

Moving Forward
Opportunities for Change

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The Problem

- Process Improvement
- Process Innovation
- Work Processes
- Cost Reduction
- Error Reduction

- Information Capture
- Stories
- Information Online
- Evidence
- Statistics

- Modest Effects
- High Variability
- Variability in Time
- Variability of Locations

- Transition Mgt
- Innovation Mgt
- Change Mgt

- Cost Reimbursement
- Value Reimbursement
- Incentives

Research Approach

- Medical Research
- Organizational Research
- Interdisciplinary Collaboration
- Grain Size of Studies
- IRB Approvals

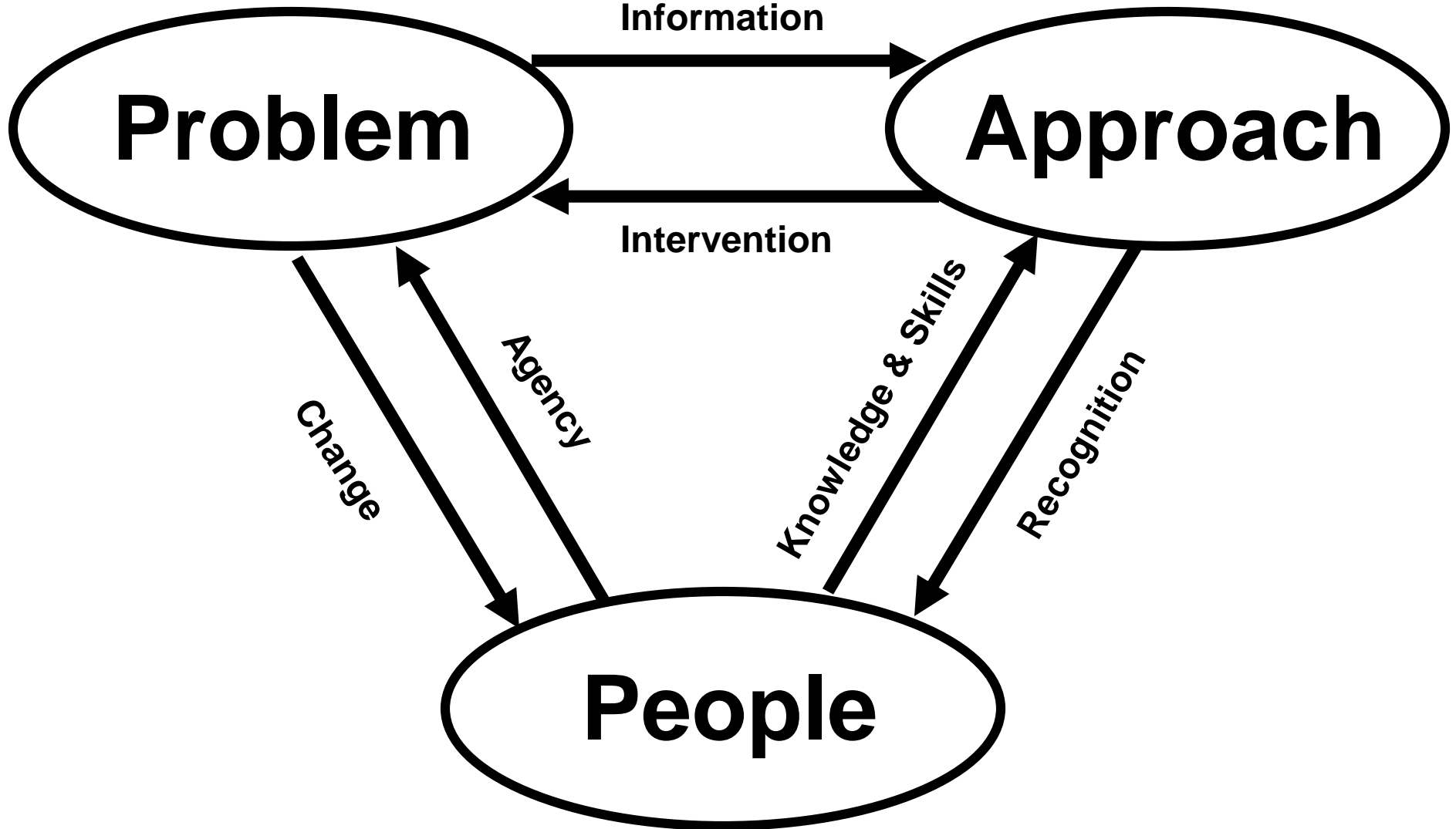
- Interventions
- Environmental Trends
- Outcome Results
- Process Results
- Journal Publication
- Depth of Reports
- Gen'l Dissemination

People

- Professionals
- Disciplines/Tribes
- Patients
- Consumers
- Agency
- Change

- Coordination
- Attractors
- Patterns
- Routines
- Rituals
- Beliefs

QI Ecosystem



Observations

- The nature of the healthcare system constrains improvements
 - Improvement vs. innovation
- People provide both affordances and hindrances for innovation
 - Agency vs. anxiety
- Patients as consumers can be driving force for fundamental change