

Community Engagement Conference

Partnering to Advance Health and Wellness



IGNITE

January 24 and 25, 2018

Redesigning Health Care:

How Innovative Care can Heal
and Not Just Treat our Patients

- **Presenter: Smit Patel** – medication therapy management intern, College of Pharmacy



THE OHIO STATE UNIVERSITY



re-designing

HEALTH CARE

How **INNOVATIVE CARE** can *HEAL*;
and not just treat our patients

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When I was 5 . . .



Why so
B-L-A-C-K



STAR
shoe for
DAD



Healthcare + Design = Innovative Patient Care





HEALTH



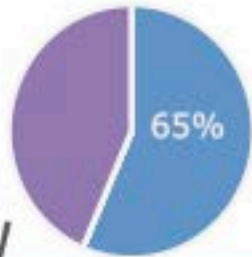
CARE



Understanding the

THE PATIENT'S EXPERIENCES

As of now

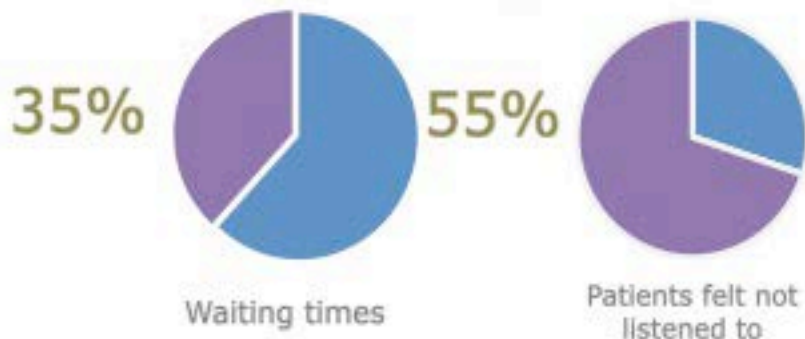


65% of patients report that the services should be significantly improved

Level of service provided is **getting worse**



Priority areas for **improvement**



Key perceptions

36%

Older patients thought their views and opinions were not listened to

59%

Younger patients thought their psychological well-being was considered important in their treatment plans

47%

Patients waited more than 1 hour after their allocated appointment time

In your own words



Key contextual considerations



PATIENT JOURNEY

Simple ?



PATIENT JOURNEY MAP



"Mark"
 IN 2004:
 • 20 years old
 • From Nanaimo
 • Attending UBC for Engineering
 • Loves running, playing guitar
 • Has girlfriend, "Amanda"



HAD HAPPY CHILDHOOD: LOVING PARENTS & ENJOYED SCHOOL

ALWAYS BEEN **Shy**: TRANSITION TO UBC HARD



Big City Heavy course load

STARTS HAVING DIFFICULTY CONCENTRATING

Grades drop from 1st year to 2nd year



Amanda breaks-up

Spending more time ALONE

TELEVISION STARTS SAYING BAD THINGS



WALK-IN CLINIC x2

VISITS WALK-IN CLINICS TWICE BUT TOLD HE IS JUST "STRESSED"

"I couldn't explain how I felt or was thinking. I was embarrassed"

I plan to return to school one day soon

I was OK for 2-3 months



FAMILY DOCTOR

ARRESTED FOR THREATENING BEHAVIOUR IN A LOCAL PARK. SPENDS NIGHT IN JAIL.



STOPS GOING TO SCHOOL. STARTS BUYING EXPENSIVE ELECTRONICS



They said I was so different



FAILS HALF HIS CLASSES. GOES HOME TO NANAIMO FOR XMAS.



MHI OUTREACH

TODAY: LIVING ON OWN WITH REGULAR SUPPORT.

RTH ER



ROOM-MATE BRINGS HIM TO RTH ER WHEN MARK FOUND CRYING & SUICIDAL

AUNT CONCERNED WHEN HE STARTS ASKING WHY PEOPLE ARE FOLLOWING HIM.



STARTS WORKING FOR UNCLE'S CONSTRUCTION BUSINESS. MEDS SEEM TO HELP WITH MOODS.



PHARMACIST

MUM MOVES HIM TO VICTORIA WHERE HIS AUNT LIVES. SHE TAKES HIM TO FAMILY DOC. PRESCRIBED ZOLOFT

I didn't know anything about this drug.

OUTREACH WORKER AT SHELTER

HITCH-HIKES TO SEATTLE. PICKED UP BY POLICE AT FERRY FOR VIOLENT BEHAVIOUR



HITCH-HIKES TO CALGARY

ROCKYVIEW ER

GOES TO ROCKYVIEW ER. ADMITTED AS MENTAL HEALTH INPATIENT. PSYCH. PRESCRIBES MEDS

He explained my diagnosis & my meds really well.



PSYCHIATRIST

LIVES AT HOME FOR 6 MONTHS. VISITS ER 2-3x. SEES A NEW PSYCH. REGULARLY



NANAIMO ER x2-3



PSYCHIATRIST

ADMITTED TO EMP FOR OBSERVATION FOR 2-3 WEEKS



EMP-PSYCH

PSYCHIATRIST PRESCRIBES MEDS. DIAGNOSIS: SCHIZOPHRENIA. DISCHARGE FROM EMP

2 MONTHS LATER: STOPS TAKING MEDS B/C MAKE HIM NUMB

FIGHTS WITH ROOM-MATE. SPENDS NIGHTS IN THE PARK

SLEEPING ON STREETS



I missed my psych. appointments

My parents tried to help but I pushed them away. They didn't know what to do.



PSYCHIATRIST

They had no records of me from BC.



FOOTHILLS MEDICAL CENTRE

SCHIZOPHRENIA
 What does this mean?



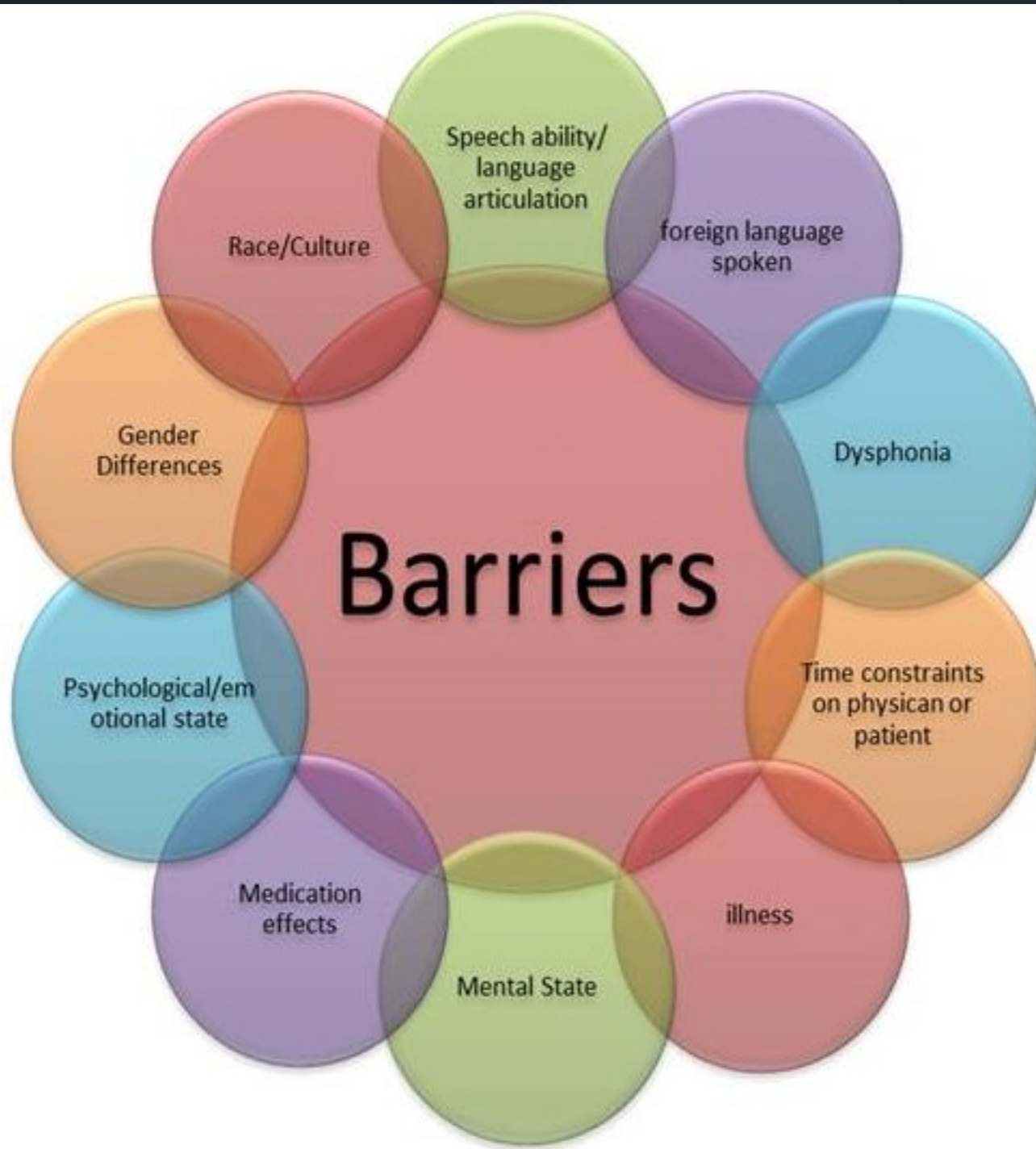
PHARMACIST

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?

Need ? RE-DESIGN *CARE*

**New seatbelt design:
45% less car accidents!!**





WELCOME!

Columbus
Museum of Art

Columbus
Museum of Art

Prasanna Weerakkody



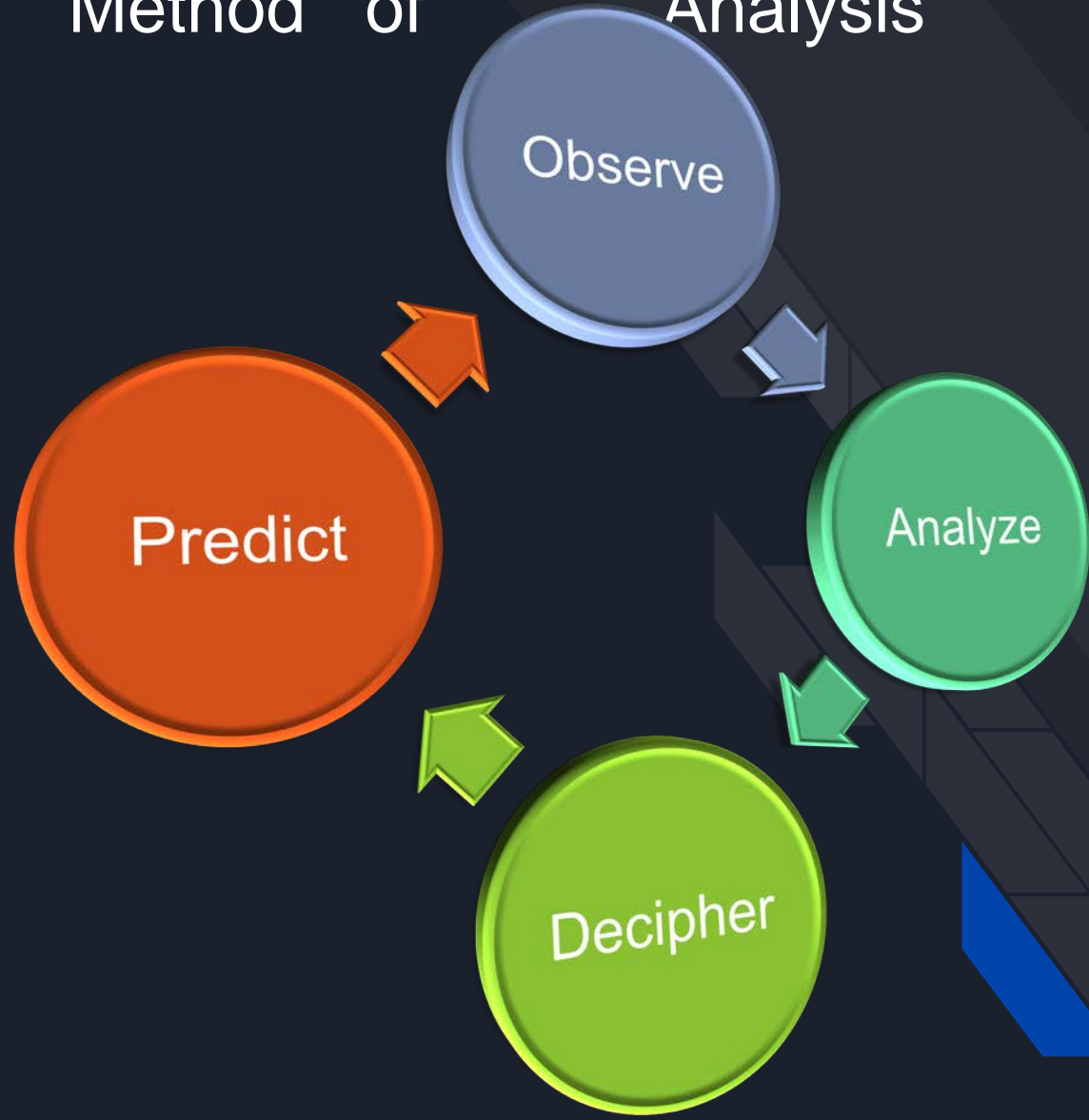
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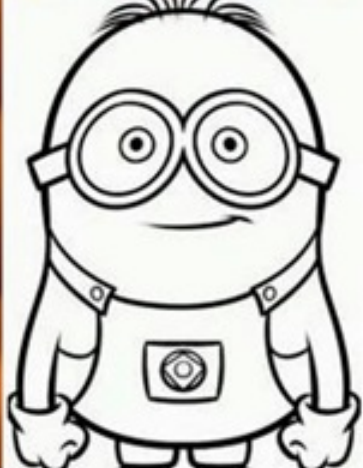
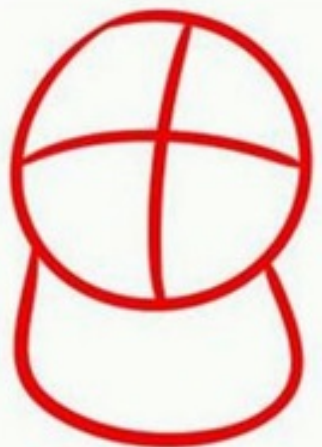
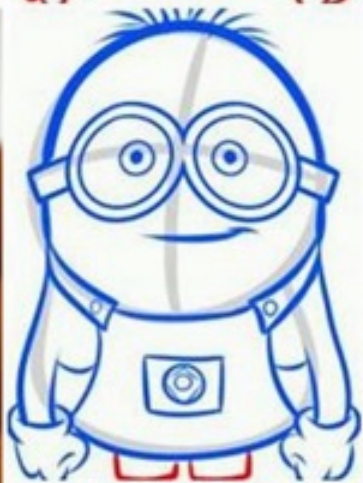
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Method of Analysis



Parts of

MINIONS



PARTS OF PATIENTS



BIOLOGICAL

Social

Economical

Emotional

Genetical

Psychological

Spiritual

Geographical

Physical



ART



MUSIC



SINGING

Henna, Stim therapy





PATIENT EXPERIENCE



CAHPS



We can control their

HEALTH



Can we not redesign their

CARE ?



