« Fleur de Vie »

Patient Centric Strategic Model

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« 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

(Figure: Hotel-Dieu de France logo and Fleur de Vie logo)
Fleur de Vie’s Journey

Mar–Apr 2012
May–Jul 2012
Aug 2012
Sep 2012
Oct–Dec 2012
Jan 2013–…
Mars 2013–…
Jul 2013–…

WASTE WALK
FEEDBACK
CATEGORIZATION
PRIORITISATION
PROJECTS LAUNCHING
PILOT PROJECTS
VALIDATION
EXECUTION

Field
• Open sessions introducing the concept
• 1037 participants at launch
• All medical, nursing and administrative communities
• 284 feedback forms

Management
• One projects follow up group
• 720 ideas retained from the feedback forms
• 310 different ideas
• Ideas transformed into Suggestions
• Ideas transformed into projects

Management
• PHASE I
• Based on the strategic orientations
• Importance from the patient and the staff’s perspective
• Short term realisation
• High potentiality of success

Management
• Concept and tools training
• 27 projects launched phase 1

Field
• 12 rapid process improvements type projects
• 6 improvements plan
• 5 value chain
• ER
• consultation tower
• day hospital
• Hospitalisation
• Technical platform
• 14 financial and economic projects

Management
• First results presented to the hospital’s leadership
• Next steps validation

Field
• Ongoing achievements

LEADERSHIP
Objectives

FIELD
Contribution

Recevoir d'information
Keys to success

- Change conducted by the field actors
- Ongoing processes review
- Fresh look
- Feeling of recognition
- Structured common sense
- Multidisciplinary Groups
Fleur de Vie
Stratégie centrée sur le Patient