

Delivering Value in Healthcare by Design

Yip JWL

Academic Informatics Office, National University Health Systems Singapore, Singapore

Incorporating value into healthcare begins design thinking principles of understanding the problem statement, defining the problem, ideating a solution, prototyping a solution and reiterative testing. Value-driven outcomes (VDO) seek to improve quality and outcomes for patients while rationalising the costs. Healthcare providers are used to the process of quality improvement but are seldom equipped with financial knowledge to drive cost optimisation. VDO sets up a framework to help organisation understand the drivers of cost in standardised procedures and to see variation among providers. It also creates a framework where quality is not only measured in terms of safety and appropriateness of care, but also puts patient's perception of experience and patient reported outcomes as a prime indicator of quality. The organisation needs to create an effective informatics solution to collect, aggregate and analyse patient data for measurement of financial and quality performance on a continuous basis and allow the clinical teams to embark on a virtuous cycle of continuous work improvement. In addition, cultural change management must occur as part of design cycle to ensure that these change processes are not punitive but positive motivators for self-improvement.