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Ottawa Children's Treatment Centre  
Centre de traitement pour enfants d'Ottawa

# A Patient's Journey in Lean Transformation: the *One Door* Project

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## Ottawa Children's Treatment Centre

Offers a vast array of programs and services to benefit children, youth and certain adults with physical or developmental disabilities, in communities across Eastern Ontario, including:

- Assessment, early intervention, consultation and therapy services
- Specialized learning environments for children with physical and developmental difficulties
- Provision of assistive technology
- Respite and adapted recreation programs
- And many more...

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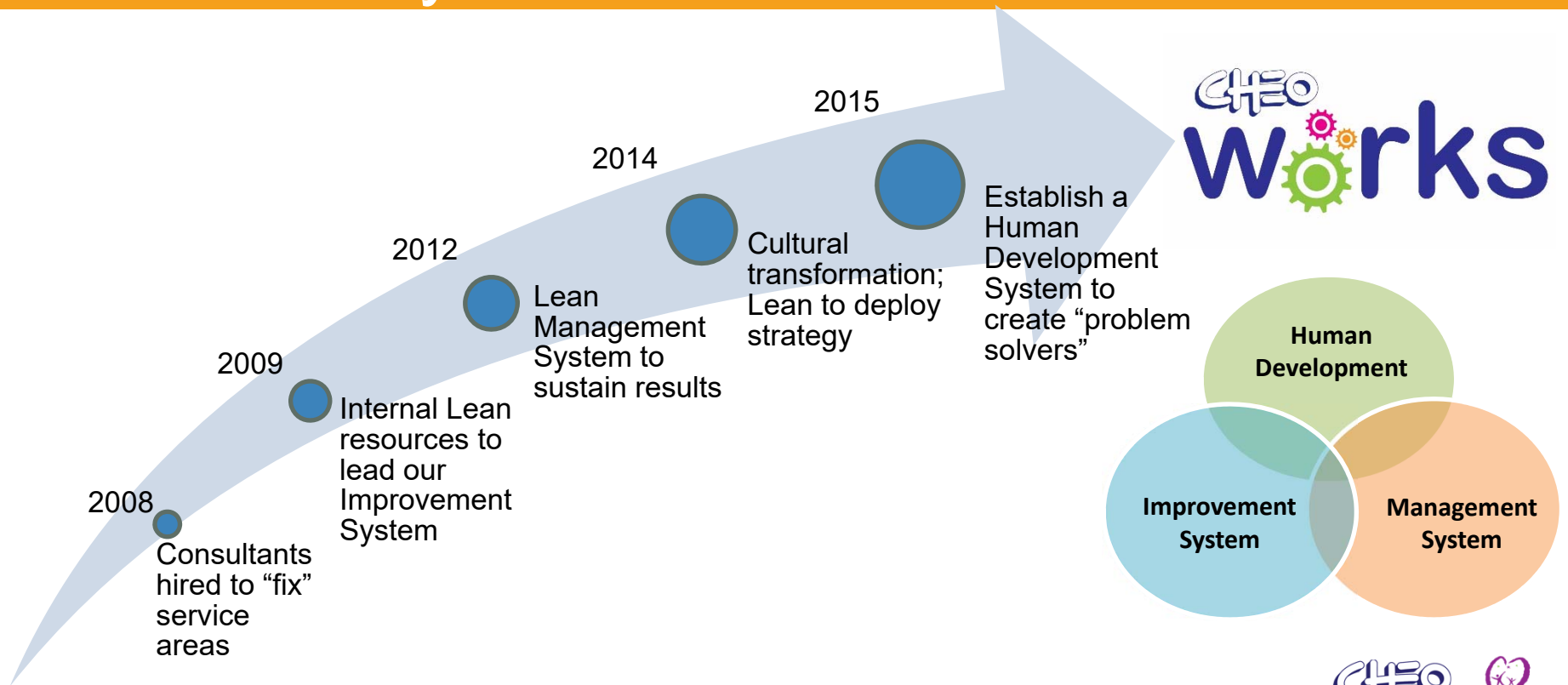


## Children's Hospital of Eastern Ontario

- Serve over 500,000 children & youth
  - Eastern & Northern Ontario, Western Quebec, Nunavut & beyond
- 167 beds with 6,700 annual discharges
- 170,000 Ambulatory Clinic visits
- 70,000 ED visits
- 7,800 Daycare Surgeries
- 2,700 staff & physicians



# Lean Journey since 2008



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# CHEO-OCTC Amalgamation



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For children, youth and families integration means:

- Clearer and easier access to services
- More seamless and coordinated care
- A more holistic approach to care and development
- Opportunities to benefit from increased research and training
- More frontline resources through reallocation of duplicate resources
- Many more...



# Our promise to children, youth, and families

## One Door

*faster access,  
less confusion*



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## One Chart

*a single EHR*



## One Story

*family centredness*



## One Team

*one employer,  
one provider*



# One Door



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## LIVE POLL:

How often does your organization engage patients/clients & families in quality improvement projects?

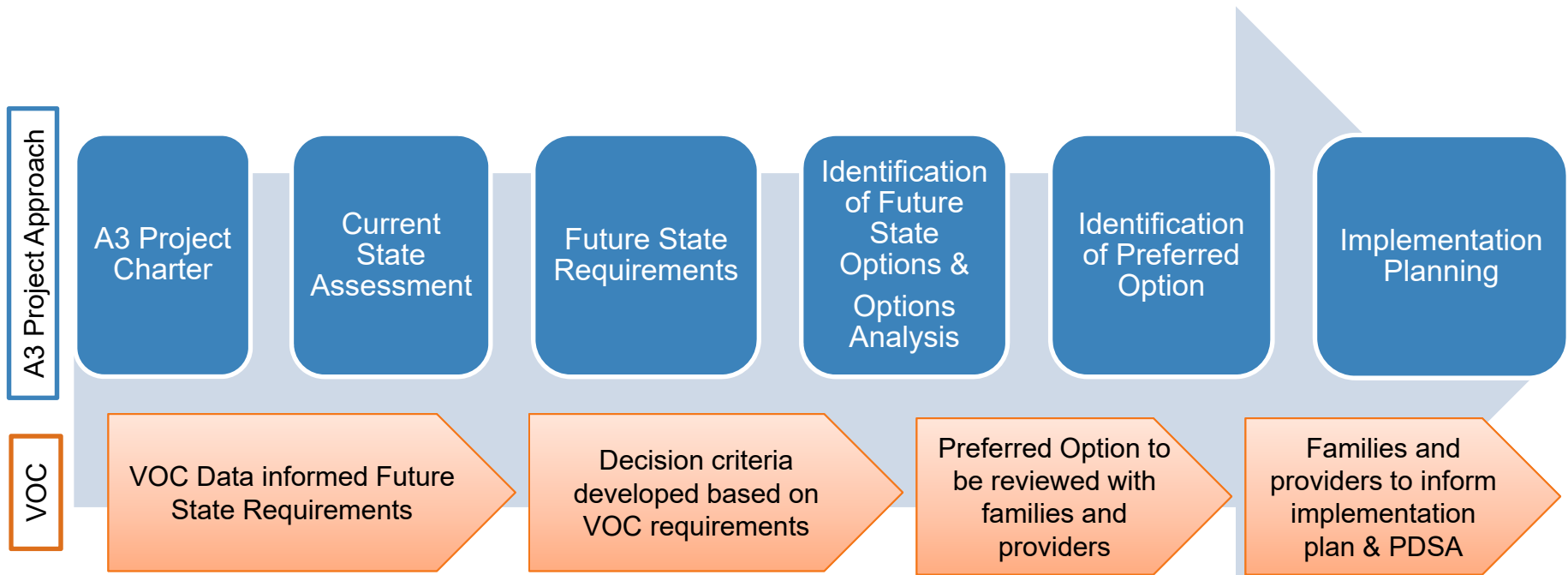
- a) Never
- b) Sometimes
- c) Often
- d) Always

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# How we used the feedback – Project Approach





# What families told us – Current State



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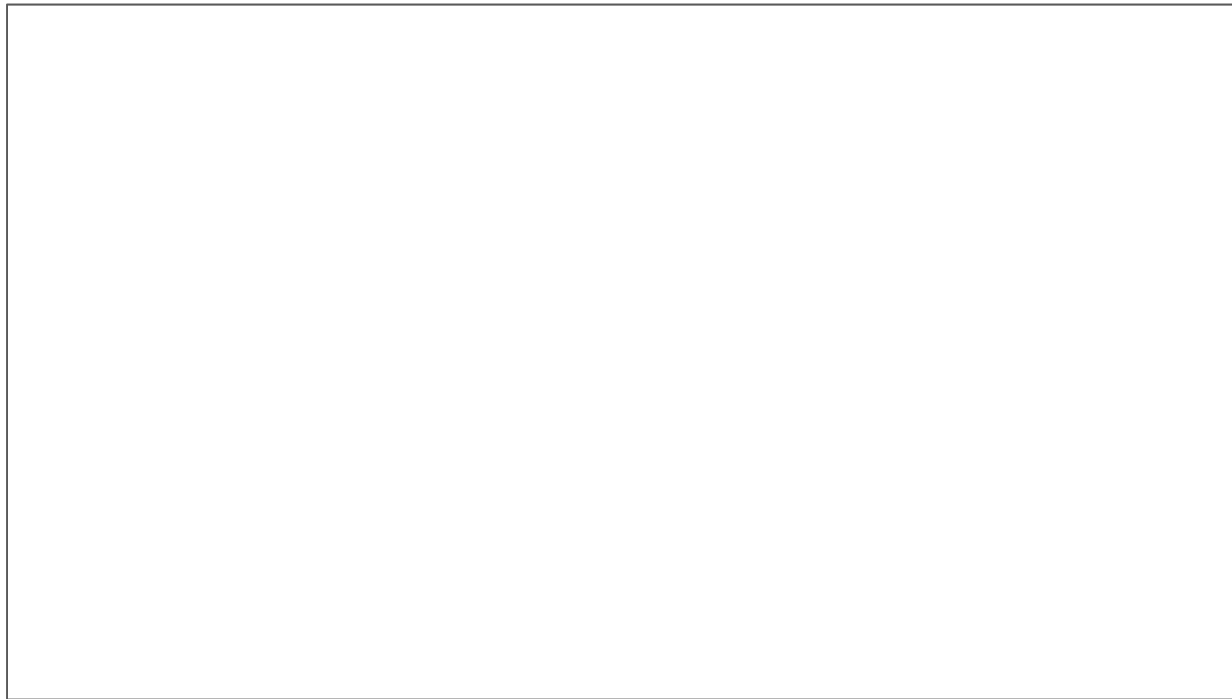
# What families told us – Future State



# How we used the feedback – Decision Making

- Decision Criteria
  - A. Clear process for children, youth and families, as well as providers
  - B. Promotes the vision of a single organization
  - C. Remains nimble/responsive to change
  - D. Timely process for straight-forward referrals
- Additional Considerations:
  - Resource implications?
  - Disruption (initial and ongoing) and Change Management?
  - Feasibility, likelihood of success, long-term stability?
  - Alignment with the Voice of Customer feedback?

# What families told us – the value of being involved



## LIVE POLL:

After hearing our experience and philosophy, how likely are you to increase your active engagement of patients/clients & families as key stakeholder participants in future quality improvement projects:

- a) Less Likely
- b) Neither more or less likely
- c) More Likely
- d) Definitely will

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# Summary



- *CHEO-OCTC uses LEAN principles to solve problems and deliver value to our community*
- *Engaging patients/clients & families, along with other stakeholders (e.g. physicians, and providers), in every step of the journey ensures that the goals and outcomes of a project are aligned with how stakeholders define value*
- *Using multiple methods for engaging patients/clients & families is key!*

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# Contact Information

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