

Five New Year's Resolutions for Every Hospital in 2012

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Editor's note: This blog was written by Ron Wince, president and CEO of Guidon Performance Solutions. He has advised healthcare institutions such as Kaiser Permanente, Aetna, the American Red Cross, the Cleveland Clinic, and the Mayo Clinic and has been working with many regional hospitals to help them transform themselves to meet the tsunami of new demands, regulations and pressures to improve patient outcomes.

- 1. Ecosystems of improvement:** There should be an increasing interest in creating ecosystems/cultures of continuous improvement. Improvements should be sought in economic and clinical value delivered to patients with increased emphasis on 1) safety (preventable errors); 2) readmissions; 3) hospital acquired infections; 4) patient literacy/education; and 5) application of health information technology.
- 2. A more holistic view:** Hospitals will have to adopt new, holistic solutions to supply chain problems in order to cut costs and survive. They will be doing more in 2012 to control their own destiny ... or face going out of business since patients are getting more savvy about costs and quality.
- 3. Improve the patient experience:** This will be a potent opportunity for change and an imperative that is increasingly important, as consumers of healthcare (patients) have more choice when seeking care. Increased public transparency of how well you're doing in patient care is just around the corner, so patient satisfaction and positive outcomes must be a priority throughout your care delivery systems, or your patients may soon be taking their business elsewhere.
- 4. Embrace IT:** Every hospital should embrace IT to eliminate waste and deliver quality care with greater speed. Getting rid of waste can make you faster and more efficient, lower costs, and improve the quality of patient care. Think about synchronizing your service and supply chain to improve waiting time and avoid gaps, over supply and shortages.
- 5. Seek innovation:** Hospitals will have to adopt new solutions to supply chain problems in order to cut costs and survive. They will have to do more in 2012 to control their own destiny.

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