

LEADING HEALTHCARE IN THE FUTURE

PETER LACHMAN



HEALTHCARE QUALITY HAS GONE
THROUGH TWO STAGES OVER THE
PAST CENTURY

AND

IS NOW ENTERING THE NEXT STAGE

QUALITY 1.0

THE SETTING OF STANDARDS



Ernest Amory Codman

Quality 1.0

Establish thresholds

- Standards
- Evaluation
- Certification
- Guidelines



Shewhart



Berwick



Deming



Juran



Donabedian

QUALITY 2.10

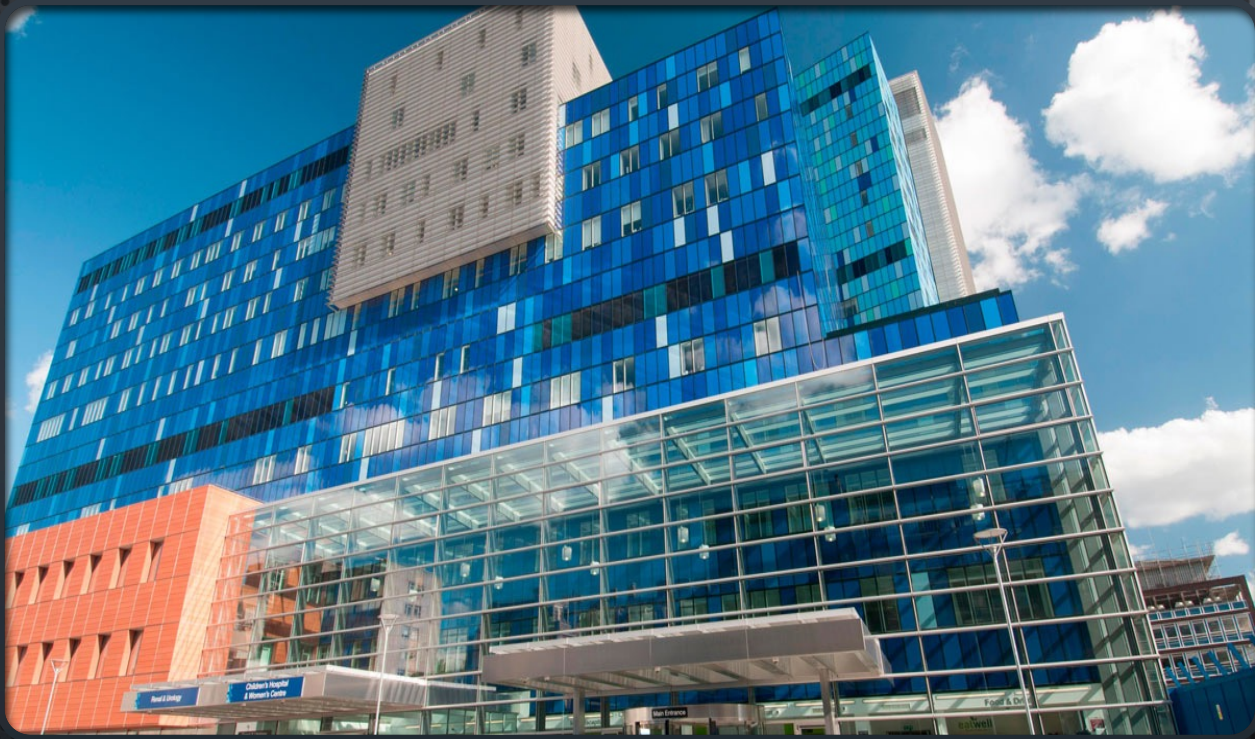
MANAGING THE INDUSTRIALIZATION OF HEALTHCARE

SYSTEMS, PROCESS AND VARIATION

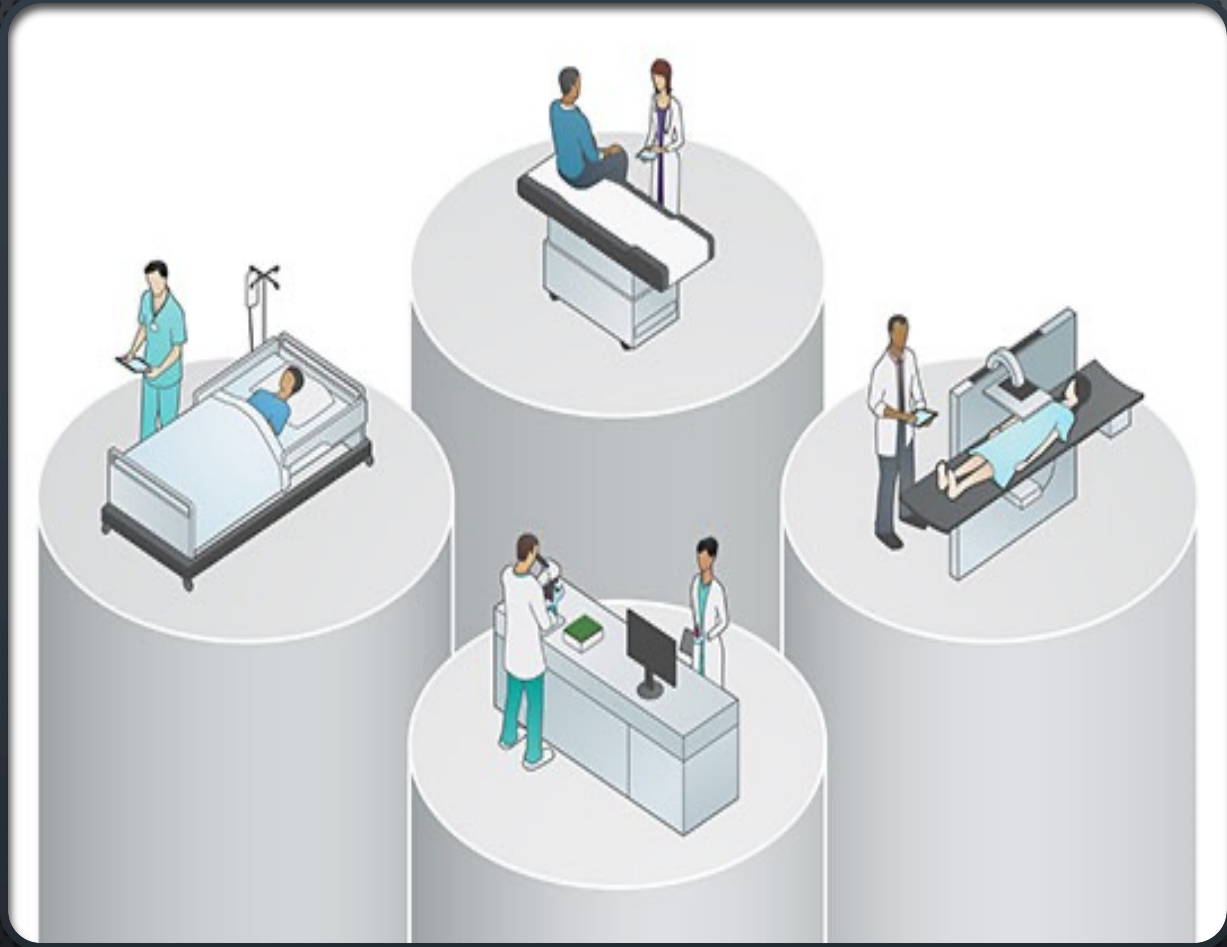
Quality 2.0

Enterprise wide endeavours

- Systems
- Reliability
- Customer supplier
- Performance measurement



INDUSTRIALIZATION OF HEALTHCARE



EXAMPLES OF INDUSTRIALIZATION



INDUSTRIALIZATION
HAS LED TO
ALIENATION
WITH
CLINICIAN BURNOUT
AND PEOPLE
DISSATISFACTION

FEATURES OF ALIENATION

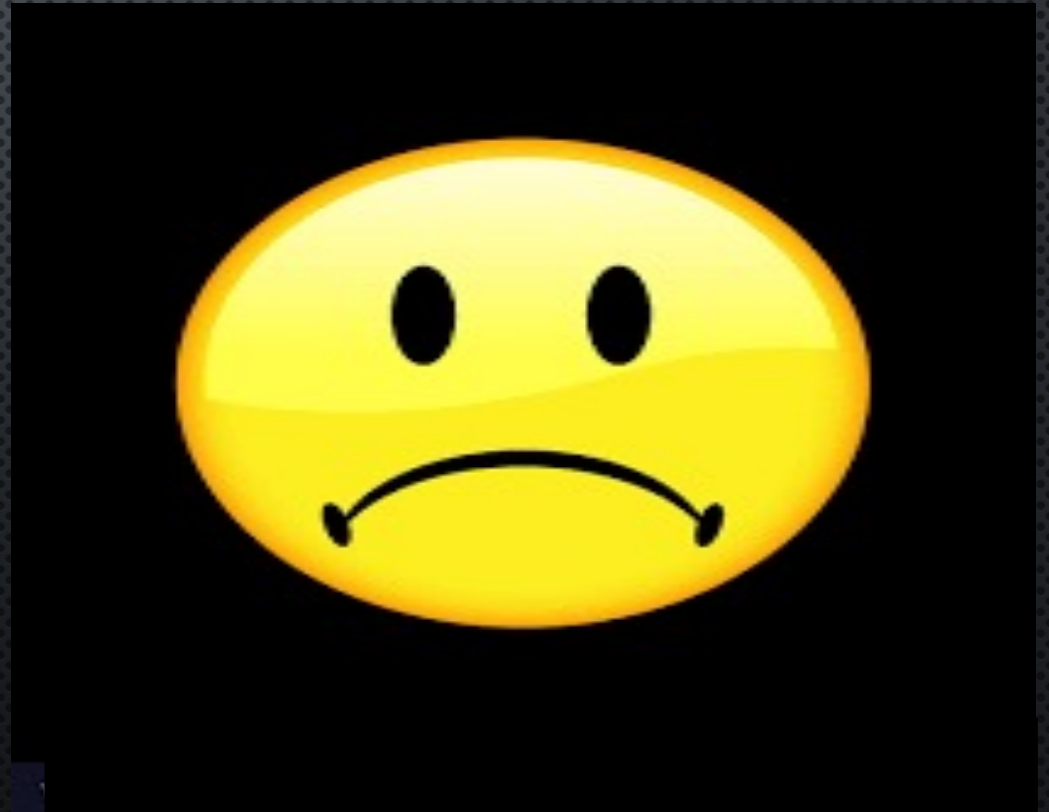
- Powerlessness
- Lack of meaning
- Normlessness
- Cultural estrangement
- Social Isolation
- Self estrangement

MANIFESTATIONS OF ALIENATION

Healthcare worker Burnout



Unhappy patients



WE NEED A
REDEFINITION OF
QUALITY
AND HOW WE ACHIEVE IT



Nelson



BATALDEN



Andersson



Rispel

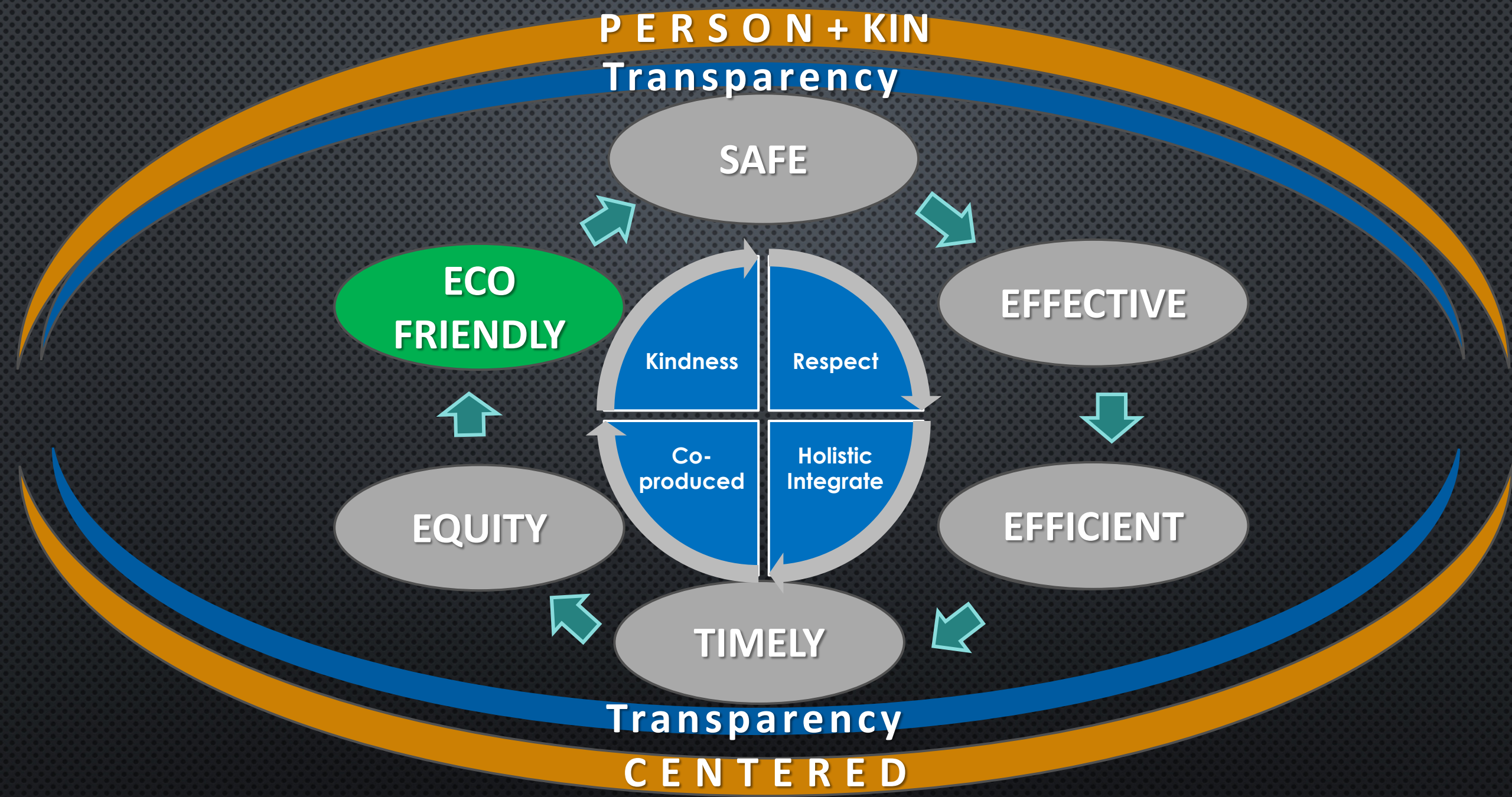
QUALITY 3.0

COPRODUCTION

Quality 3.0

Coproduction of health

- Ownership of health
- Kinship
- Integration
- Value creating architecture



WE NEED

THE NEW DEFINITION OF QUALITY

+

QUALITY 1.0

+

QUALITY 2.0

+

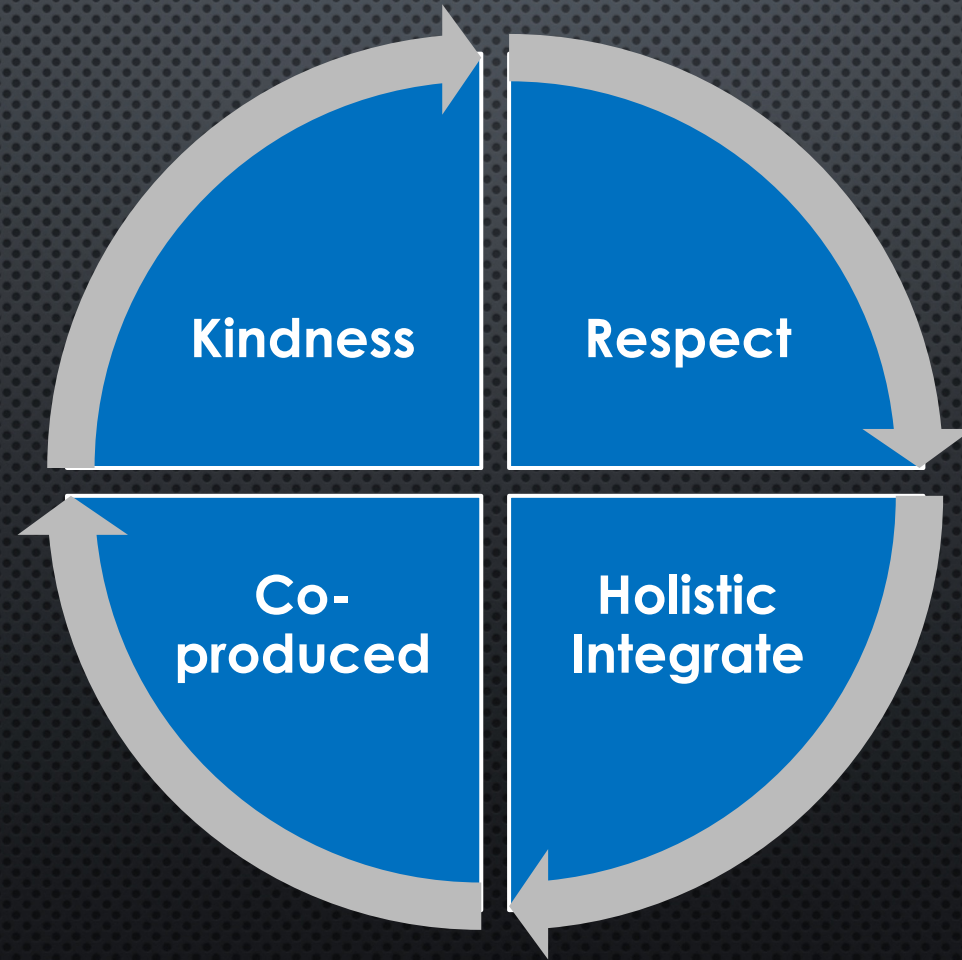
QUALITY 3.0

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EQUITY

LEADERSHIP WILL BE KEY TO
TRANSFORM THE WAY WE WORK

BACK TO THE CORE LEADERSHIP VALUES



ACKNOWLEDGEMENTS

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