YOU CAN’T EVADE YOUR DESTINY.

IT’S HOW YOU DEAL WITH IT.

Linda Burger
Inspire to live, annual 2020
• 49 year old
• Mom of 2 lovely sons, 18 and 20 y.o. and loving partner of Kees
• Former nurse
• Former manager multiple clinical wards, outpatient wards, ICU, OR, ER
• Master of management and innovation
• Now: Manager outpatientwards Amsterdam UMC location AMC
- 2016 breastcancer, triple negative
- No BRCA (BRCA ‘like’)
- Everything seems to be alright after chemo en surgery
- But 1 year ago
- Not feeling wel
- Multiple metastases in my liver, not looking good
- In the middle of chemotherapy and hopefully immunotherapy
Since 49 years I am the **specialist of my OWN life**.

As a doctor you are specialist in sickness and treatments

**Only together** we can realise the best possible care.

The current system makes me very **dependent**.

Instead of that I want to be in control of my OWN care process

And it’s causing a lot of unnecessary stress.
I receive the best possible medical care and everyone is very kind and emphatic.

**But what bothers me is how we have structured our system**

**But that is also my job!**
CARE PATH, FROM THE ORGANISATIONS VIEW:
FROM THE PATIENTS VIEW:
UNNECESSARY THINGS, AS A PATIENT

- Replacing my appointment, so i called the hospital
- Forgotten appointments, so i called
- Placing Urgent appointments to far in time, calling again
- Forgotten recipes....Guess what i did
- Giving recipes twice....calling
- Losing my registration (at the Vumc...)
- Many different processes: we sent you a letter with your appointment, we call you, we sent you a sms, you have to call us.......
MY ANALYSIS AS A MANAGER

· In AMC About 40% replaced appointments, by us, not the patient
· Long term appointments are placed before urgent
· So urgent patients or patients in the middle of their treatment have to wait
· Or are overbooked
· Causing long waiting at the outpatient wards
· A lot of double work, a lot of costs (€500,000) down the drain
I have other things to do, I have a live

Well, next time I don’t show up

It’s too busy!!

Put this patient on the list tomorrow

Oops, tomorrow I have to teach students, so cancel the patients

I have to wait so long

I am sorry, I have to cancel your appointment for tomorrow again

Here we go again

It’s too busy!!
Sending the patient home with nothing, because...

- “I want the neurologist to think with me, but he is not working today
- So come back later”
- “We are waiting for the test results”

- patients have to travel a lot for nothing
- and their care take days of for nothing
- Unnecessary stress
Recognizable

i guess
WE HAD TO IMPROVE THIS

- My own patient experiences learned me a lot
- We had to change this
- Improvement was necessary

- With a college I created a new idea
- And with patients, doctors, nurses we developed a new structure
INTERVENTIONS

- **Together with the patients**, doctors, assistents, nurses transforming the carepaths
- Taking the unnecessary things out
- Put innovations in like video consulting
- No appointments placed after 8 weeks
- No replacing appointments in 8 weeks
- We start our scedul with high priority patients, and fill the scedul up with long term patients (which is a big turn around)
BUT ALSO

- Know your patient
- Ask him:
  - Who are you
  - What is important for you
  - How can I help you with that
- When we know the patients wishes, we now can realise it, instead of let him be dependent of our schedule.
RESULTS SO FAR

- Reduced waiting lists at all participating wards
  - from 8 weeks to zero, poli vasculitis)
  - Less overbooked outpatient wards
  - Less waiting in the hospital
- Patient much more satisfied
- Less working stress for doctors and assistents
- Reducing replaced appointments to almost zero
- Reducing double work
- Changed/improved at 14 wards in the AMC
- And counting
- Started at the location VUMC at 2 wards
- One of the 3 most important strategic goals at the Amsterdam UMC.

- And, which makes it very very special to me, we are starting at the AVL at the breast cancer ward, because my oncologist was very curious when i start talking about this (and then i can’t stop)

- Here stands a proud patient.
NEXT GOALS

- Improve all out patient clinics at the AMC and VUMC
- Improve my own hospital, AVL
- Better care for every patient
I hate my sickness, I don’t want it

But, i have it

It is what it is

My experiences as a patient gave me a life goal

I wouldn’t miss that for a million
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i am grateful