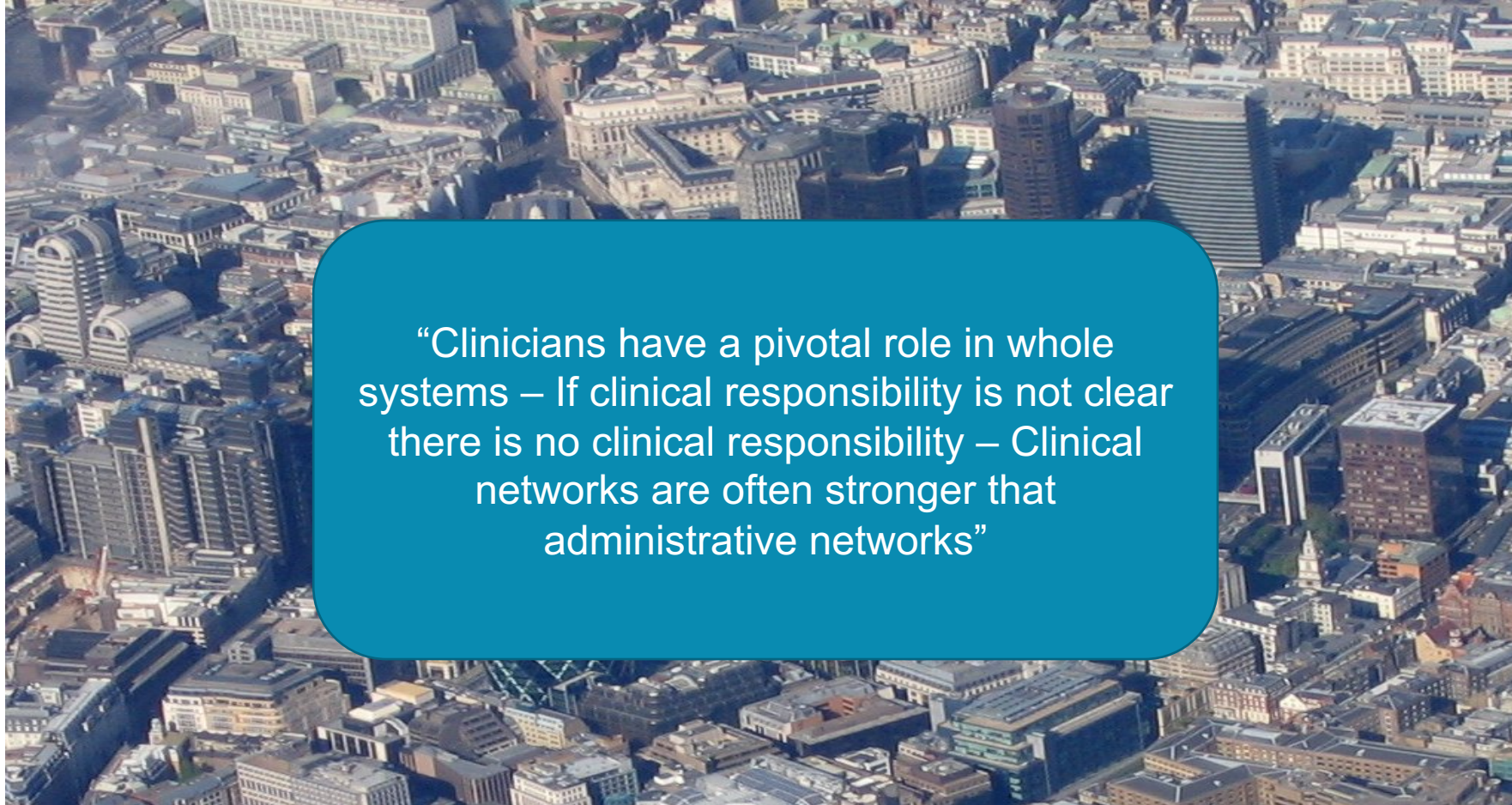
# Whole systems.....



“A system is an interconnected and interdependent series of entities where decisions and actions in one entity are consequential to other neighbouring entities”



# Whole systems.....



“Clinicians have a pivotal role in whole systems – If clinical responsibility is not clear there is no clinical responsibility – Clinical networks are often stronger than administrative networks”



# Whole systems.....

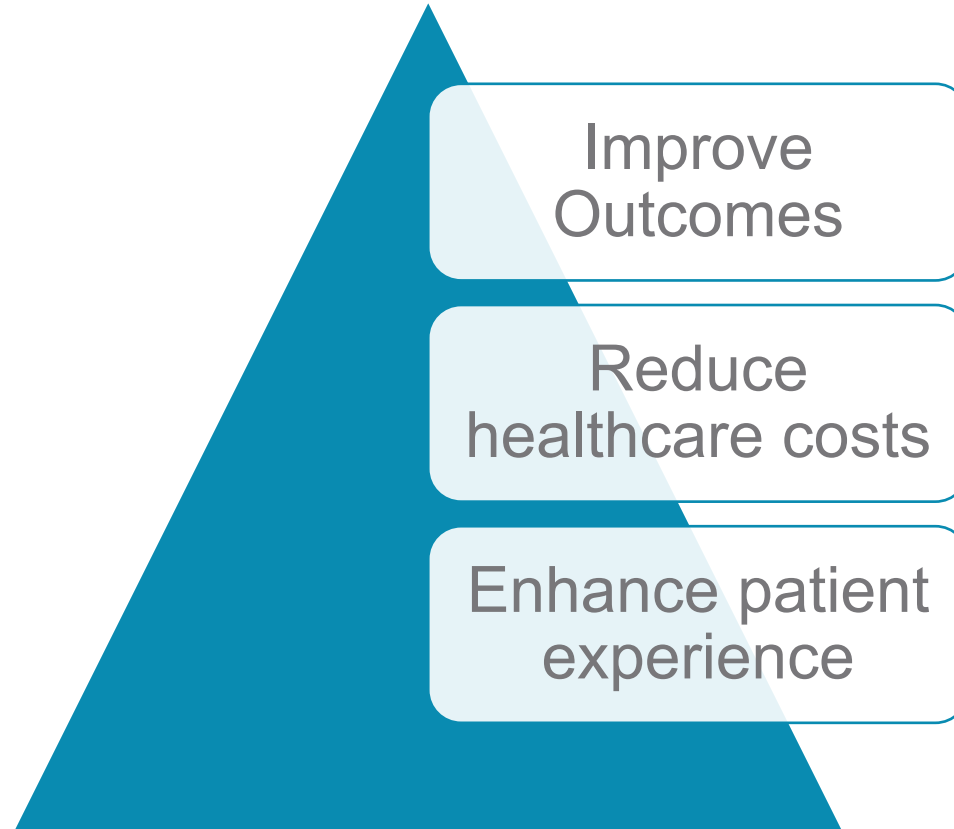


# No single solution

- Changing patient flow and pathways
- Rapid recovery programmes
- Early discharge initiative
- Preventing the crisis points
- Relaxing the medical model
- Remote monitoring
- Tele-health hubs
- Admission avoidance and reducing length of stay
- Right care, at the right time for the right patient



# Why hospital at home?



# The facts....



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- While countries with strong primary care have better health outcomes and less health inequality, overall costs of health care may be higher.
- When the patient is actively involved as a co-producer in their own health care outcomes appear to improve.
- Europe's strong primary care systems are linked to better population health but also to higher health spending.
- In most countries demand for acute hospital care is increasing.
- Changing patient flows and pathways could deliver clinical, financial and operational improvements in a local health economy.

# And some opinions....



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- Local schemes will only lead to health economy-wide savings if they consistently divert enough patients from local acute hospitals to allow beds and wards to close.
- The cost saving is then only realised if providers and commissioners have the will to close down capacity that is freed up.
- Although these schemes will be important in addressing longer term needs, they may not be able to address more immediate operational challenges.
- Addressing flow challenges in acute hospitals through better triage and discharge processes to ensure that patients with less severe needs who are safe to return home without extra support can do so as quickly as possible.
- Many studies found that patients treated at home had the same clinical outcomes as patients treated in inpatient hospital care.



# Measuring Digital Maturity in Whole Systems...



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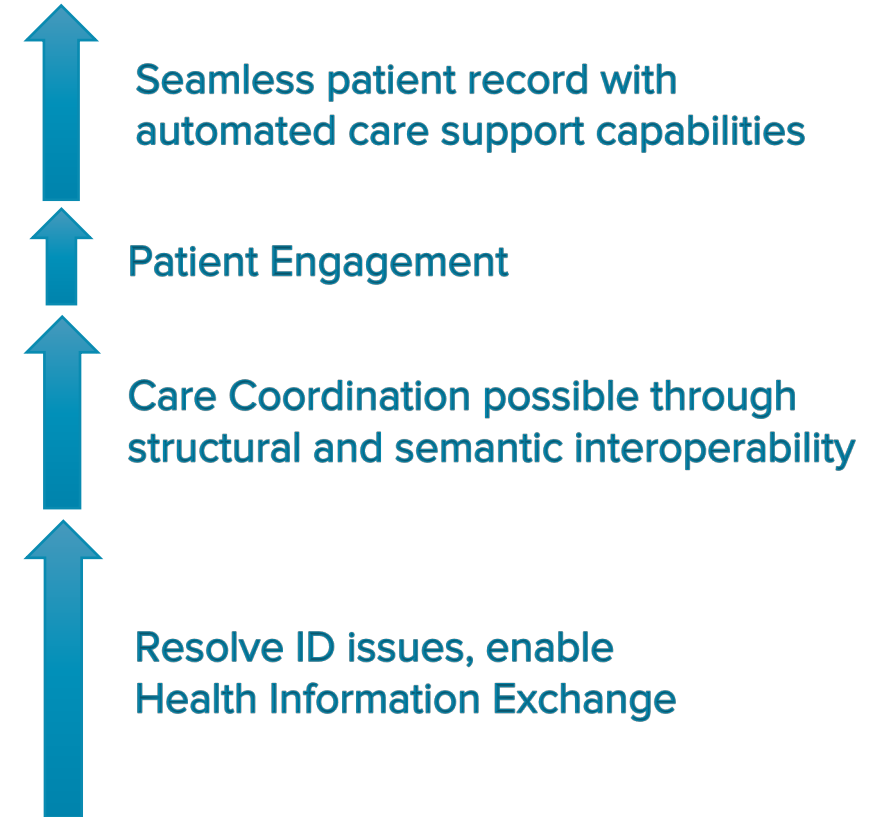
“HIMSS Analytics Continuity  
of Care Maturity Model -  
CCMM”

# Continuity of Care Maturity Model



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STAGE	 Continuity of Care Maturity Model Cumulative Capabilities
7	Knowledge driven engagement for a dynamic, multi-vendor, multi-organizational interconnected healthcare delivery model
6	Closed loop care coordination across care team members
5	Community wide patient record using applied information with patient engagement focus
4	Care coordination based on actionable data using a semantic interoperable patient record
3	Normalized patient record using structural interoperability
2	Patient centered clinical data using basic system-to-system exchange
1	Basic peer-to-peer data exchange
0	Limited or no e-communication



# Focus Areas



Organisational  
Strategy



Policy Level  
Initiatives



Health  
Information  
Exchange



Patient Care  
Coordination



Patient  
Engagement



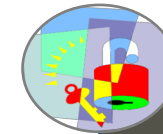
Analytics



IT Systems  
Capabilities



Standards /  
Interoperability



Security &  
Privacy

# Stakeholder Perspectives





# Step by Step Process



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## Responsible

- Client

## Objective

- Define the population who's continuity of care is being profiled (e.g. all citizens in a certain geographic region, only citizens with chronic diseases, only citizens >65 years etc.)

# Step by Step Process



## Responsible

- Client

## Objective

- Define the care settings that should be profiled.
- *Currently proposed:*
  - Primary Care
  - Acute Care
  - Emergency Care
  - Social/Home Care

→ Please add a definition (or examples from facilities/tasks) for each of those care settings.

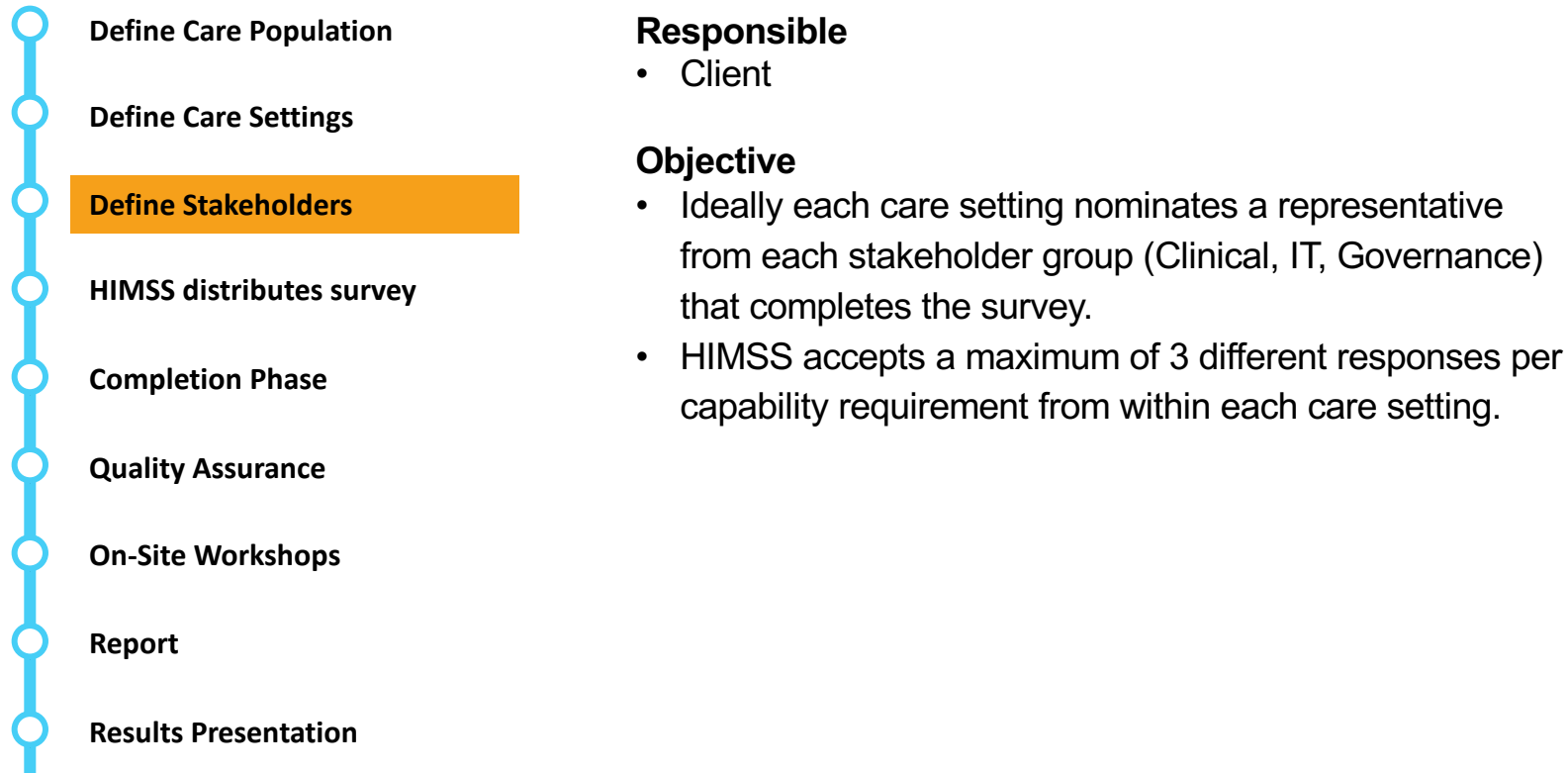
### Please note:

HIMSS accepts a maximum of 3 different responses per capability requirement from within each care setting (e.g. you could have multiple hospitals within your Acute Care Setting that might have different capabilities in terms of Continuity of Care. HIMSS accepts to survey a maximum of 3 hospitals from this Acute Care Setting. The same applies to Primary Care, Long-term care, Home care etc.).

# Step by Step Process



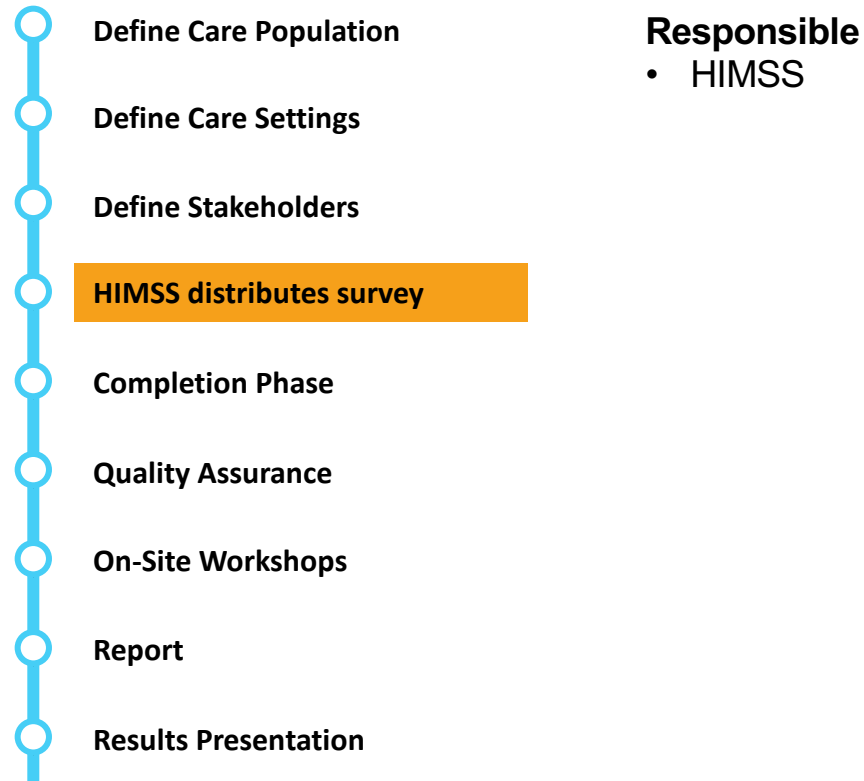
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# Step by Step Process



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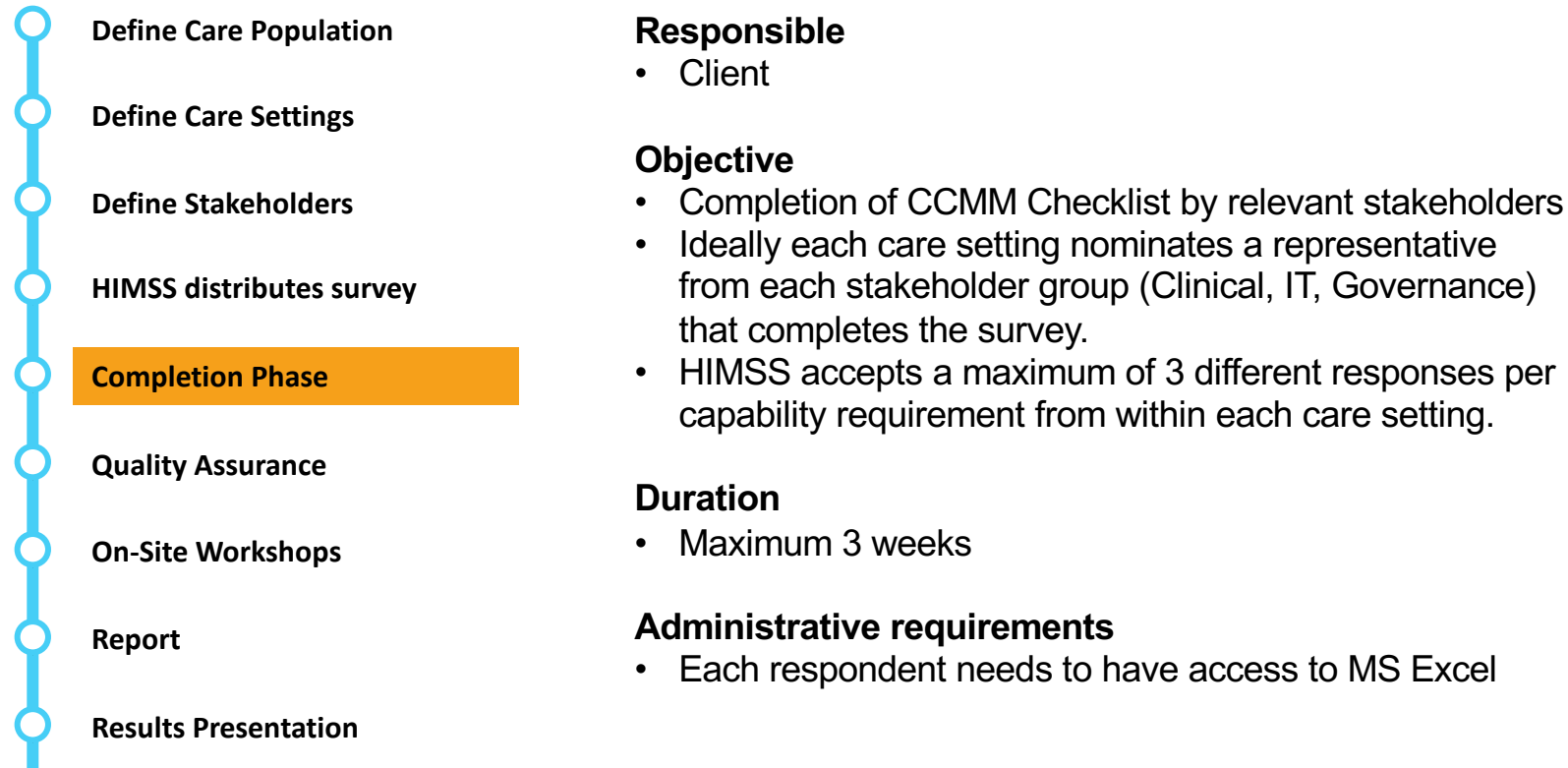




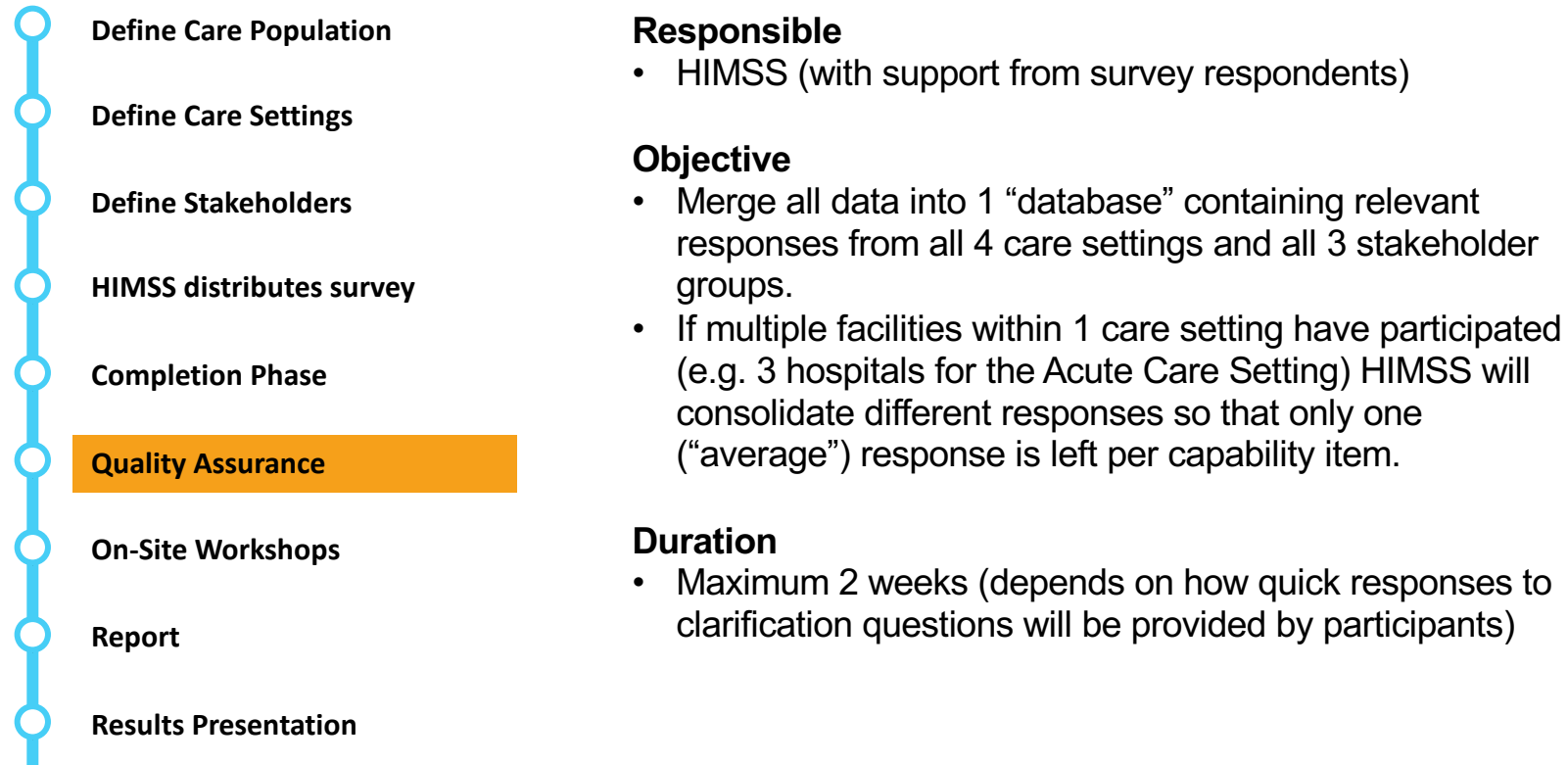
# Step by Step Process



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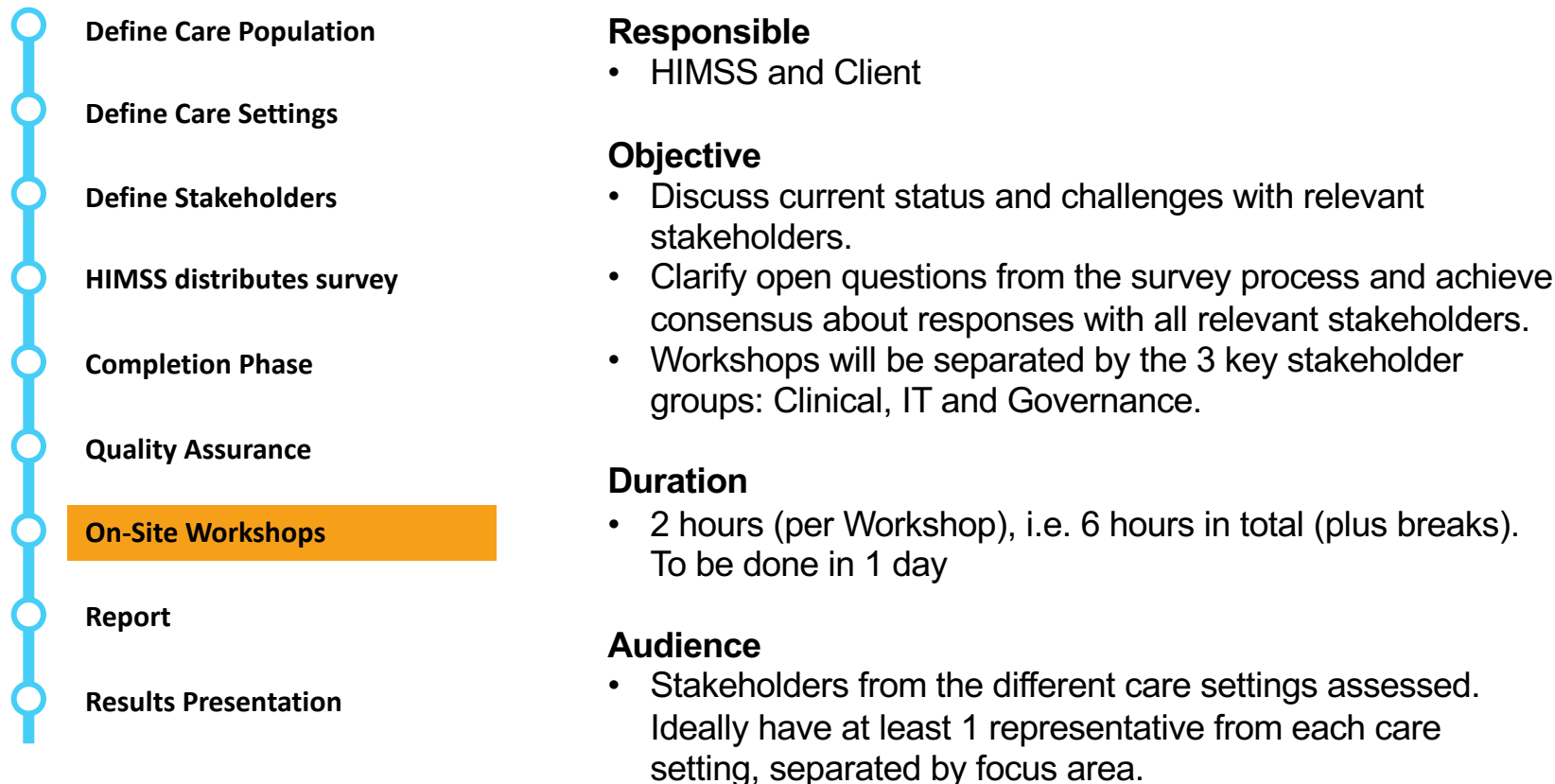
# Step by Step Process



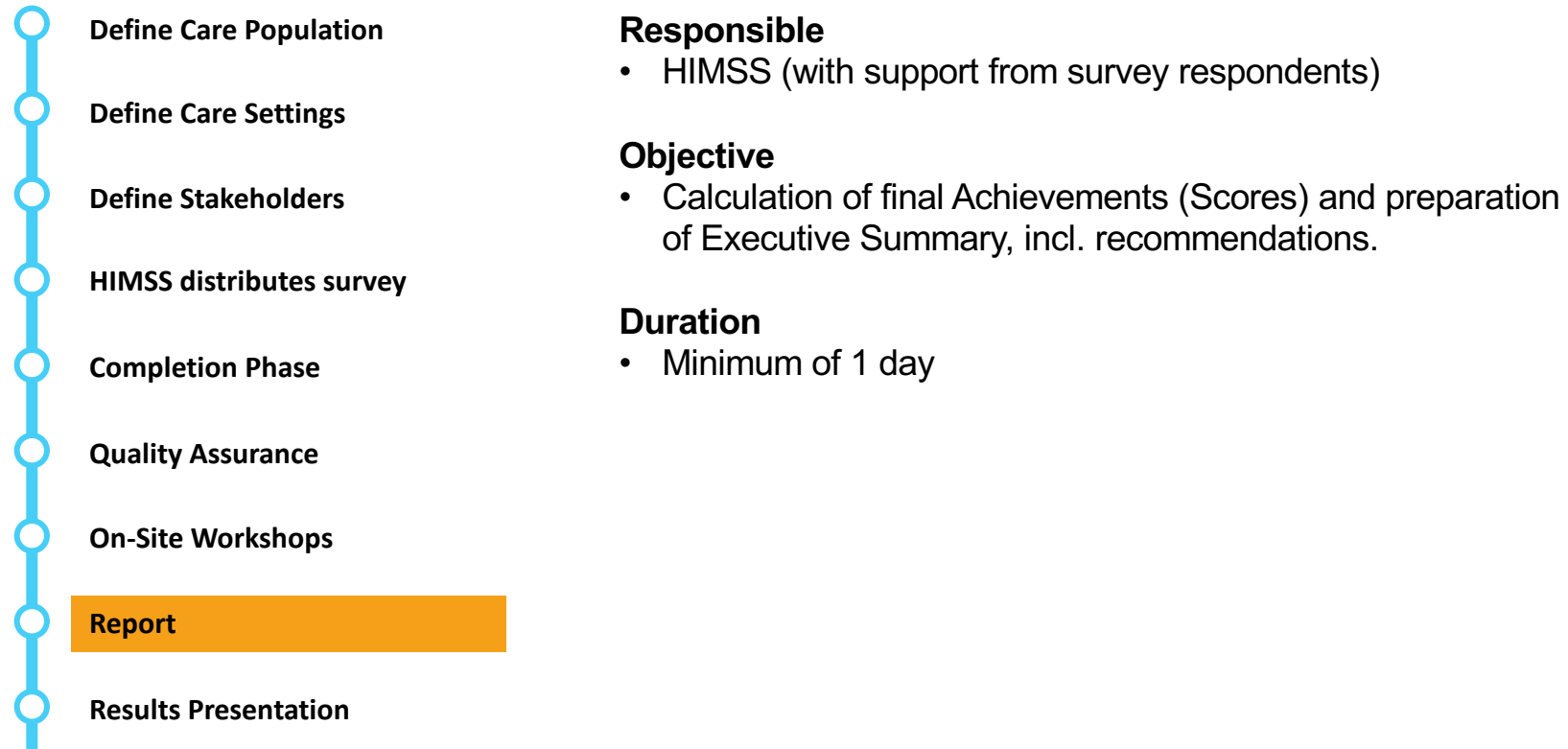
# Step by Step Process



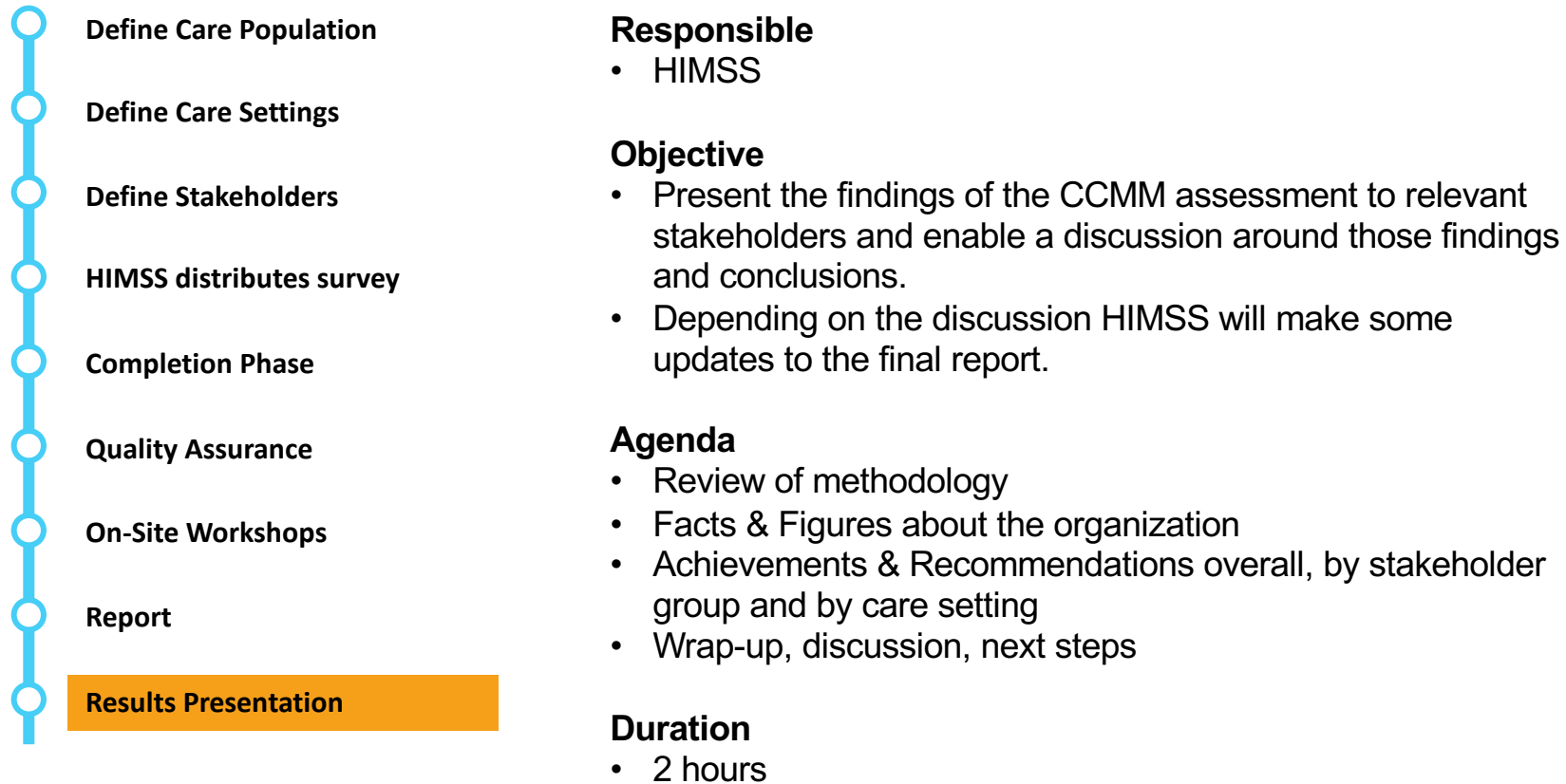
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# Step by Step Process



# Step by Step Process



# Care Community - Scoring Overview

	Overall	Primary Care	Secondary Care	Community Services	Social Care	Mental Care	Ambulance Services	
Stage Achievement	0	0	1	0	0	1	0	Highest Stage achieved
% Accomplishment	42%	44%	49%	29%	39%	46%	32%	
Stage 7	13%	12%	20%	7%	3%	14%	17%	% accomplishment by Stage 70%+ to achieve a Stage
Stage 6	21%	20%	29%	11%	17%	23%	17%	
Stage 5	29%	36%	34%	19%	28%	30%	13%	
Stage 4	33%	39%	38%	19%	34%	31%	19%	
Stage 3	41%	46%	52%	26%	28%	47%	30%	
Stage 2	61%	59%	65%	50%	61%	65%	53%	
Stage 1	68%	67%	74%	49%	66%	75%	59%	

# Clinical Stakeholders – Scoring Overview

	Overall	Primary Care	Secondary Care	Community Services	Social Care	Mental Care	Ambulance Services	
Stage Achievement	0	0	0	0	0	0	0	Highest Stage achieved
% Accomplishment	26%	30%	37%	13%	17%	28%	19%	
Stage 7	13%	12%	23%	5%	0%	15%	20%	% accomplishment by Stage 70%+ to achieve a Stage
Stage 6	16%	16%	25%	5%	12%	15%	13%	
Stage 5	15%	26%	23%	5%	7%	12%	0%	
Stage 4	18%	18%	30%	1%	7%	17%	17%	
Stage 3	26%	35%	39%	16%	11%	27%	13%	
Stage 2	41%	40%	53%	30%	32%	45%	36%	
Stage 1	50%	54%	63%	25%	44%	60%	39%	

# Governance Stakeholders – Scoring Overview

	Overall	Primary Care	Secondary Care	Community Services	Social Care	Mental Care	Ambulance Services	
Stage Achievement	2	1	1	0	0	2	1	Highest Stage achieved % accomplishment against entire CCMM
% Accomplishment	61%	62%	59%	55%	65%	67%	59%	
Stage 7	25%	25%	25%	25%	25%	25%	25%	% accomplishment by Stage 70%+ to achieve a Stage
Stage 6	50%	50%	50%	50%	50%	50%	50%	
Stage 5	59%	59%	57%	50%	62%	62%	62%	
Stage 4	49%	58%	42%	54%	55%	45%	37%	
Stage 3	57%	58%	55%	41%	62%	66%	54%	
Stage 2	71%	66%	69%	66%	76%	80%	63%	
Stage 1	70%	70%	71%	59%	68%	78%	78%	



# Info Tech Stakeholders – Scoring Overview

	Overall	Primary Care	Secondary Care	Community Services	Social Care	Mental Care	Ambulance Services	
Stage Achievement	2	2	3	1	2	3	2	Highest Stage achieved
% Accomplishment	60%	64%	63%	45%	66%	64%	40%	
Stage 7	0%	0%	0%	0%	0%	0%	0%	% accomplishment by Stage 70%+ to achieve a Stage
Stage 6	27%	33%	25%	33%	33%	33%	0%	
Stage 5	39%	45%	37%	31%	48%	37%	15%	
Stage 4	47%	58%	47%	25%	59%	44%	11%	
Stage 3	63%	67%	80%	40%	48%	78%	56%	
Stage 2	86%	87%	85%	68%	96%	87%	75%	
Stage 1	92%	85%	96%	78%	100%	100%	71%	

# Overall Achievements by Care Organisation



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	Overall	BSOL CCG	South Doc	UHB HGS	UHB QEHB	ROH	BWCH	WMAS	BCHC	BSMHFT	BCC	Adult - SMBC	Child - SMBC
<b>Stage Achievement</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>% Accomplishment</b>	<b>42%</b>	<b>34%</b>	<b>55%</b>	<b>37%</b>	<b>74%</b>	<b>33%</b>	<b>50%</b>	<b>32%</b>	<b>29%</b>	<b>46%</b>	<b>47%</b>	<b>37%</b>	<b>34%</b>
Stage 7	13%	3%	21%	21%	42%	3%	14%	17%	7%	14%	4%	3%	3%
Stage 6	21%	7%	32%	20%	62%	11%	22%	17%	11%	23%	17%	20%	13%
Stage 5	29%	24%	49%	27%	61%	18%	30%	13%	19%	30%	28%	31%	24%
Stage 4	33%	33%	44%	27%	68%	20%	36%	19%	19%	31%	41%	32%	29%
Stage 3	41%	31%	61%	35%	75%	37%	61%	30%	26%	47%	50%	18%	17%
Stage 2	61%	50%	69%	53%	90%	48%	70%	53%	50%	65%	68%	58%	59%
Stage 1	68%	56%	77%	58%	92%	66%	79%	59%	49%	75%	72%	66%	62%

# Stakeholder Achievements by Care Organisation



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Clinical	Overall	BSOL CCG	South Doc	UHB HGS	UHB QEHB	ROH	BWCH	WMAS	BCHC	BSMHFT	BCC	Adult - SMBC	Child - SMBC
Stage Achievement	0	0	1	0	2	0	1	0	0	0	0	0	0
% Accomplishment	27%	11%	50%	19%	74%	20%	38%	19%	13%	28%	25%	16%	10%
Stage 7	13%	0%	25%	25%	55%	0%	15%	20%	5%	15%	0%	0%	0%
Stage 6	17%	0%	33%	11%	66%	11%	13%	13%	5%	15%	11%	17%	7%
Stage 5	15%	0%	53%	8%	60%	8%	16%	0%	5%	12%	5%	15%	0%
Stage 4	18%	3%	33%	12%	71%	12%	25%	17%	1%	17%	15%	7%	0%
Stage 3	26%	16%	53%	18%	68%	20%	50%	13%	16%	27%	30%	3%	2%
Stage 2	42%	21%	60%	33%	91%	26%	61%	36%	30%	45%	43%	26%	28%
Stage 1	51%	29%	79%	29%	100%	52%	70%	39%	25%	60%	55%	45%	35%

Governance	Overall	BSOL CCG	South Doc	UHB HGS	UHB QEHB	ROH	BWCH	WMAS	BCHC	BSMHFT	BCC	Adult - SMBC	Child - SMBC
Stage Achievement	2	1	0	1	3	0	2	1	0	2	0	0	0
% Accomplishment	61%	60%	64%	55%	68%	49%	66%	59%	55%	67%	66%	64%	64%
Stage 7	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%	25%
Stage 6	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Stage 5	59%	56%	62%	50%	68%	43%	68%	62%	50%	62%	62%	62%	62%
Stage 4	49%	62%	54%	37%	50%	33%	50%	37%	54%	45%	50%	58%	58%
Stage 3	57%	50%	66%	50%	70%	37%	62%	54%	41%	66%	70%	58%	58%
Stage 2	71%	61%	72%	61%	80%	61%	75%	63%	66%	80%	80%	75%	75%
Stage 1	70%	71%	68%	71%	75%	62%	78%	78%	59%	78%	68%	68%	68%

Info Tech	Overall	BSOL CCG	South Doc	UHB HGS	UHB QEHB	ROH	BWCH	WMAS	BCHC	BSMHFT	BCC	Adult - SMBC	Child - SMBC
Stage Achievement	2	2	3	2	4	3	3	2	1	3	3	2	2
% Accomplishment	60%	65%	63%	61%	78%	51%	62%	40%	45%	64%	73%	62%	62%
Stage 7	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Stage 6	27%	33%	33%	33%	33%	0%	33%	0%	33%	33%	33%	33%	33%
Stage 5	39%	53%	37%	46%	53%	18%	31%	15%	31%	37%	53%	46%	46%
Stage 4	47%	61%	55%	44%	77%	25%	44%	11%	25%	44%	66%	55%	55%
Stage 3	65%	59%	75%	65%	93%	78%	84%	56%	40%	78%	89%	28%	28%
Stage 2	86%	90%	84%	84%	100%	75%	81%	75%	68%	87%	90%	100%	100%
Stage 1	92%	85%	85%	92%	100%	96%	96%	71%	78%	100%	100%	100%	100%



# Thank you

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