

Friday, February 24, 2012
12:00 – 1:00 pm
Vancouver General Hospital
Room 700, Research Pavilion
828 West 10th Ave

VALUE IMPROVEMENT: ARE THERE WAYS TO IMPROVE HEALTH SERVICE QUALITY AND SAVE MONEY?

Event co-presented with:



With Dr John Øvretveit

DIRECTOR OF RESEARCH, PROFESSOR OF HEALTH IMPROVEMENT, IMPLEMENTATION AND EVALUATION, MEDICAL MANAGEMENT CENTRE THE KAROLINSKA INSTITUTE, STOCKHOLM

This presentation draws on three reviews of the evidence about changes which both improve quality and save money. It shows some of the research into the costs of poor quality, which interventions are effective and their costs, and considers how local providers could make estimates of what to expect locally.

The following points will be discussed:

- Change does not always make things better, and always uses up resources which could be used for treating patients.
- Sometimes it is possible to predict the likely results of a change, using research evidence and reasoning.
- The results locally will always be different from what is reported in research.
- To justify the investment for a change, estimates are needed of the likely local costs, savings and improved quality to be expected.
- Making estimates about who saves and loses money with the current payment system both shows who will be opposed to it, and also shows what needs to be changed to incentivise quality.

Dr John Øvretveit is Director of Research and Professor of Health Care Innovation, Implementation and Evaluation at the Medical Management Centre, The Karolinska Institute, Stockholm, and previously Professor of Health Policy and Management at Bergen University Medical School, Norway and at the Nordic School of Public Health, Gothenburg, Sweden.

John's work is based on the belief that organization and management can bring out the best and worst in people, and that the right organization design is critical for effective healthcare. A theme underlying his work is how practical research can contribute both to better care for patients and to "healthy work organization". Much of his work uses different social sciences to explain and predict events and processes in health care and clinical practice.

His current research examines implementation of management and organization improvements, and clinical care coordination for safety and lower costs. His research publications on leading value improvement explore the costs and savings of quality improvements.

Translations of some of his 300 peer reviewed scientific papers and books have been made into nine languages. Six books have won publications awards, including twice winner of the European Health Management Association Award and the Baxter health publication of the year prize for "Action Evaluation" (2002) and "Health Service Quality" (1992). He is currently a reviewer for and editorial board member of eight scientific health journals, a board member of the Joint Commission Resources/ International, of the UK NHS national research and commissioning programme for service and delivery and organisation, and advisor since 1995 to The Netherlands Health Service Research Council).

Register here:

<http://chcm.ubc.ca/2012/01/25/value-improvement/>

