

## Open School

### Video Activity: The ‘Music’ of Coordinated Care

(<http://www.ihl.org/education/IHIOpenSchool/resources/Pages/Activities/MusicOfCoordinatedCare.aspx>)

*Donald Berwick, MD, MPP, President Emeritus and Senior Fellow, Institute for Healthcare Improvement*

#### Facilitator Instructions

- Review the learning objectives and description with your group.
- Watch the [video](#) together (4 min 7 sec).
- As a group, discuss your reactions to the video, using the discussion questions as a guide.

#### Learning Objectives

At the end of this activity, you will be able to:

- Summarize an example of a time when a health care system performed flawlessly for one patient
- Discuss how tracking data can help lead to better patient outcomes
- Explain why coordinated care should be the goal for every patient, every time.

#### Description

In this video, IHI’s President Emeritus and Senior Fellow Don Berwick, MD, MPP, tells the story of seeing a 4-year-old boy with acute asthma. What followed was “music” to Berwick — coordinated care that resulted in the best outcome for the patient and less cost to the health system.

#### Related IHI Open School Online Courses

- [QI 104: The Life Cycle of a Quality Improvement Project](#)
- [QI 106: Mastering PDSA Cycles and Run Charts](#)
- [QI 201: Guide to the IHI Open School Quality Improvement Practicum](#)

#### Key Topics

Engage physicians in improvement, improvement capacity and capability, leadership: align activities and incentives with strategy, build capacity, quality improvement, data and measurement, measurement for improvement, improvement methods (general), systems thinking, spreading changes, teamwork.

**Facilitator**, show [the video on this page](#). For your group's discussion after the video, feel free to adjust these questions and/or add your own.

### **Discussion Questions**

1. Which components of the system — more specifically, which actors and technologies — played a role in helping the patient get better?
2. Which care provider do you think played the most important role in the positive patient outcome? Did they all contribute equally? Why or why not?
3. How was the mother using improvement science to help control her son's asthma? Why was that important to the story?
4. According to Dr. Berwick, what would have happened to the boy if the care had been uncoordinated? Do you agree?
5. Have you ever witnessed a similar example of excellent coordinated care? What happened?