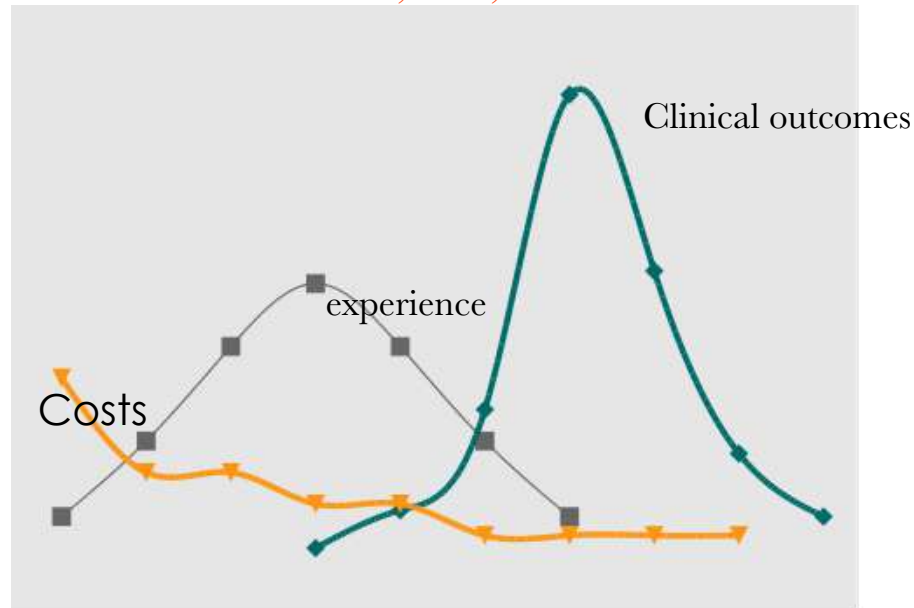ohum[1]

600 BED HOSPITAL OVER 7 YEARS

30 Million patient touches
3,040,000 clinical hours

150 doctors
600 Nurses
210,000 admissions
2,100,000 OP visits

Clinical outcomes

experience

Costs

1,200,000 lab tests
450,000 images
8,000,000 drug orders
120,000 procedures
229,500 empty bed days

Greater the volumes, the more likely the variability.
The way to improve average quality is by **reducing the variability**, AND shifting the curve to **higher minimal performance**

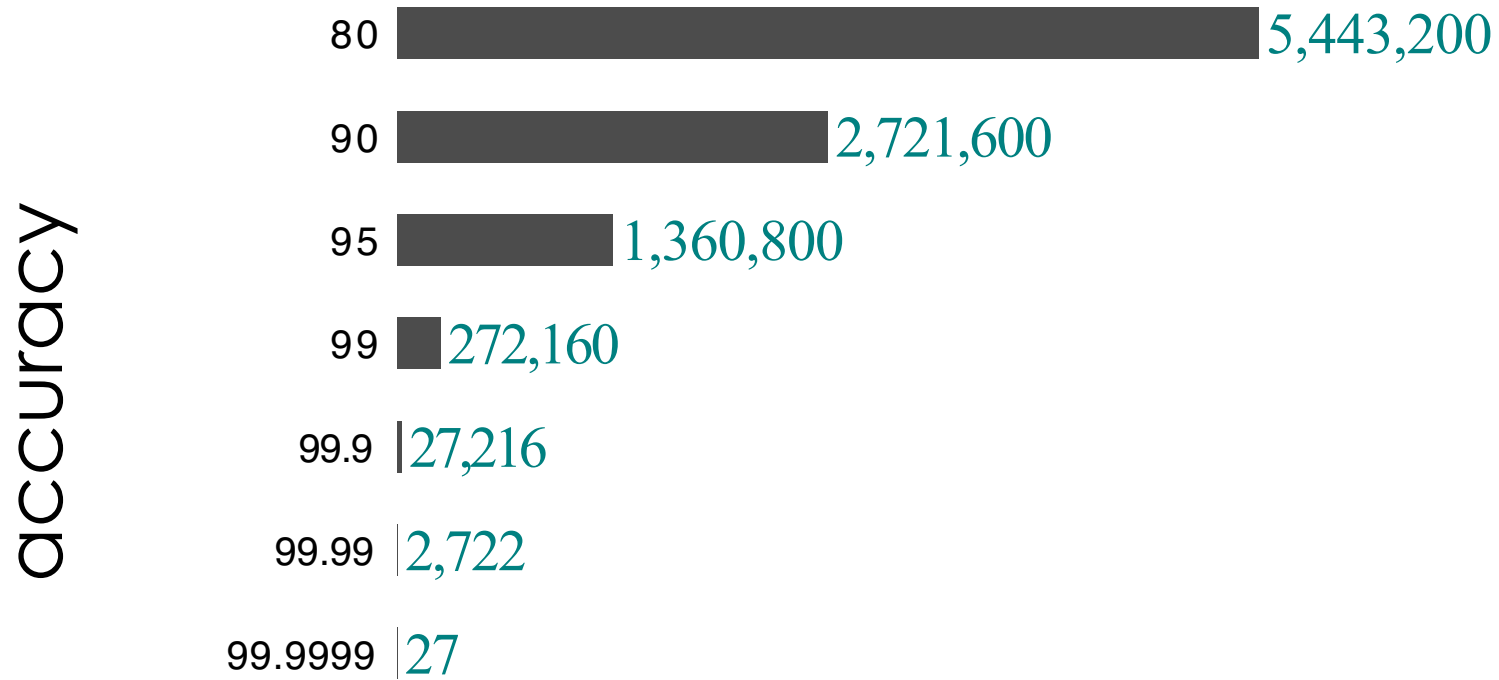ohum[1]

It's like 2 Boeing 747's crashing **EVERY DAY**

98,000 - 140,000

Avoidable

deaths

per year

Institute of Medicine

ohum[1]

600 bed hospital over 7 years

30 Million patient touches   3,040,000 clinical hours

accuracy	# errors
80	5,443,200
90	2,721,600
95	1,360,800
99	272,160
99.9	27,216
99.99	2,722
99.9999	27

ohum[1]

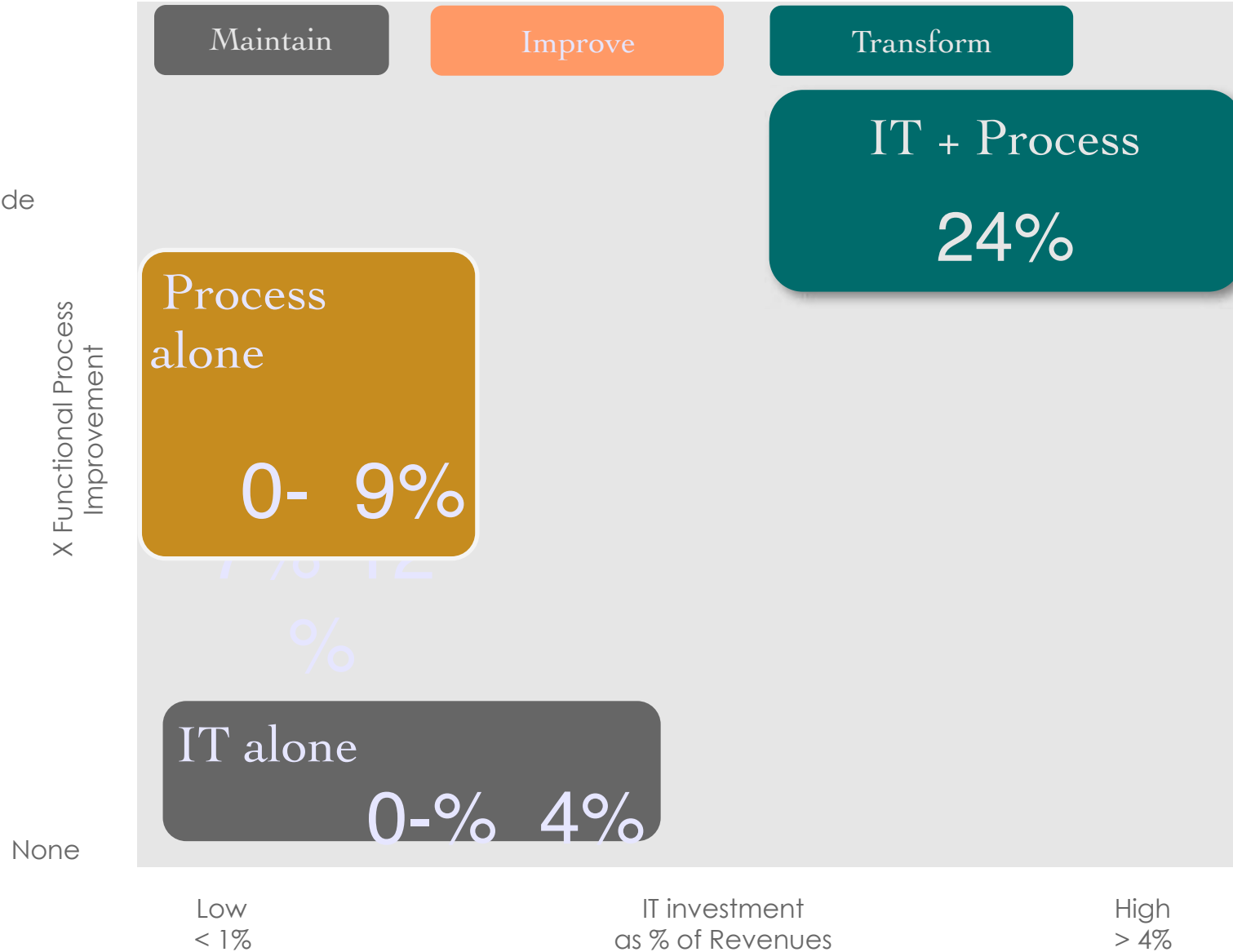|			
Assess and continuity of care	Care of patients	Medication management	Patient rights, education
Infection control	Continuous quality improvement	Responsibilities of management	Facility management, Safety
	Human resources	Information management	

ohum[1]

	Maintain	Improve	Transform

EnterPrise Wide

IT + Process

24%

X Functional Process Improvement

Process alone

0- 9%

IT alone

0-% 4%

None

Low < 1%	IT investment as % of Revenues	High > 4%

Moving from experimental to personalised medicine

McKinsey study