ThedaCare: System Strategy

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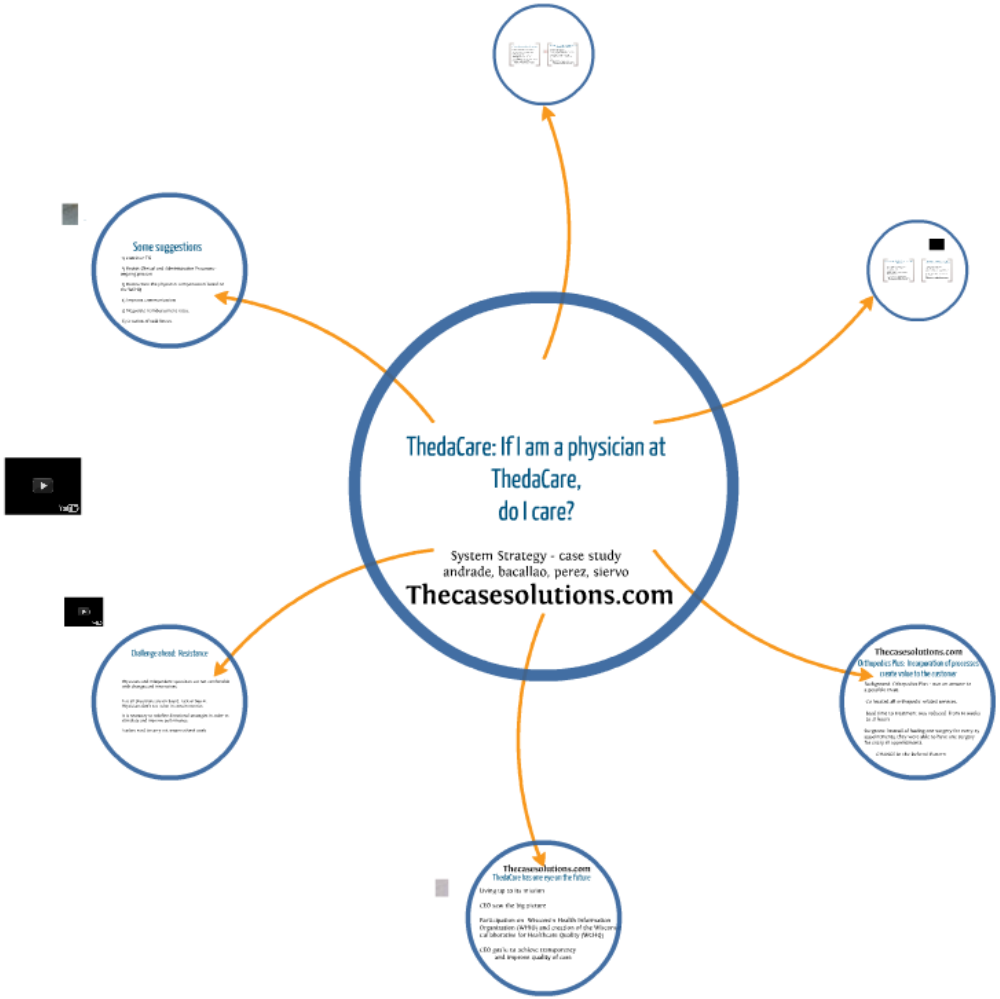

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ThedaCare: If I am a physician at ThedaCare, do I care?

System Strategy - case study

andrade, bacallao, perez, siervo

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ThedaCare overall strategy is a mix of prospector and analyzer

Leadership is able to identify areas for improvement.

puts the organization in a “defendable” position against environmental forces.

Adoption of efficient processes - using Lean Methodology

3 pillars for success: a) improve staff moral, b) improve quality of care c)improve productivity.

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The key elements of the strategy are: simplification of processes and focus on delivery of quality services.

Value stream mapping processes.

Provide only services that have quality. If I am good at cardiology, I am going to be the best one.

Dissemination of Healthcare Quality Metrics.
Idealized Design of Clinical Office Practices (IDCOP)

LEAN.

Includes payors, pool claims and cost data.

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Process Improvement is improving but it needs to have more buy-in from physicians

Cardiac surgeries: recruitment of top cardiac surgeons to decrease mortality rates

Consolidated laboratories

Information system: it is good, but it could be better utilized by physicians

TIS - allows reduction of mistakes and waste.

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Improvements are efficient use of resources

Mergers allowed control of costs and rearrangement of service lines.

Embraced HMO model, focused on prevention and disease management.

Improved customer satisfaction and profitability in Primary Care

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Orthopedics Plus: Incorporation of processes create value to the customer

Background: Othopedics Plus - was an answer to a possible treat.

Co-located all orthopedic related services.

Lead time to treatment was reduced from 14 weeks to 31 hours

Surgeons: Instead of having one surgery for every 25 appointments, they were able to have one surgery for every 10 appointments.

CHANGE in the Referral Pattern

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ThedaCare has one eye on the future

Living up to its mission

CEO saw the big picture

Participation on Wisconsin Health Information Organization (WHIO) and creation of the Wisconsin Collaborative for Healthcare Quality (WCHQ)

CEO goals: to achieve transparency
and improve quality of care