



## VBC: Making Changes that Last



Value based care has been triggering big changes across the healthcare sector. When the results start to show in the form of better patient outcomes, it is important to have a framework ready to support the changes to prevent slipping back into the old way of operating.

[In an article from Harvard Business Review](#), the Institute for Healthcare Improvement, examined how top-performing health systems implement lasting changes in their facilities.

The findings showed that top health systems follow four steps help to maintain change effectively:

### **Create a Pilot Group:**

Not taking on the entire facility in one upgrading move and instead focusing on one unit or department instead is critical for success of value based care initiatives. Top healthcare performers tried out new operational and procedural ideas on a small scale initially in order to deal with any kinks in the systems. This provided a solid base for standardisation of processes for other departments without causing any disruptions in the rest of the facility. Researchers recommended that the unit chosen for experimentation have a low staff turnover, engaged managers and a team that is focused on the same goals.

### **Work with Front Line Clinicians:**

Limiting planning to executives, the board or administrators is short-sighted when developing and implementing initiatives that's support value based care. It is critical to include the input of clinical leaders who interact with staff and patients day to day. They have the best perspective on what will work and what will likely fail.

See Also: [Value-Based Healthcare Revolution Ahead](#)

### **Motivate Staff with Early Successes:**

[Keep the goals – both short and long-term –](#) in sight and put successes in the spotlight. This will motivate staff to stick to changes because it will be clear that what they re doing is working.

Many of the high-performers health systems ask their pilot departments to track simple metrics that align with the overall goal of the initiative, so they can see the impact of their changes more quickly.

### **Deal with Staff Frustrations Immediately:**

The new programme may be well designed but if it does not relate to and address the daily difficulties of staff they will not take it on. New initiatives have to offer solutions for delivering better care to patients.

Source: [HealthcareBusinessTech](#)

Image Credit: Chiropractic Economics

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