# Community Health

Applying system science to create savings from Social Determinants of Health

curandi

Healing Healthcare

Rethinking

- Rethink healthcare delivery as a Complex Adaptive System

Collaborating

- Collaborate to grow new value around the Social Determinants of Health

# Complicated and Complex are different

- No matter how complicated something becomes -- it may not be complex at all
- Complicated and Complex are fundamentally different and need radically different management

Rethinking

| Complicated | Complex |
|---|---|
| Orderly | Un-ordered |
| Predictable | Un-predictable |
| Knowable | Un-knowable |
| Stable | Emergent Circumstances |
| Can be designed | Self-organizing |

Rethinking

Only a

Complex Adaptive System

can control a

Complex Adaptive Environment

Rethinking

# Complicatedness seeks Efficiency through Best Process

- *Goal is to control variation*
- Control from the top
- Alignment to fixed standards with best practices

Rethinking

# Sample of 21st Century Businesses that use or deliver Complex Adaptive Networks to serve customers

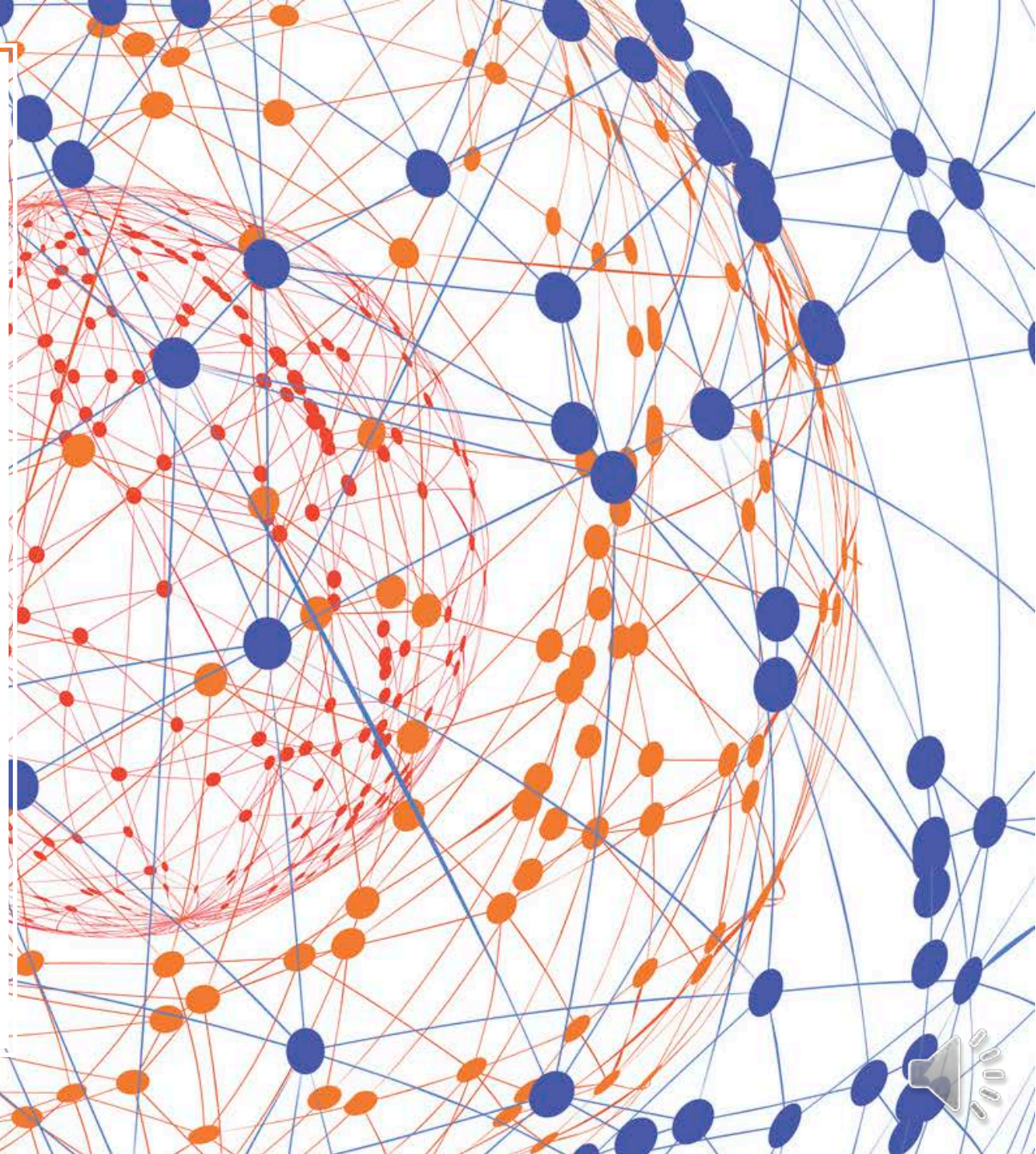
| Companies | Resulting Services |
| --- | --- |
| Amazon | Internet |
| Apple | Distributed work |
| Google | Better communication |
| Microsoft | Better science |
| | Bank from anywhere |
| | Better technology costs less and does more |

Rethinking

# Complex Networks create Outcomes and Productivity

**Adaptive Healthcare would**

- Self-organize to empower every point of care
- Adapt in real-time to meet need
- Create adaptive transparency
- Continuously learn and improve
- Create better outcomes at lower cost



Rethinking

At the same time, we can simplify the work of the point of care.

We want the point of care to have only one job, to achieve a desired outcome in the patient.

INTEGRITY AND PRINCIPLES

Rethinking

# These principles can be planted and grown with the integration of Social Determinants of Health

# Long term value from system science oriented integration

Collaborating

Better medical outcomes at lower cost

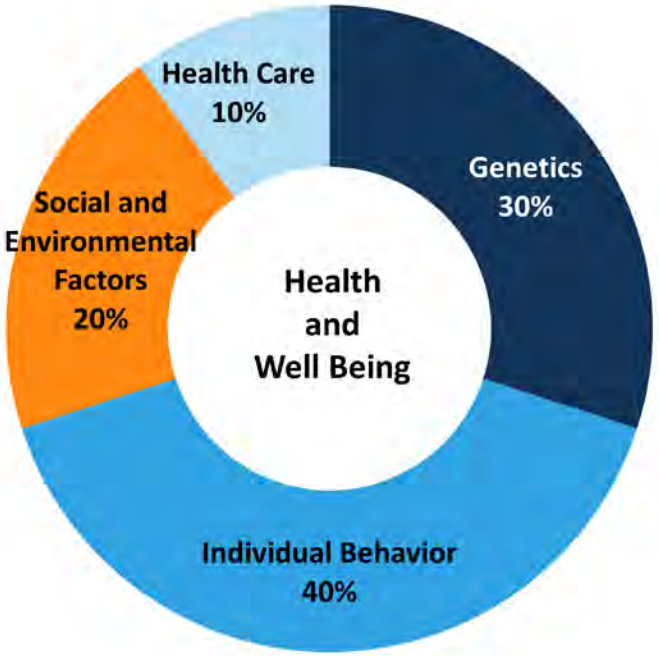
Objective outcomes focus development

Feedback loops grow healthy community

Collaborating

Social Determinants of health create and impair recover from illness

## Impact of Different Factors on Risk of Premature Death

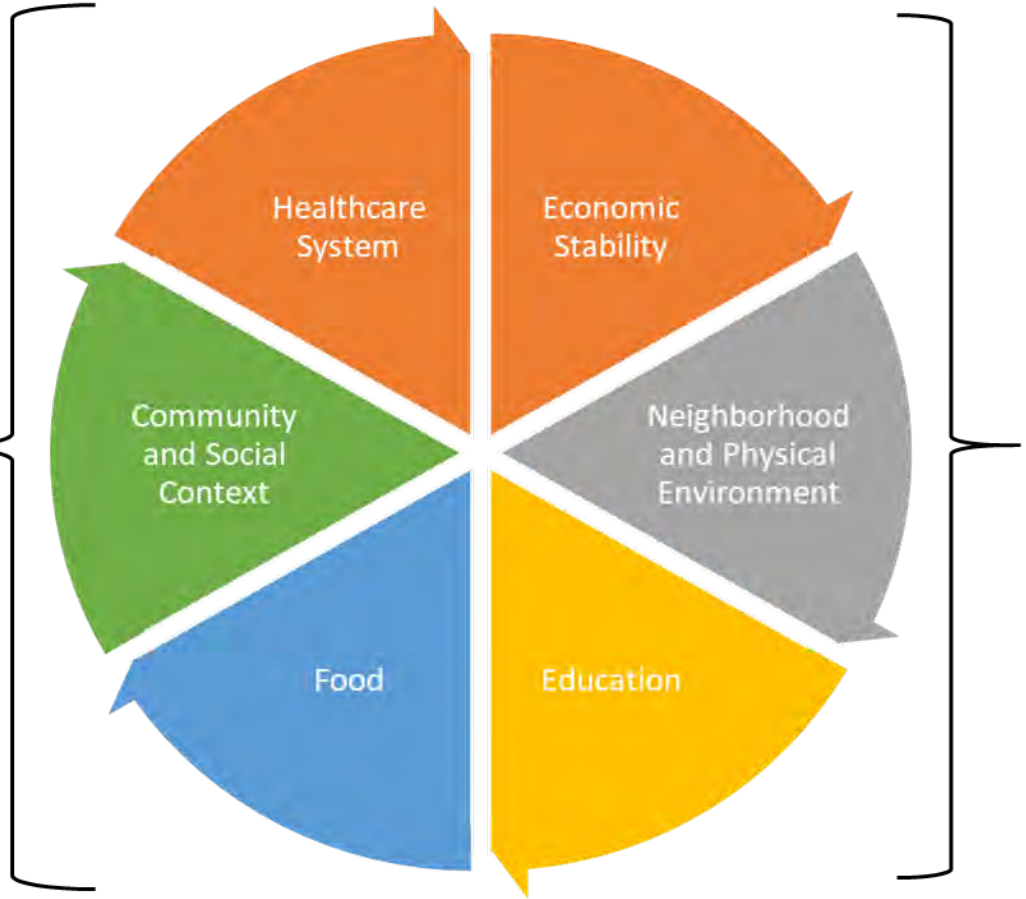



SOURCE: Schroeder, SA. (2007). We Can Do Better — Improving the Health of the American People. *NEJM*. 357:1221-8.

THE HENRY J. KAISER FAMILY FOUNDATION

Collaborating

# The point of care need more options

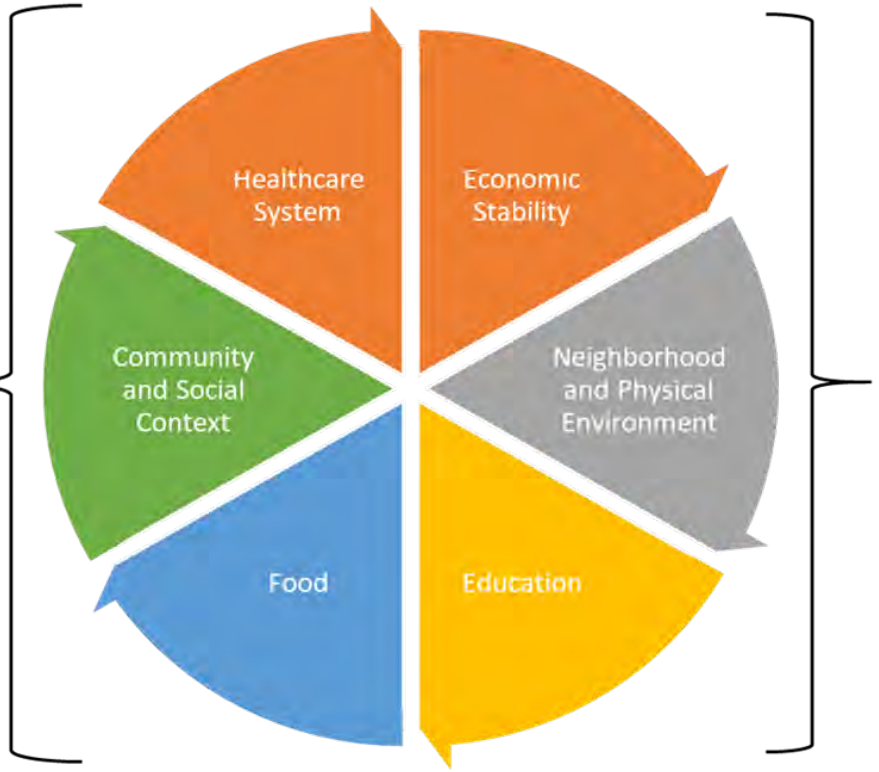


Collaborating

# Medical and Social are Different Universes

**Quantitative -- Rigid Processes**

**Qualitative -- Socially Dynamic**



Collaborating

# Neither is outcome oriented

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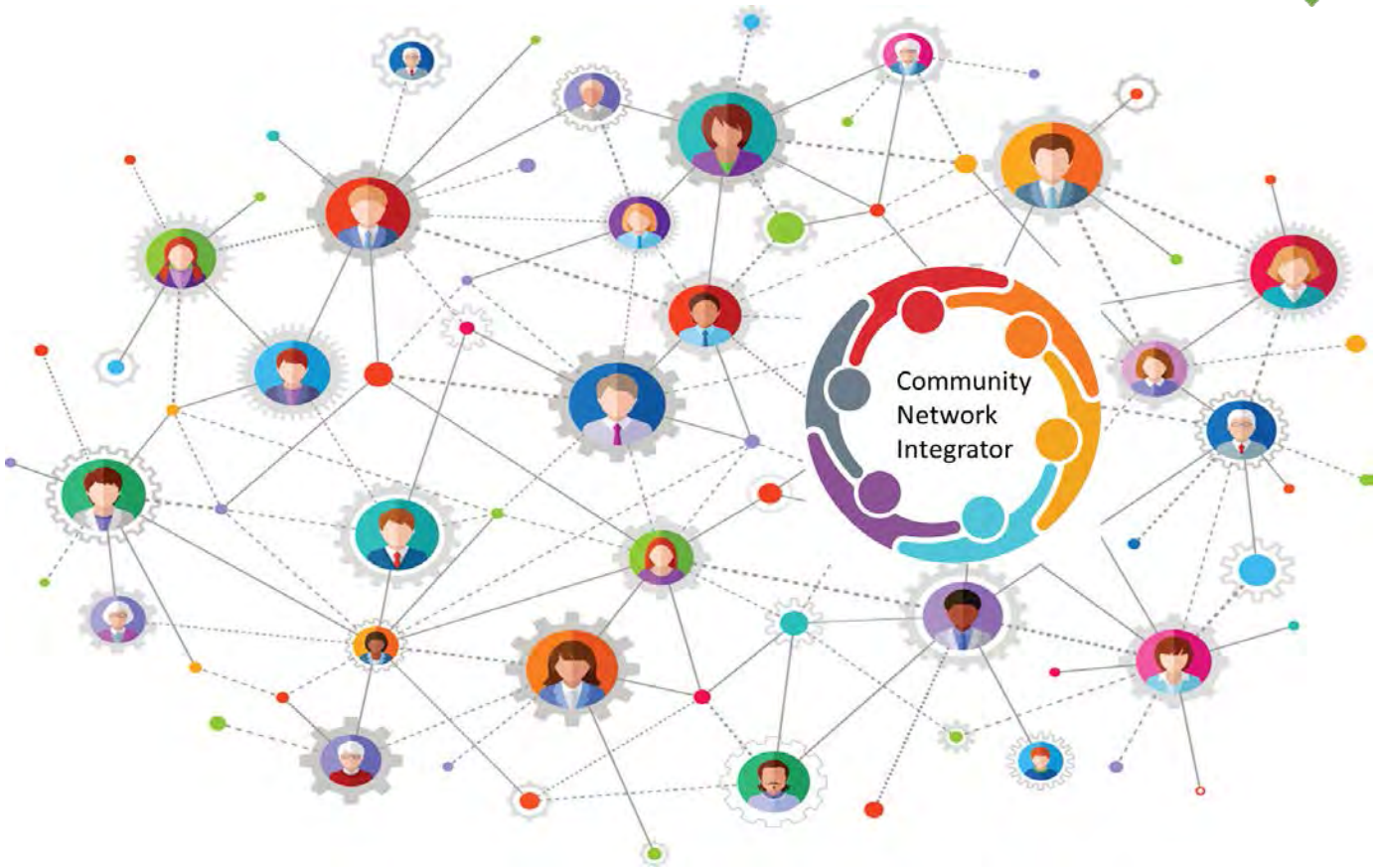
# Configure social services integration as an outcome driven adapting network



# Adaptive network services become available to every point of care

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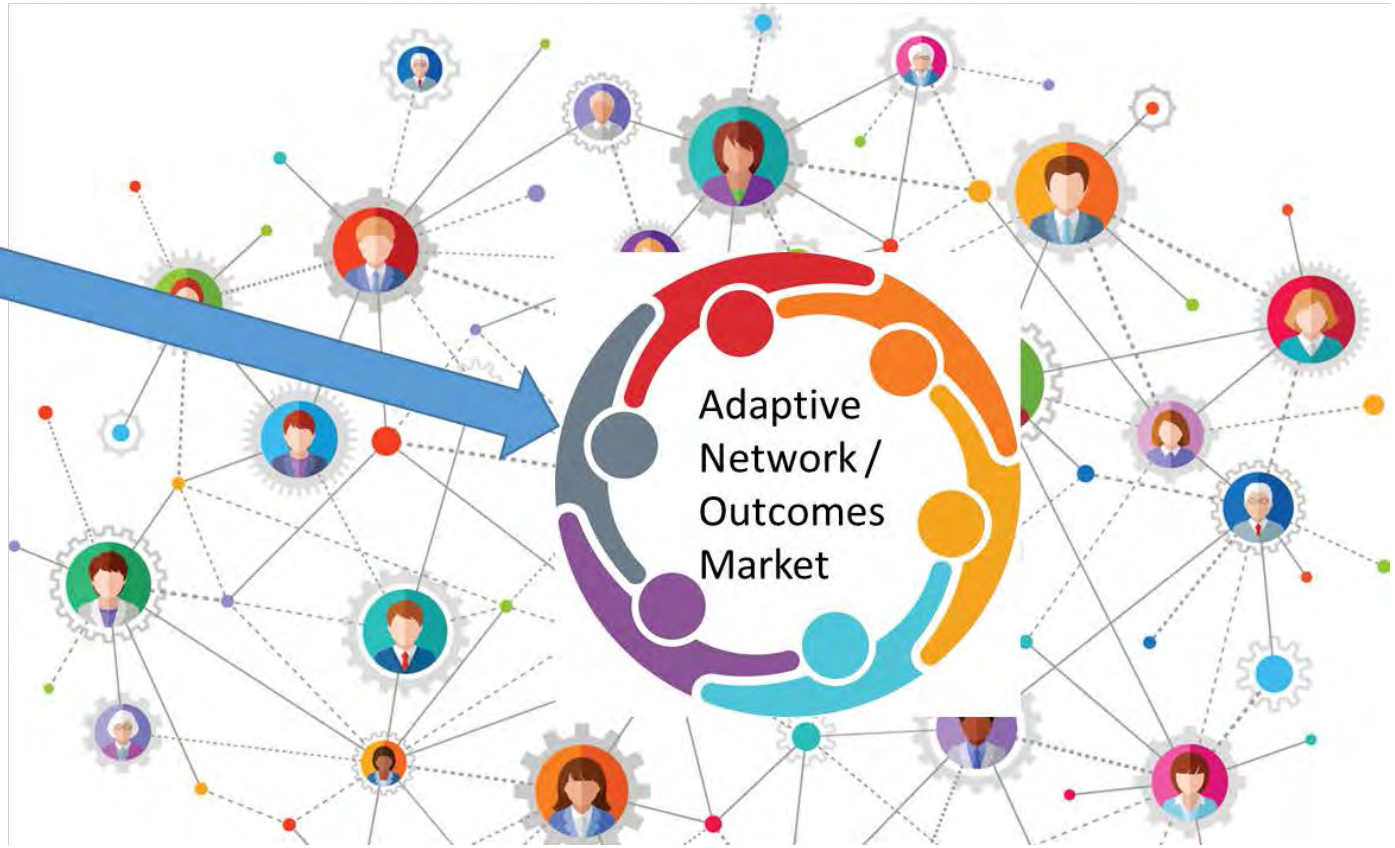

# Rapid SDOH Response improves care quickly

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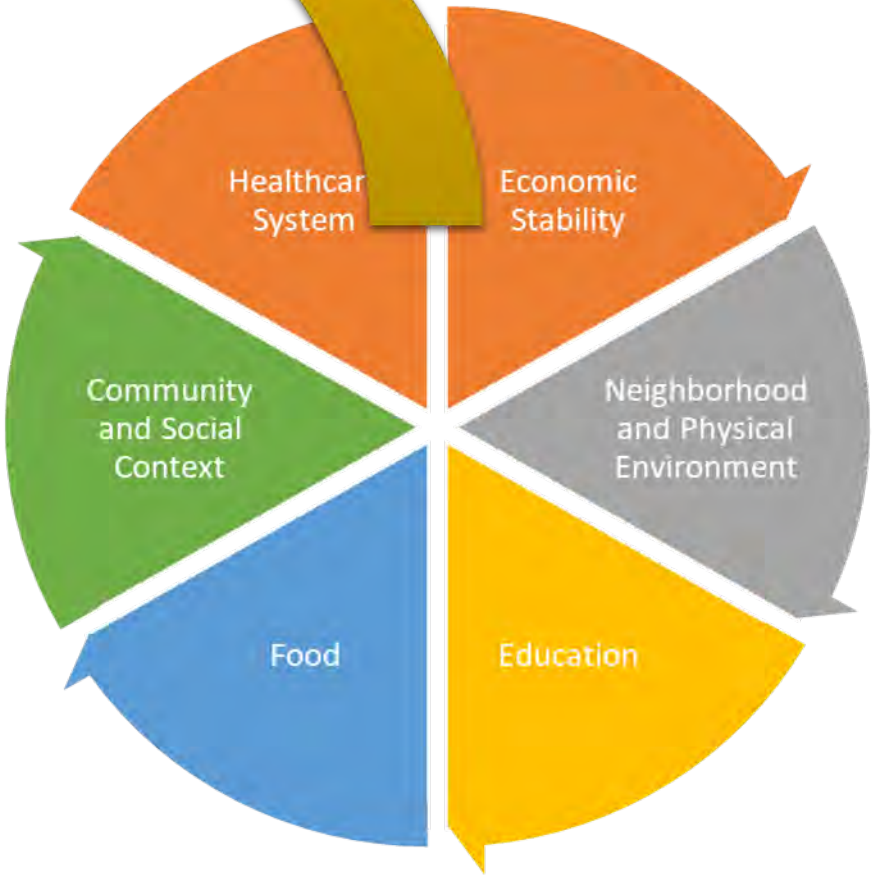
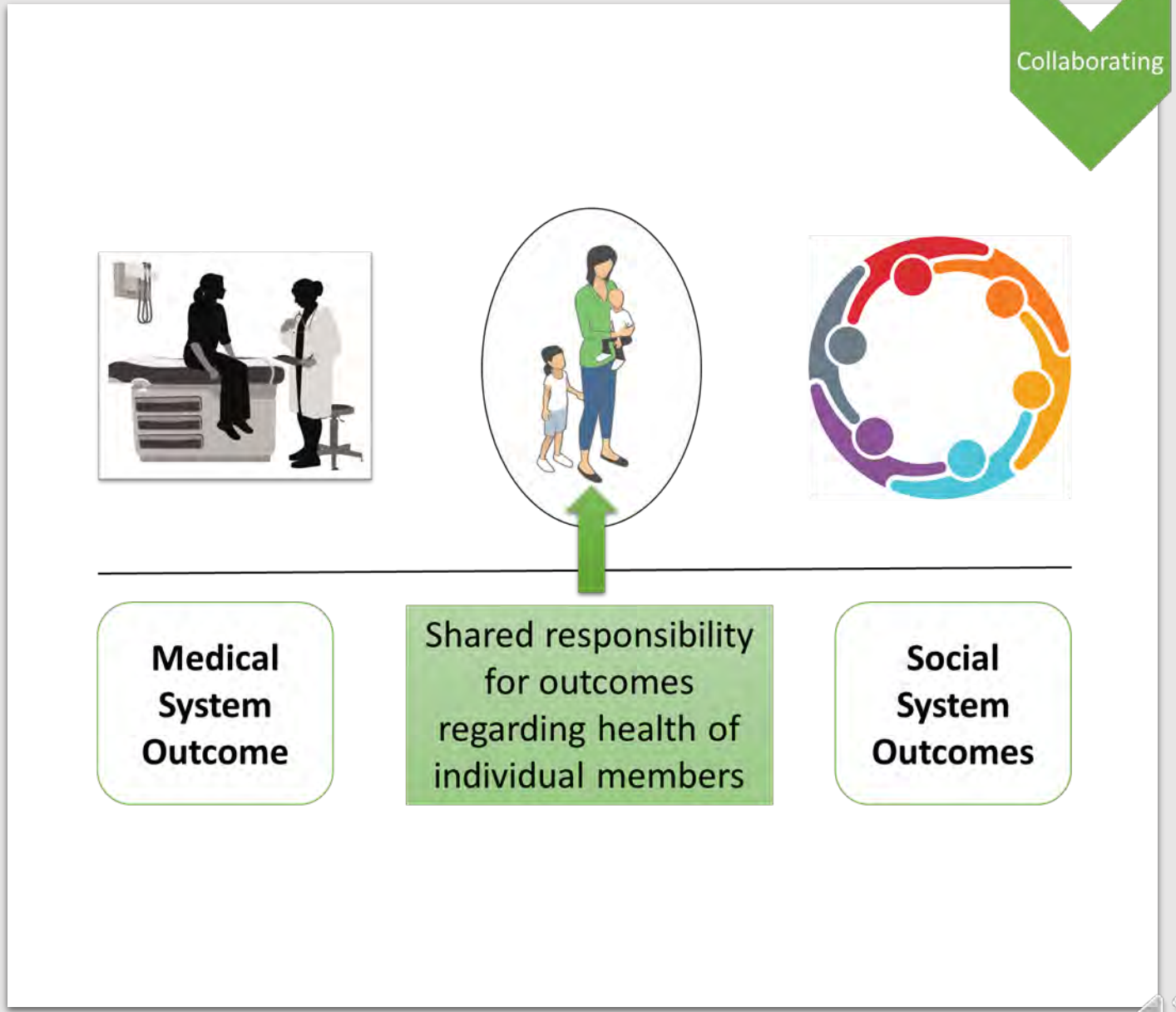


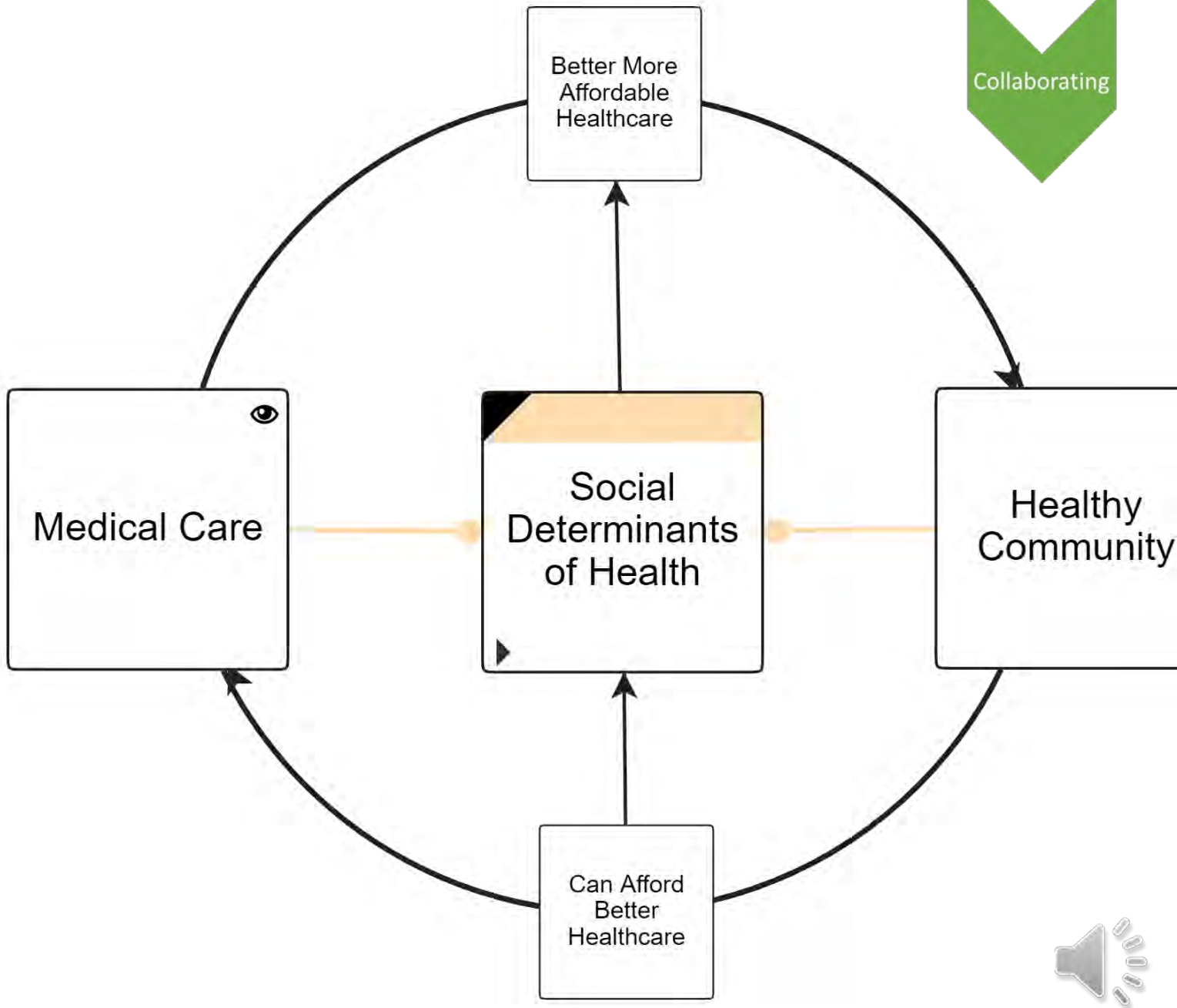
# Outcomes are tracked from three perspectives.

- Medical System outcomes
- Social System Measures
- Individual performance of high risk patients



# Three layers of value creation

- Increase Revenue with enrollment (immediate)
- Lower cost in high risk / high need patients (1 year)
- Long term improvement leading to a virtuous cycle (2 to 3 years)



# None of us can do this alone

- We can to come together heal healthcare
  - Medicaid Plans
  - Technology vendors
  - Social Service Agencies
  - Hospitals
- using 21st century system science
- with a structure where we share and learn together one step at a time.

Collaborating

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Healing Healthcare