

HSE

hello my name is... Jennifer

Dr Jennifer Martin

Director National Health Service Improvement, Public Health, HSE

Jennifer.martin@hse.ie

Health Service Improvement

‘Getting more population health out of healthcare’

National Clinical
Programmes Conference





- What is Population Health?
- Why are we trying to improve it?
- How can we do it?

Health

Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity (WHO)



Population Health

“Population health is a state of optimal physical, mental and social well-being within a community, where everyone has a fair opportunity to thrive”. WIP



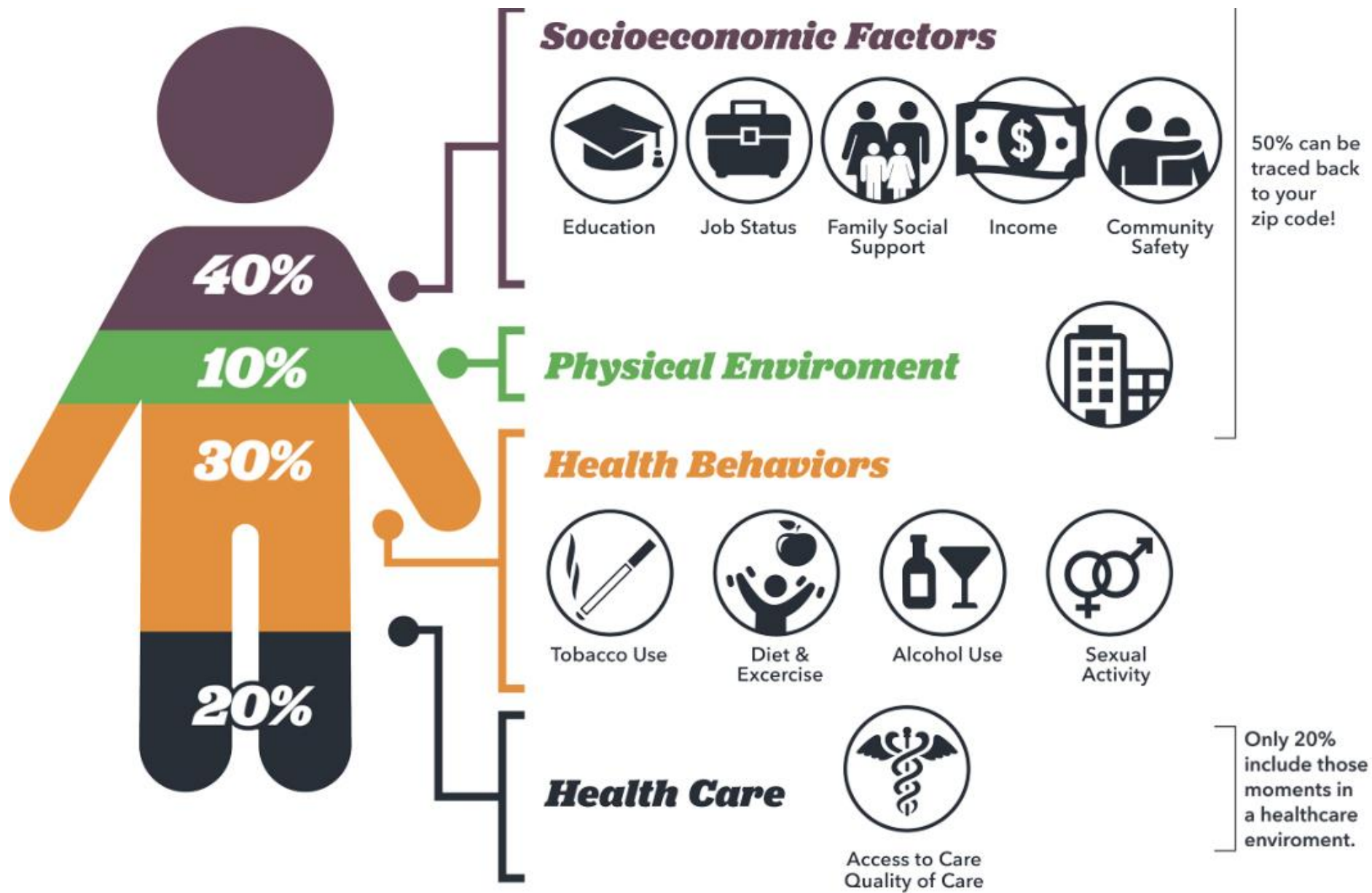












Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)



Why are we trying to improve population health?

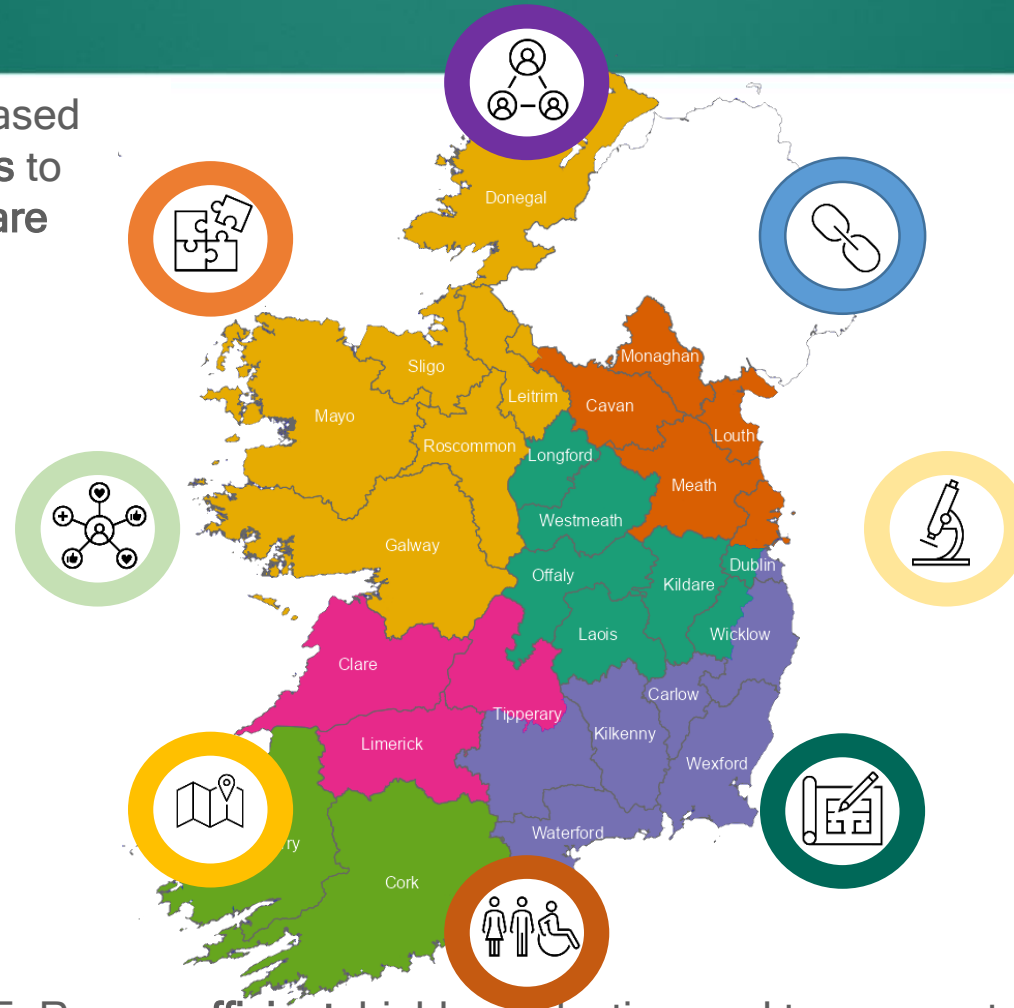
1. Align and **integrate** hospital-based and community-based **services** to **deliver joined-up, integrated care** closer to home

3. Support a **population-based approach** to service planning and delivery which aims to address **health inequalities**

5. Run an **efficient**, highly productive, and transparent health and social care service with aligned incentives to provide people with **timely access** to **safe, high-quality, integrated care**

2. Clarify and strengthen **corporate and clinical governance** and accountability at all levels

4. Balance regional investment, underpinned by local decision-making, supported by **national standards of care** and direction





Why are we trying to improve population health?

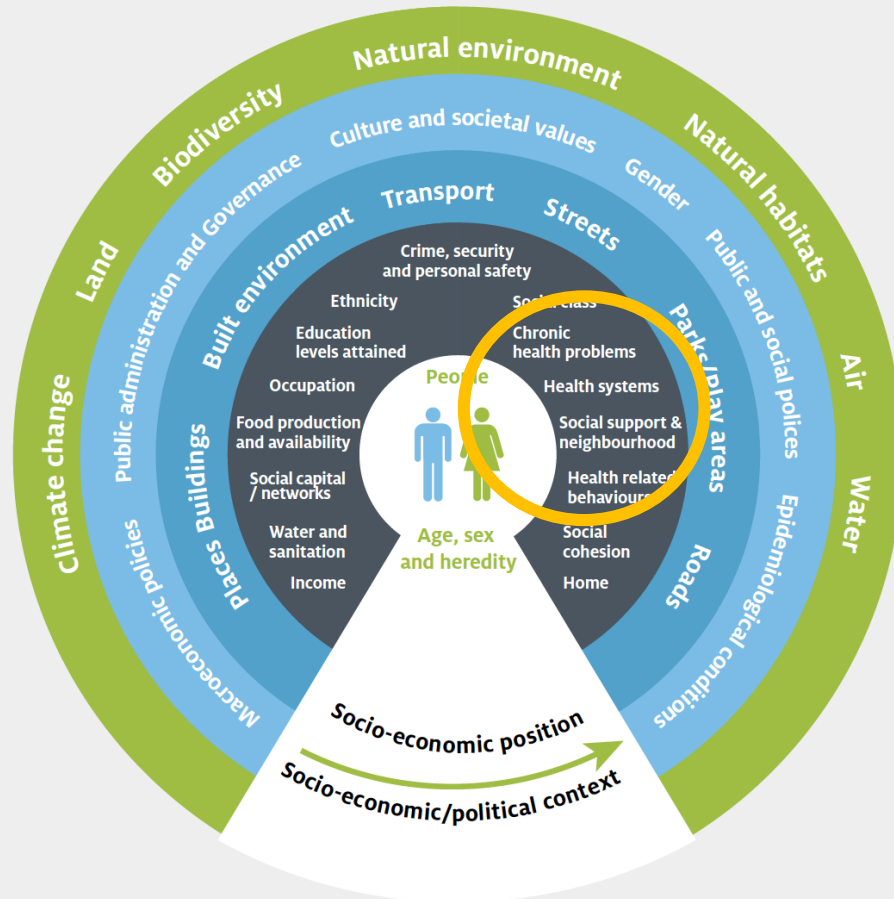




Because we can have a much greater impact on health!

Determinants of Health

(Adapted from Dalghren and Whitehead, 1991 and Grant and Barton, 2006)



In Health and Social Care, we have a huge opportunity to increase the impact we have

- By taking a population health approach to **enhance how we work**
- By partnering with communities and sectors outside of health care to **extend our reach**



How to improve population health?

- Steps/ Frameworks
- Signposting some tools
- Some questions



Draft: Population Health Approach

The approach takes the perspective of:



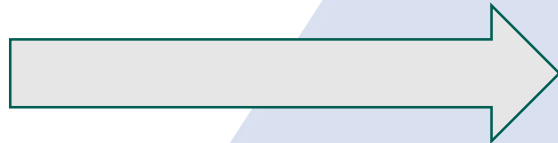
A Population

The approach incorporates a focus on:



**Prevention
Equity
Determinants of Health
Environmental Sustainability**

The approach is underpinned by:



**Partnership & Engagement
Evidence & Measurement
Systems-Based Lens on Health
Continuous Cycle of Improvement**



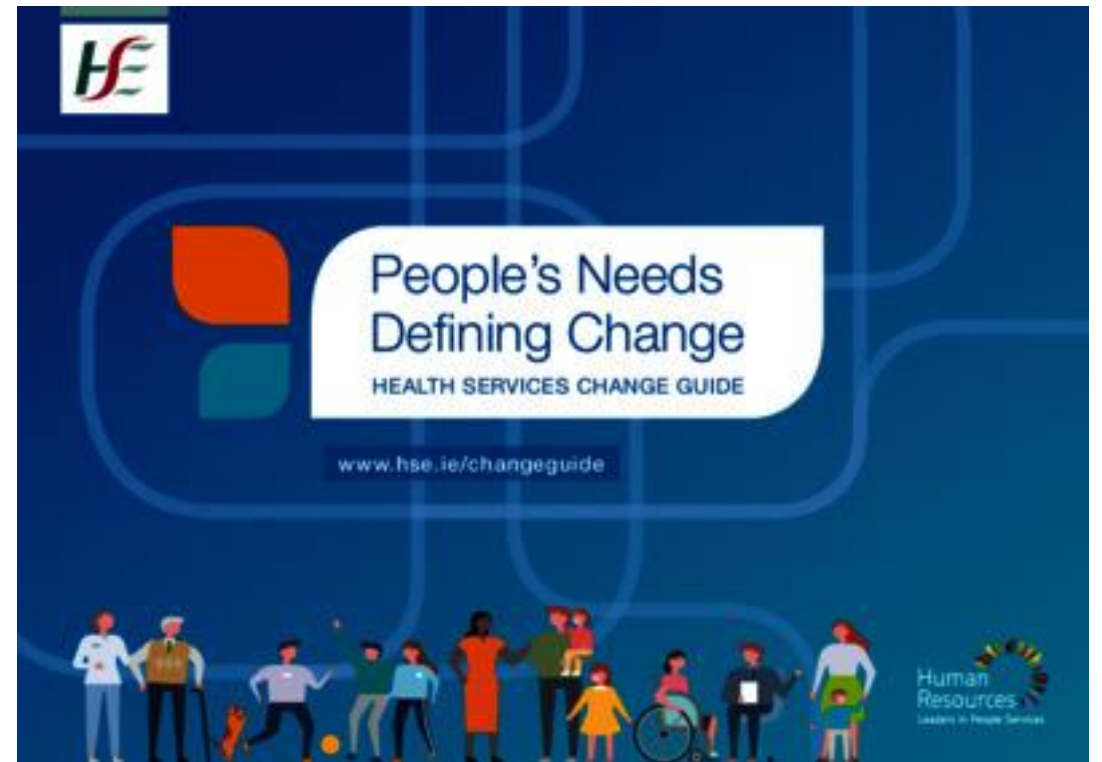
Change

HSE Change Guide



- Define what needs to change and clarify why
- Design a better future with all key people involved
- Deliver and sustain the change

<https://www.hse.ie/eng/staff/resources/changeguide/>



Not all change is an improvement

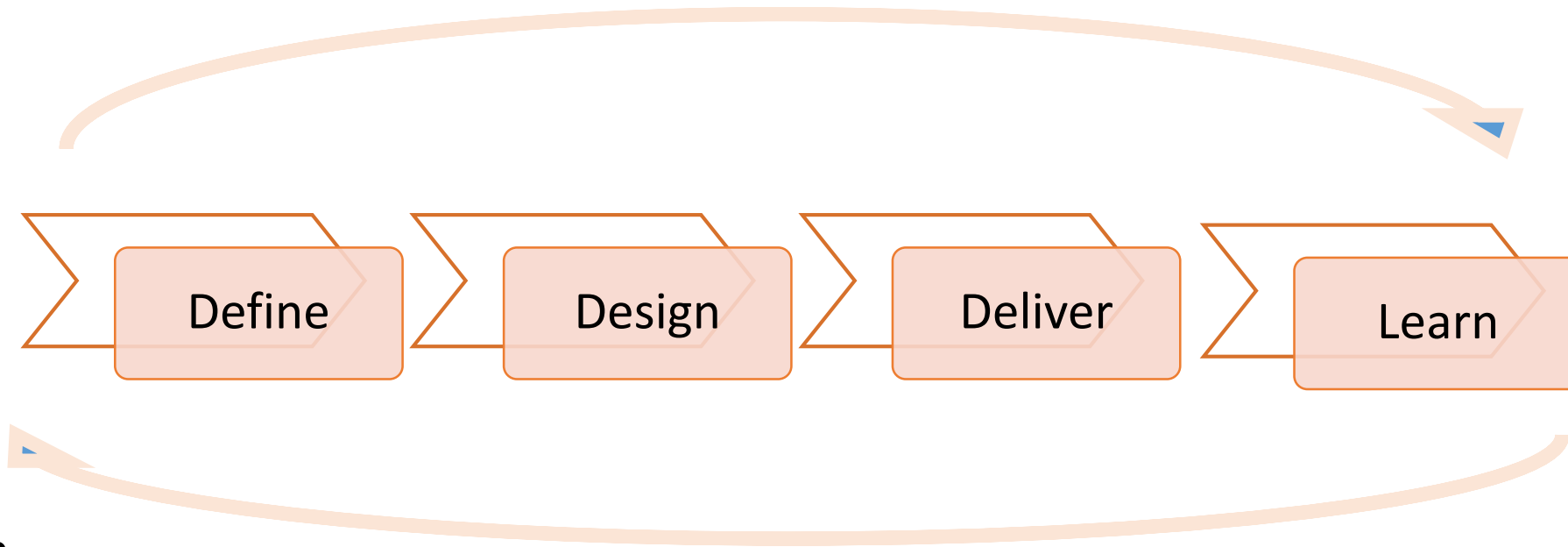
“All improvement will require change, but not all change will result in improvement”

G.Langley et al., The Improvement Guide, 1996





Improvement



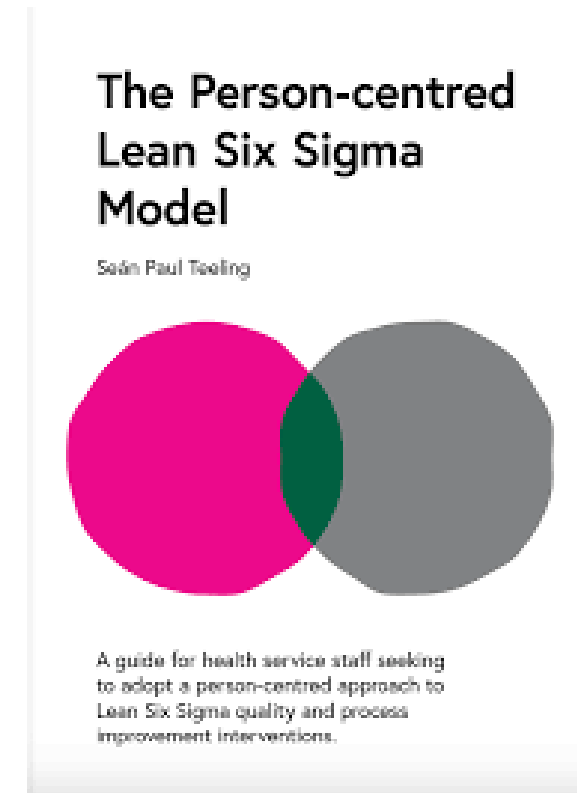
•Learn

- Are we doing what we said we would do and are we achieving the outcomes we aimed for? Measuring and monitoring
- Are we doing small tests of change to learn and iterate?
- Are we sharing and spreading learning?
- How can we sustain improvements?

HSE Resources



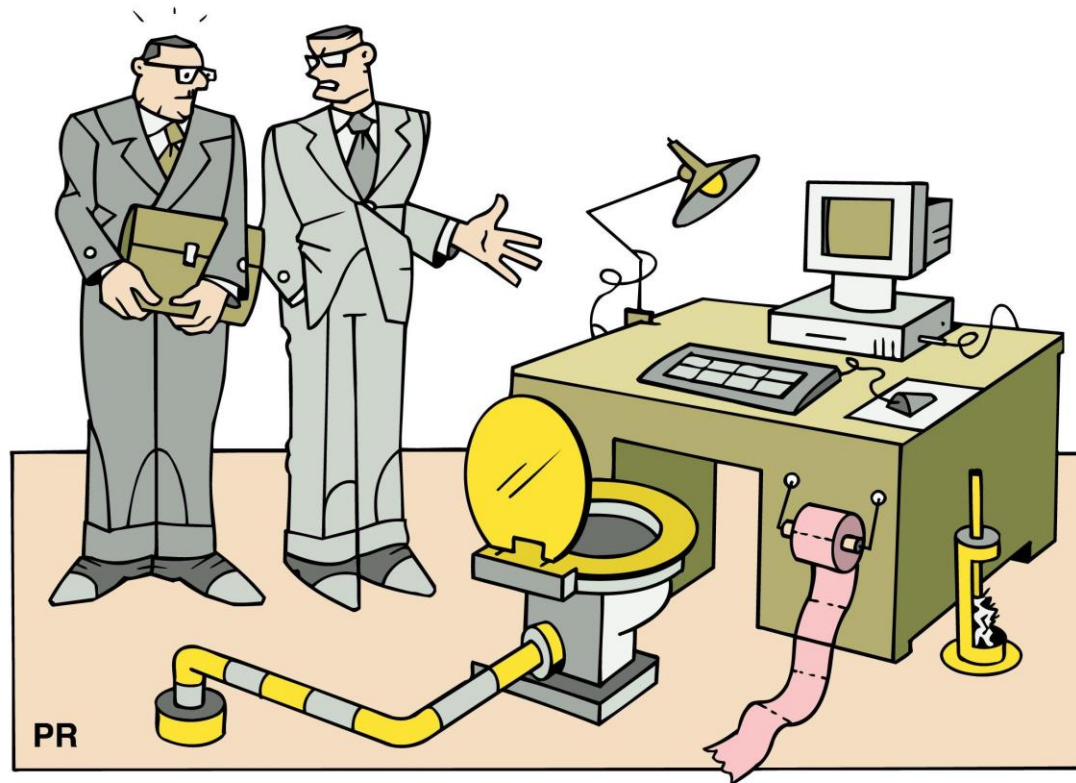
<https://www.hse.ie/eng/about/who/nqpsd/framework-for-improving-quality-2016.pdf>
<https://www2.healthservice.hse.ie/organisation/quality-improvement/quality-improvement-guide-and-toolkit/>



<https://www.ucd.ie/nmhs/t4media/Person%20Centred%20Model%20.pdf>



We need to improve the right things, as well as improve right!



"As you can see, we have thought carefully about ways of improving staff productivity in this company."



Health Service Improvement Approach



•Discover

- Of all the things that need improving, which ones should we focus on?
- What improvement will add most value in the health service?
- What does the population really need?
- What does the population really want?
- What will most effectively increase health equity?



Discover



Understand the problem/opportunity for improvement

- Burden of disease
- Spread of risk factors
- Costs



What are the most effective interventions?

- What's been tested
- Who/where has been successful



What do communities and patients want?

- What are their needs and preferences?
- What's acceptable?

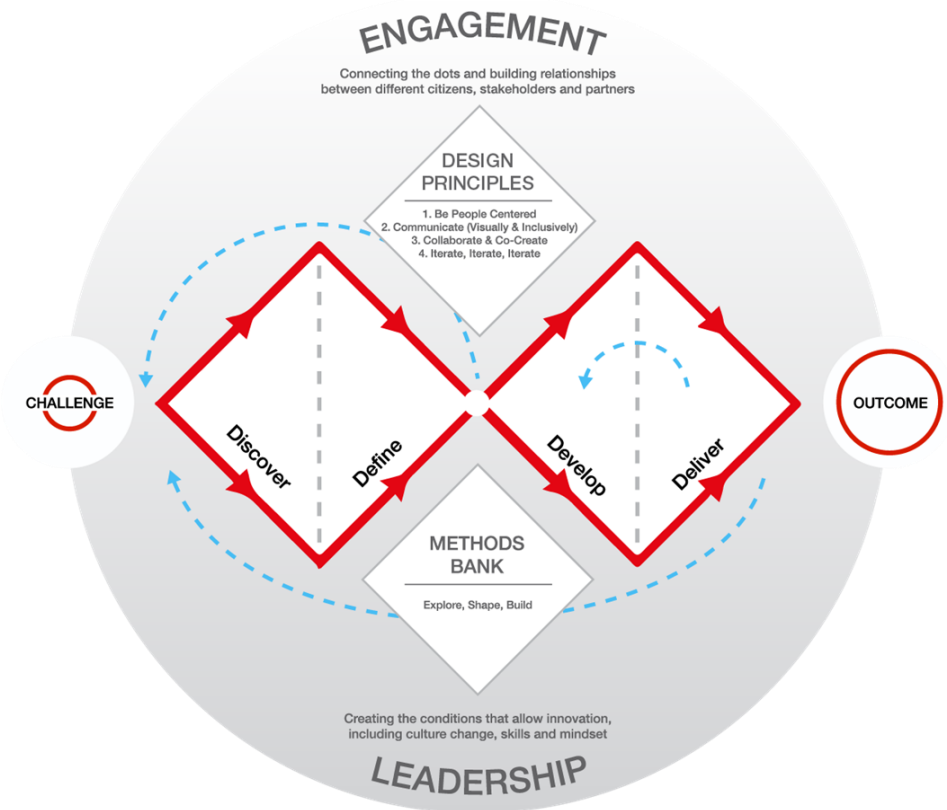
Research



NATIONAL
SIMULATION
OFFICE



HSE Spark – Introduction to Design thinking
<https://healthservice.hse.ie/staff/spark-innovation-programme/design-thinking-workshops/>



<https://www.designcouncil.org.uk/our-resources/framework-for-innovation/>

Summary



Taking a population health approach improves not just the health of populations



We are learning together how best to do this



We can have a much greater impact on population health through how we work and who we partner with



Thanks to Mary Browne and to You! Do get in touch. Jennifer.martin@hse.ie or NationalHealthServiceImprovement@hse.ie