

# « Fleur de Vie »

## Patient Centric Strategic Model



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**Fleur de Vie**  
Stratégie centrée sur le Patient

# « Fleur de Vie »

## Patient Centric Strategic Model

### FLEUR DE VIE as a *STRATEGIC MODEL*

« Fleur de Vie » : HDF's New Strategic Model

- Patient Centric Strategy
- Six Strategic Orientations (6 petals)
- Rooted Values
- Infinite source of energy (hospital's mission and vision)





## FLEUR DE VIE as an *APPROACH*

« Fleur de vie » is a LEAN like initiative

### Targeting

- Medical doctors
- Nursing staff
- Clinical and non-clinical staff

### Based on 4 principles



PARTICIPATIVE LEADERSHIP



PATIENT CENTRIC



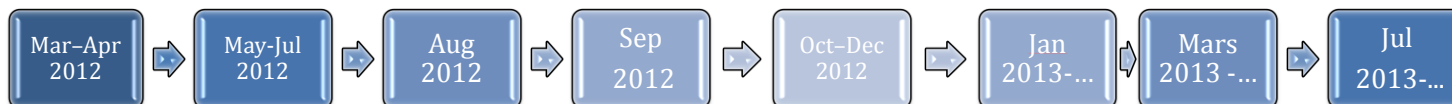
ERRORS PERCEIVED AS OPPORTUNITIES



ONGOING PROGRESS

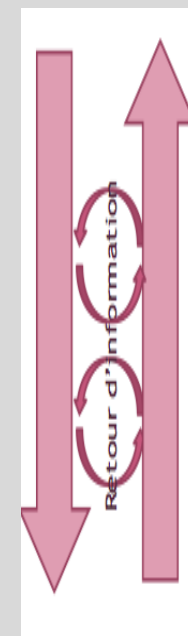


# Fleur de Vie's Journey



Field	Field	Management	Management	Management Field	Field	Management Field	Field
<ul style="list-style-type: none"><li>•Open sessions introducing the concept</li><li>•1037 participants at launch</li></ul>	<ul style="list-style-type: none"><li>•All medical, nursing and administrative communities</li><li>•284 feedback forms</li></ul>	<ul style="list-style-type: none"><li>•One projects follow up group</li><li>•720 ideas retained from the feedback forms</li><li>•310 different ideas</li><li>•Ideas transformed into Suggestions</li><li>•Ideas transformed into projects</li></ul>	<ul style="list-style-type: none"><li>• PHASE I</li><li>•Based on the strategic orientations</li><li>•Importance from the patient and the staff's perspective</li><li>•Short term realisation</li><li>•High potentiality of success</li></ul>	<ul style="list-style-type: none"><li>•Concept and tools training</li><li>•27 projects launched phase 1</li></ul>	<ul style="list-style-type: none"><li>•12 rapid process improvements type projects</li><li>•6 improvements plan</li><li>•5 value chain</li><li>•ER</li><li>•consultation tower</li><li>•day hospital</li><li>•Hospitalisation</li><li>•Technical platform</li><li>•14 financial and economic projects</li></ul>	<ul style="list-style-type: none"><li>•First results presented to the hospital's leadership</li><li>•Next steps validation</li></ul>	<ul style="list-style-type: none"><li>•Ongoing achievements</li></ul>

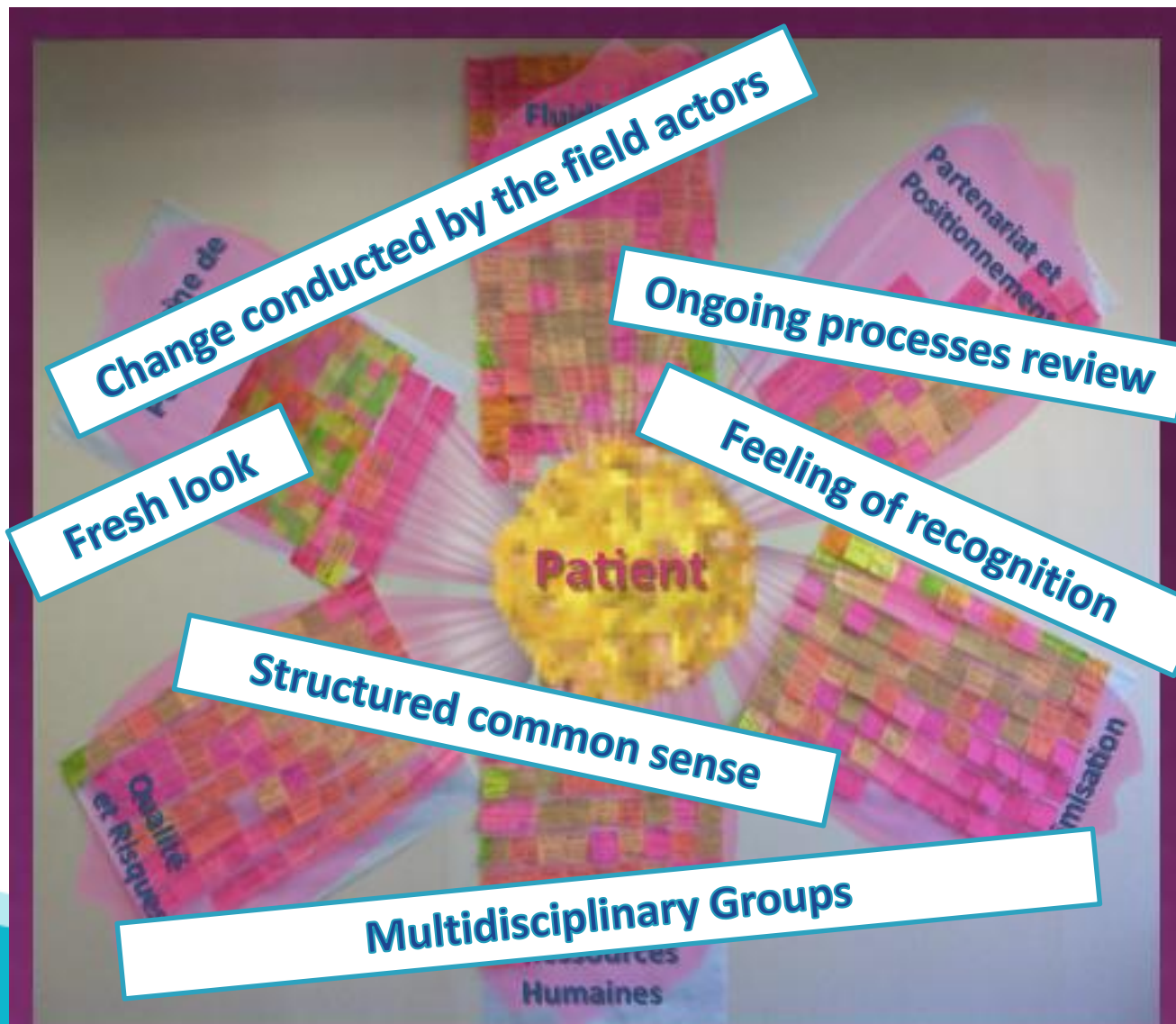
## LEADERSHIP Objectives



## FIELD Contribution



# Keys to success





# Fleur de Vie

Stratégie centrée sur le Patient

