



PHILIPS

Healthcare

Transformation Services



Providing insights into value based **stroke care**

Philips Transformation Services collaborates with Karolinska University Hospital

Who/where

Karolinska University Hospital in Stockholm, Sweden, is one of Europe's premier health facilities and a leader in stroke care and a founding member of the International Consortium for Healthcare Outcomes Measurement (ICHOM)

Challenge

A large part of the ICHOM defined outcomes for stroke metrics are based on self-reported data, therefore Karolinska wanted insights into ways to influence the stroke patient's perspective, including ways to improve the patient experience in their facility.

Solution

A broad team of Philips specialists worked with stakeholders inside and outside Karolinska stakeholders to map the entire stroke careflow and unlock insights that could lead to fundamental improvements.

Results

The stroke careflow was displayed for two days in Stockholm and was a catalyst for collaborations between stakeholders inside and outside Karolinska. Several high priority activities are being executed by Karolinska, while others are collaboratively being worked on.

Karolinska University Hospital in Stockholm, Sweden, has a long and rich tradition of excellence in healthcare. They are always seeking opportunities to best serve their community. Karolinska is committed to delivering high quality healthcare. In line with that mission they have collaborated with Philips around gaining insights into stroke care processes and technology.

As a founding member of the international consortium for healthcare outcomes measurement (ICHOM), Karolinska Hospital has helped develop the ICHOM Standard Set for Stroke. Many of the ICHOM defined outcomes for stroke metrics are based on self-reported data, therefore Karolinska is interested in ways to understand the stroke patient's perspective throughout the entire pathway.

The team at Karolinska also felt that with their constant focus on clinical excellence there may not always be enough attention to the patient experience in their facility. They wanted the Philips Clinical and experience consultants to help spot improvement opportunities as they understood that the patient perception of the care they receive at Karolinska impacts their clinical, financial and operational success.

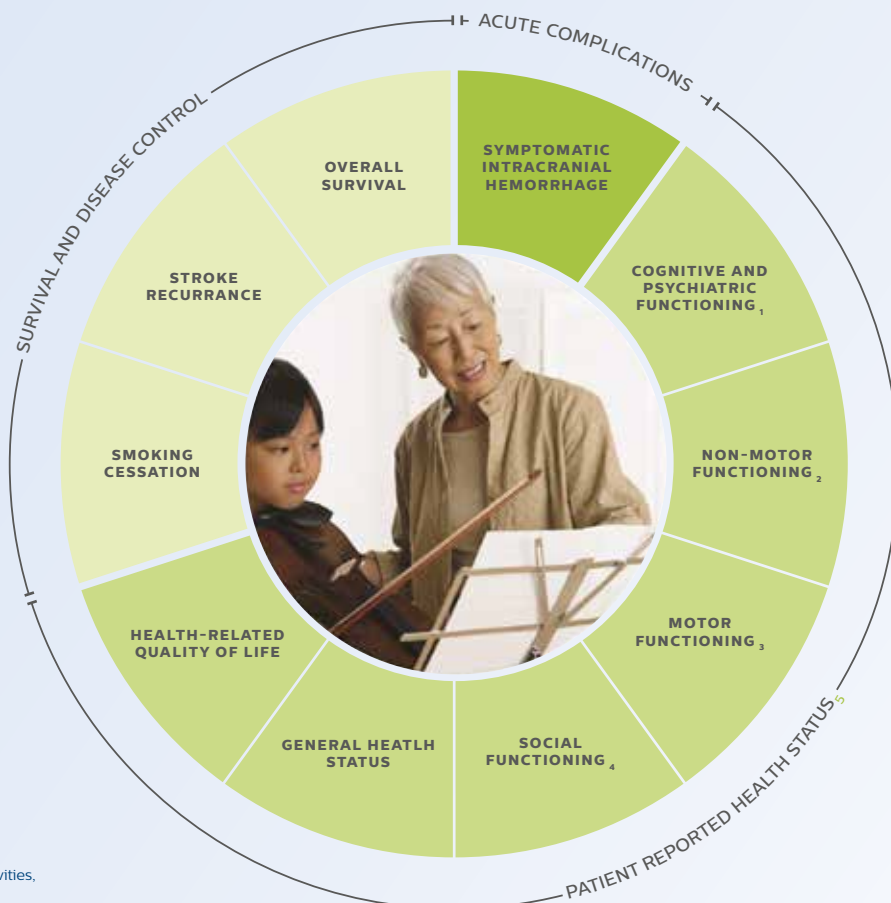
ICHOM Standard Set for Stroke

patient outcomes

The International Consortium for Health Outcomes Measurement (ICHOM) is a non-profit organization founded by three esteemed institutions with the purpose of transforming healthcare systems worldwide by measuring and reporting patient outcomes in a standardized way.

This figure shows the ICHOM Standard Set for Stroke, representing the outcomes that matter most to patients who have had a stroke.

ICHOM urges all providers around the world to start measuring these outcomes to better understand how to improve the lives of their patients.



- 1 Includes mood and global cognitive function
- 2 Includes pain and fatigue
- 3 Includes mobility, feeding, ability to return to usual activities, and self care and grooming
- 4 Includes social participation and ability to communicate
- 5 Tracked via the PROMIS SF v1.1 Global Health, with additional single item questions for mobility, feeding, self care and grooming, and ability to communicate. The Simplified modified Rankin Scale questionnaire (smRSq) is recommended to be included.

Mapping the careflow

Philips consultants started with two weeks of intensive interaction with the Karolinska team using the experience flow methodology. The Philips team included consultants from the healthcare transformation services group, research scientists, experience flow experts, as well as clinical stroke and neurology experts to assess the issue from as many perspectives as possible. These Philips specialists began by observing and interviewing over 50 internal and external stakeholders (patients, staff, ambulance and emergency medical personnel, and personnel at other hospitals and rehab centers). They documented the entire care process: where care is delivered, the steps individual care providers take, the technology being used and the data being gathered or extracted.

Within the same week, all of the insights and opportunities for improvement were gathered and put together into a large scale poster. Philips then led a multi-stakeholder session to review all of the clinical leads of the stroke pathway within Karolinska to confirm, enhance or change the findings. A final poster was then created.

Powerful Display

This initial version of the stroke experience careflow was 6 meters long, extending across an entire wall. When it was displayed to stakeholders, they could immediately see areas where the big chunk of their attention is focused and where there are opportunities for improvement. The poster immediately gives the occupants in the room a helicopter view of the process and the improvement opportunities.

The Karolinska team were very impressed by the “outside in” perspective provided by the information and valued the ability to look in detail at the entire process and gather information that they could not see themselves working in the midst of the care process. Presenting a quote from an actual person is a very effective way of communicating insights and gives the poster the level of detail necessary to make it realistic and actionable at the same time.





By visualizing the steps, the insights, the personal quotes and information on a wall – rather than presenting it in a PowerPoint, you really get people to stand up and look at the situation and discuss it with each other.

Then the Philips consultants organized an open house inviting not only the Karolinska team but also the people from the front end and the back end that had contributed. This was an opportunity for a variety of people, many of whom had never met each other before, to get together in front of the poster and exchange ideas about stroke care. It helped people across the stroke community connect with each other. Many parties are now having regular meetings with each other based on this. That has been a very positive result of this event.

Results

In a subsequent part of the project, Philips consultants further evaluated the opportunities for improvements or expanded them into a small business case. These were then prioritized according to which areas offered the most joint value for Karolinska and for Philips to jointly take to a next level. In the meantime Karolinska is also moving forward with a lot of the other initiatives, which they can do themselves. Some activities are in the works as quick wins and some are longer term development activities.

Philips has showed this careflow to several other institutes in Europe, Australia, the US and Canada. These parties greatly appreciate Karolinska's willingness as a pioneer in this field to openly share this information. Many people see it as a good starting point for documenting their current state, rather than starting from a blank slate.

Results are specific to the institute where they were obtained and may not reflect the results achievable at other institutes.

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