

Practice Facilitation



WORKSHOP

Moving Practices from Aims to Action

July 12, 2018

Practice Transformation Initiative, a program of:



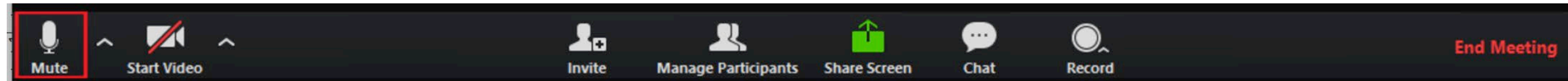
Tech Tips – Zoom Meetings

Attendees are automatically UNMUTED upon entry

Refrain from using the hold button

Use the chat box, raise your hand, or *unmute yourself and jump in* if you have questions or would like to participate

Direct messages to Jen if you have any technical issues



Link Your Phone Line with Web Log-In

- ***Does not apply*** to you if using audio through your computer or if you are just calling in, and not viewing slides.
- If you have called in using a phone line (such as a group of you listening together) and logged in online with your name, then you will need to link your phone login to your web login. This is done through a participant ID.

If you have already entered your participant number, you don't need to take any action.

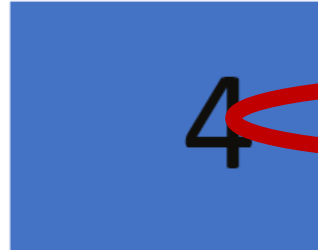
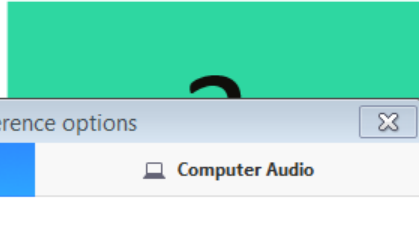
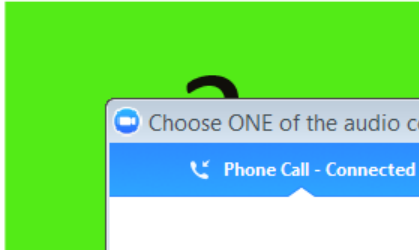
Click: Join Audio

Phone Call

Participant ID

BREAKOUTS

Mute Stop Video Manage Participants Polls New Share Pause Share Annotate More
ID: 564-744-548 Stop Share



Choose ONE of the audio conference options

Phone Call - Connected Computer Audio

Dial: +1 646 558 8656
+1 669 900 6833

Meeting ID: 564 744 548

Participant ID: 35

Done

Chat
Closed Caption
Breakout Rooms
Invite
Record on this Computer
Record to the Cloud
Disable participants annotation
Hide Video Panel
Audio Options...
Optimize Share for Full-screen Video
End Meeting

your breakout:
introduce yours

Designate 1 person to be the spokesperson for the group.

For your source of influence, discuss how to apply it to the case study to engage leadership and staff.

Return to the large group and report out.



Cheryl Marks
Practice Transformation Advisor
AppleCare Medical Group

Michelle Mora
Practice Facilitator
Molina Health Care

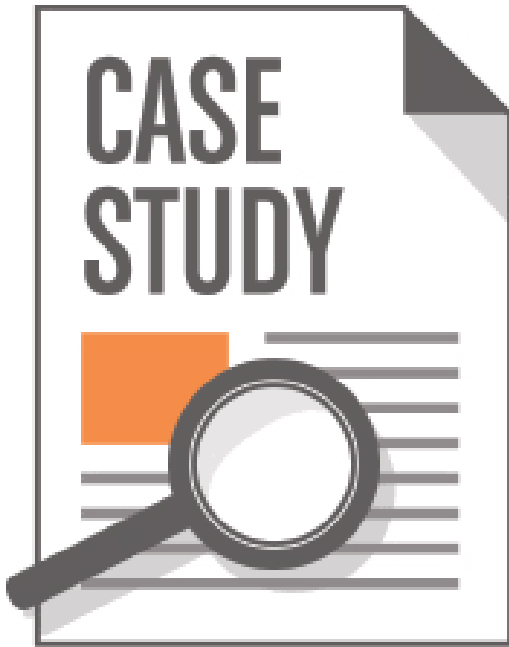
Hello and welcome!





2018

Community of Practice Workshops



Virtual Workshops

- [February 1](#)
- [April 5](#)
- [July 12](#)
- [October 4](#)

In-Person Workshops @ PTI Convenings

- [February 21-22](#)
- [August 28-29](#)
- [December 5-6](#)



Today's Agenda

1. Heard from peers about their bright spots and lessons learned from transitioning practices from aims to action.
2. Identified ways to leverage PDSA success for yourself and for your organization.
3. Decided what to transfer into your own work.
4. Discussion & Wrap-up



Chat in responses:

How do you know when a team is ready to start a PDSA?

Practice Transformation Initiative, a program of:

Michelle Mora

Molina Healthcare

Aims to Action



Practice Transformation Initiative, a program of:

12/5/2019



From Driver Diagram to PDSA

1) Brainstorm Ideas for Change

2) Develop Driver Diagram

3) Select a Change Idea to Test

4) Conduct PDSAs

Improvement Begins with Data

	Breast Cancer Screening (BCS)	Cervical Cancer Screening (CCS)	CDC- HBA1C Testing	CDC- HBA1C Control < 8	CDC- Eye Exam
Corona	58.82%	58.06%	20.00%	0.00%	0.00%
Fontana	66.67%	65.00%	66.67%	16.67%	23.53%
Hesperia	59.46%	42.95%	50.00%	25.00%	25.00%
Lake Elsinore	34.48%	31.03%	63.16%	26.32%	10.53%
Montclair	85.71%	54.55%	57.14%	28.57%	14.29%
Moreno Valley	50.00%	35.29%	90.00%	70.00%	70.00%
Perris	61.76%	43.67%	54.84%	22.58%	9.68%
Riverside	83.33%	41.38%	40.00%	40.00%	20.00%
San Bernardino	27.27%	58.97%	45.45%	9.09%	27.27%

Brainstorming

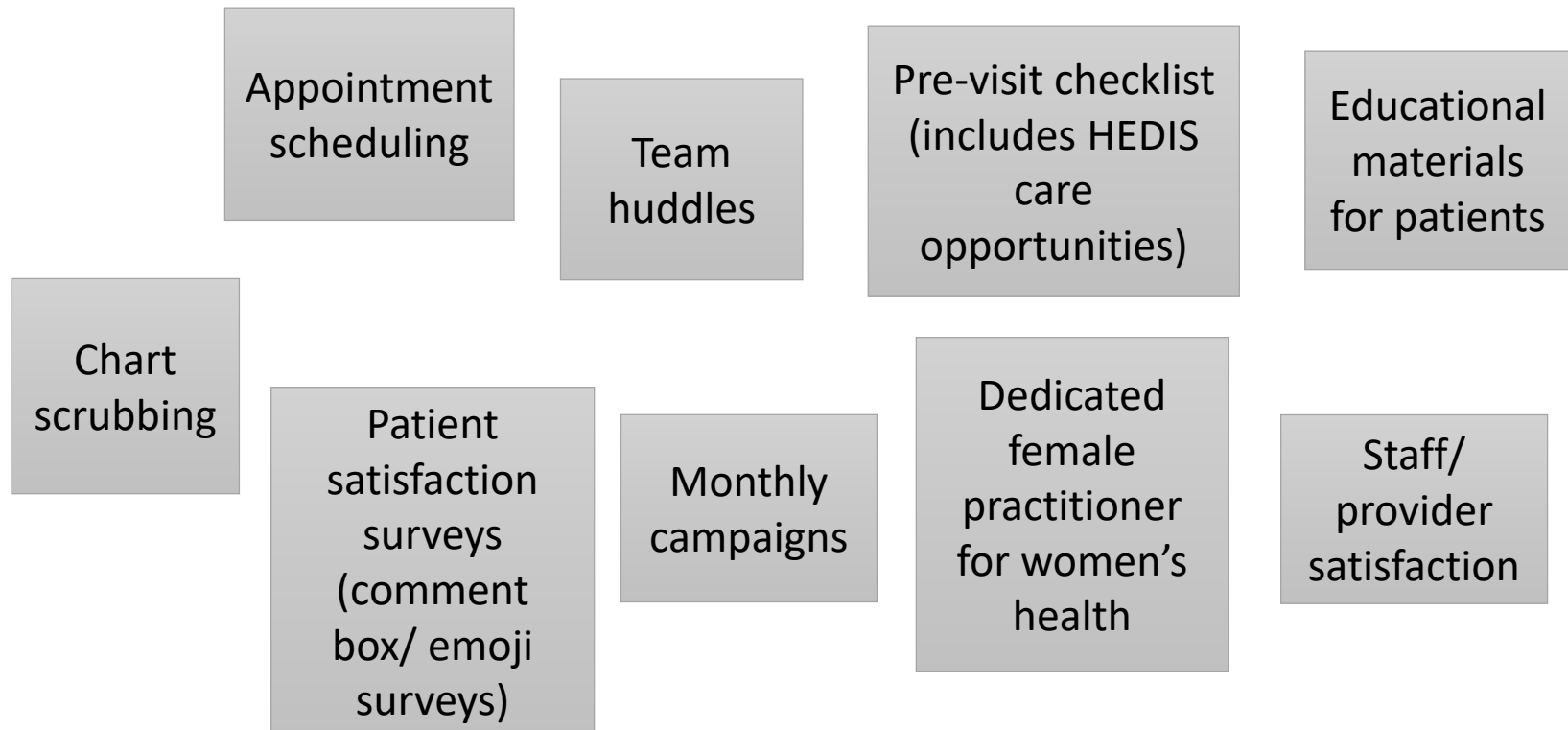
- A process for generating a lot of ideas *without*:
 - Criticism
 - Judgment
- Allows people to separate from the ideas they suggest



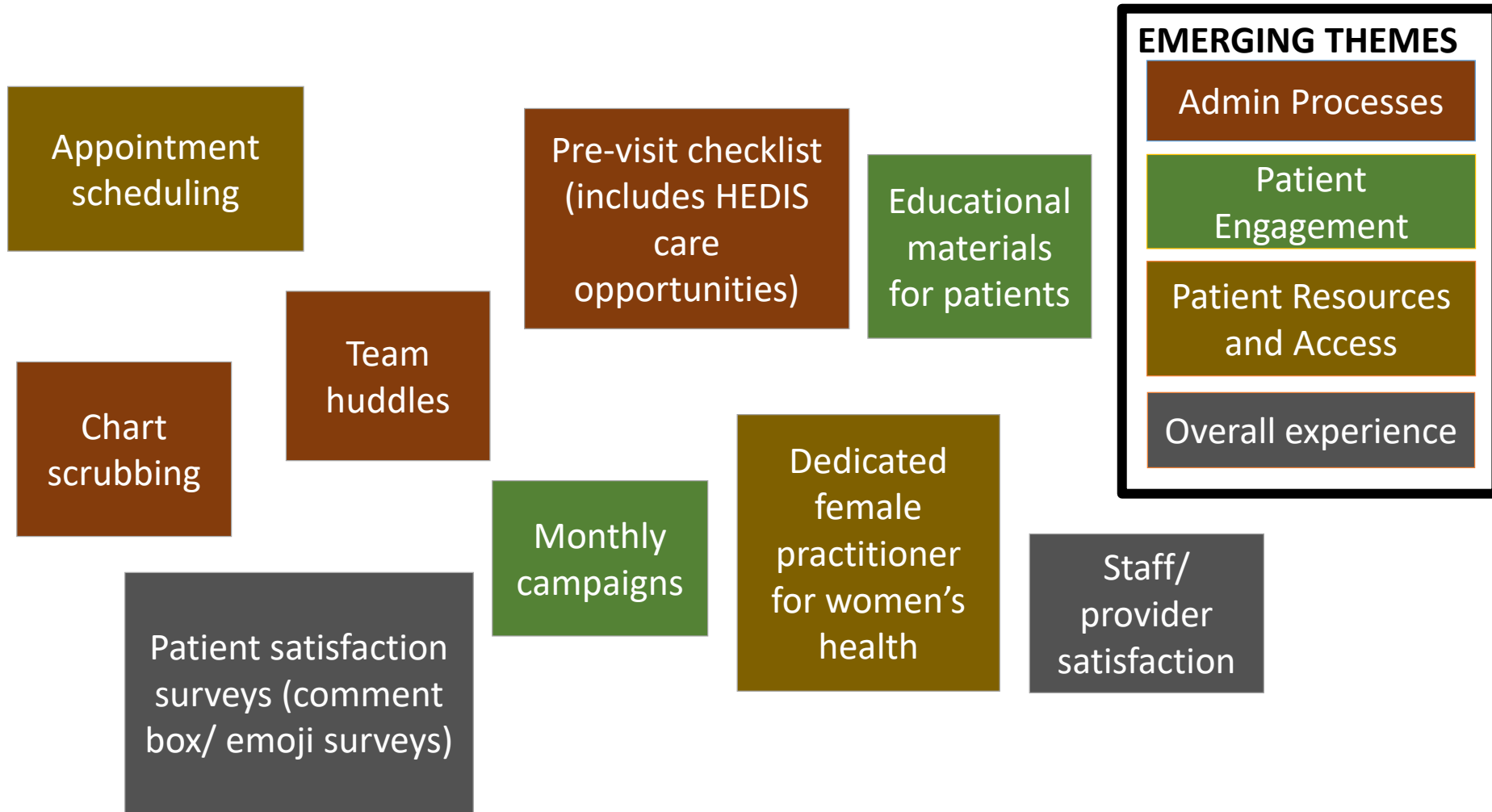
“To have a good idea, you need a lot of ideas.”
- Linus Pauling

Brainstorming with the Practice Team

- Focus Area: Cervical Cancer Screening



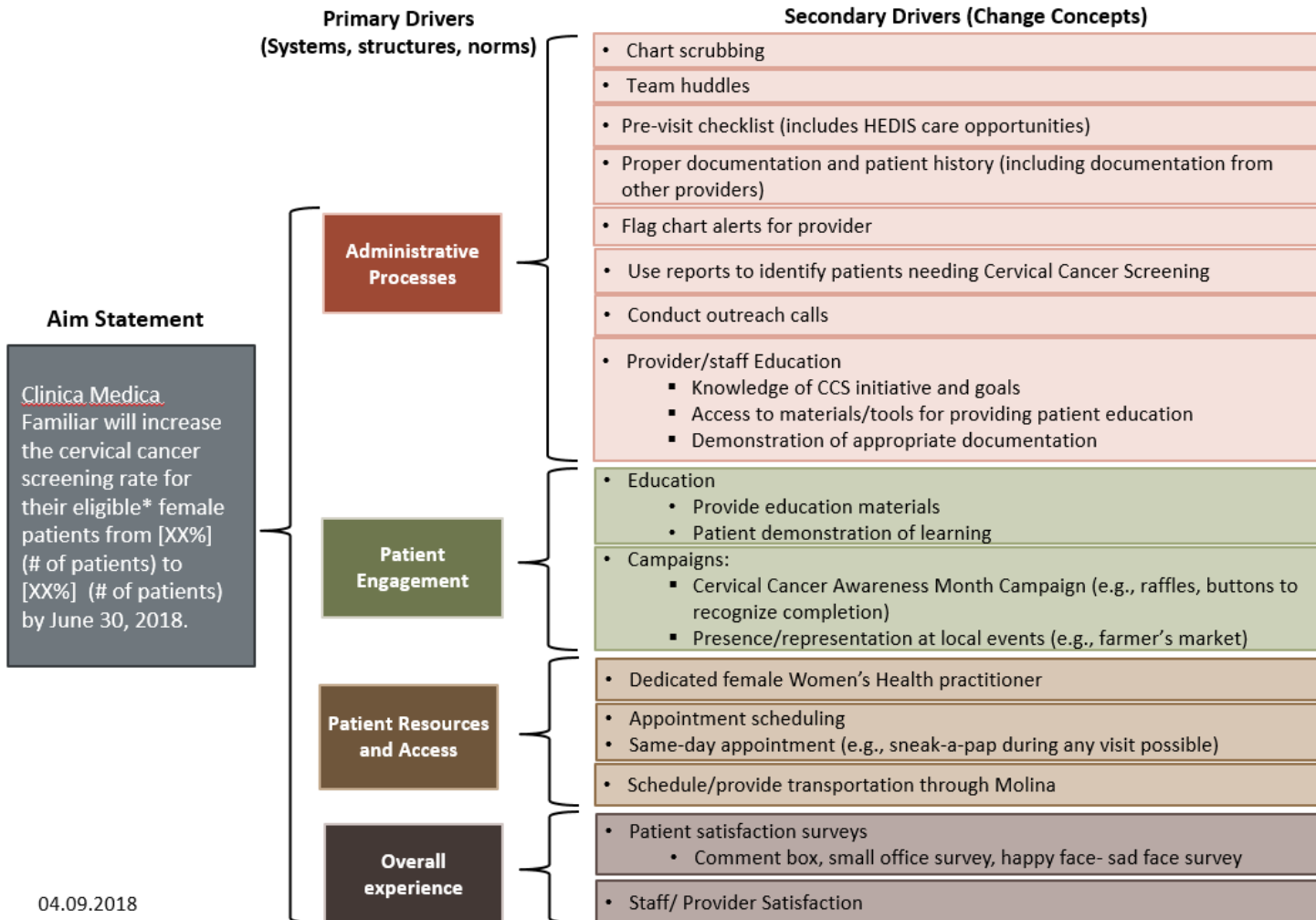
Brainstorming for Change Idea





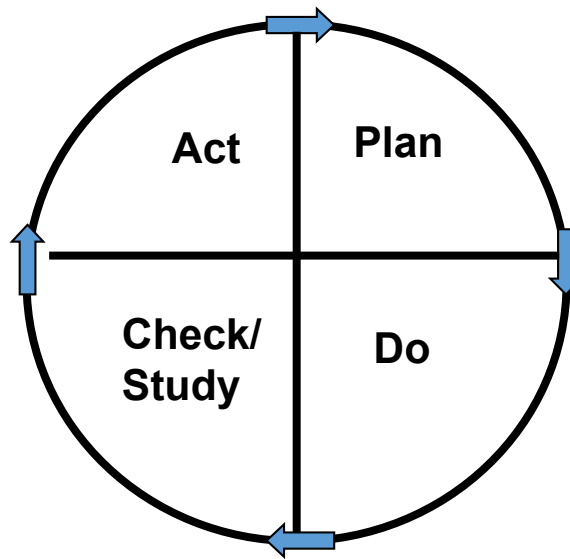
Driver Diagram

Example: Clinica Medica Familiar Cervical Cancer Initiative



Testing Changes

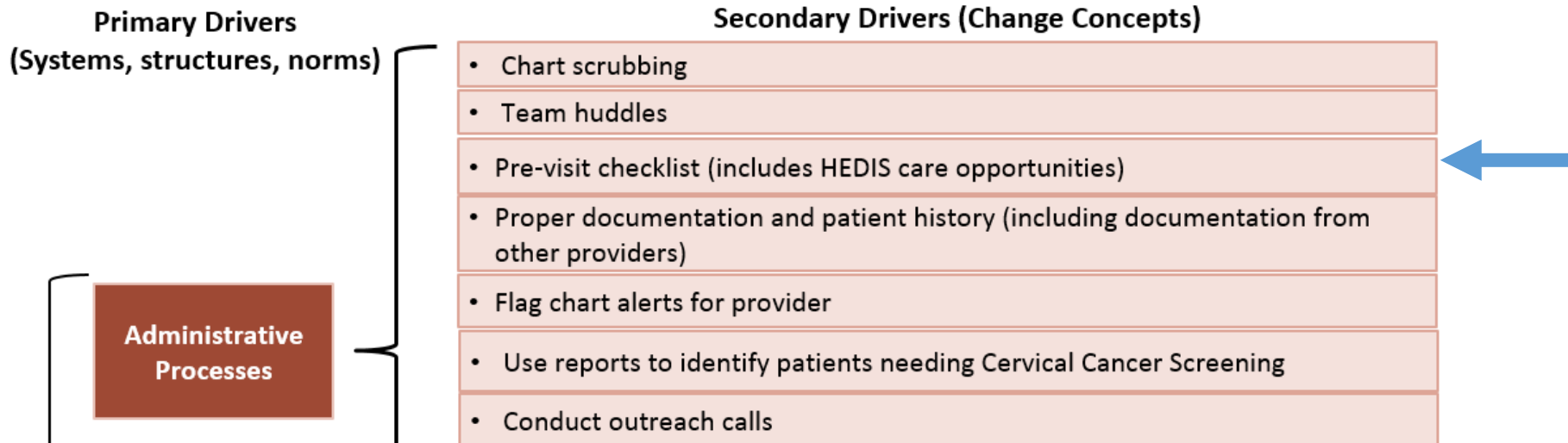
- Small scale tests = BIG Changes
- Experimentation is required
- Small, rapid tests of change ➡ PDSA Cycle





Driver Diagram

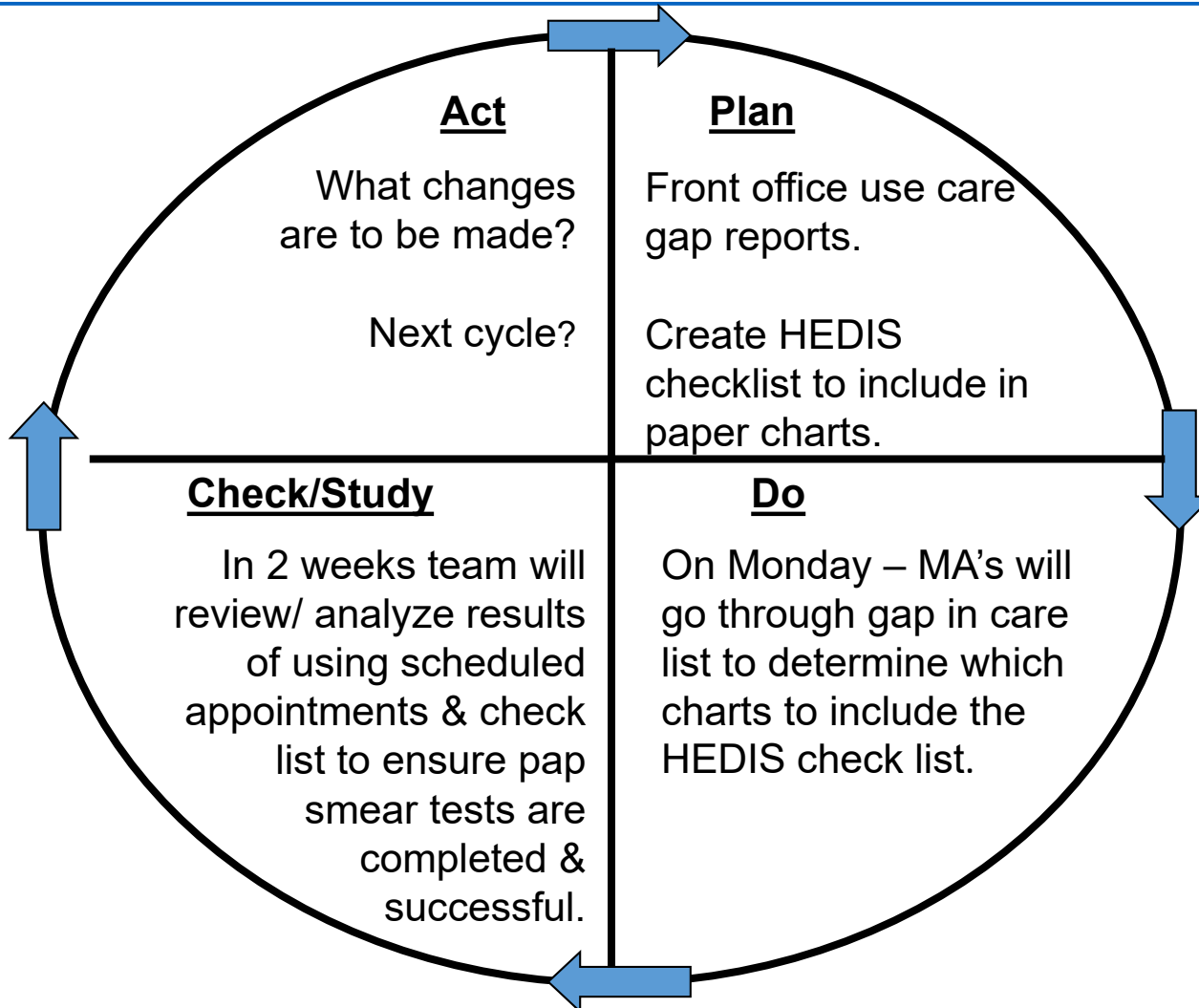
Clinica Medica Familiar Cervical Cancer Initiative Driver Diagram



PDSA – Rapid Cycle Improvement



Clinica Medica Familiar Cervical Cancer Initiative PDSA Worksheet



Cheryl Marks

AppleCare Medical Group

Aims to Action

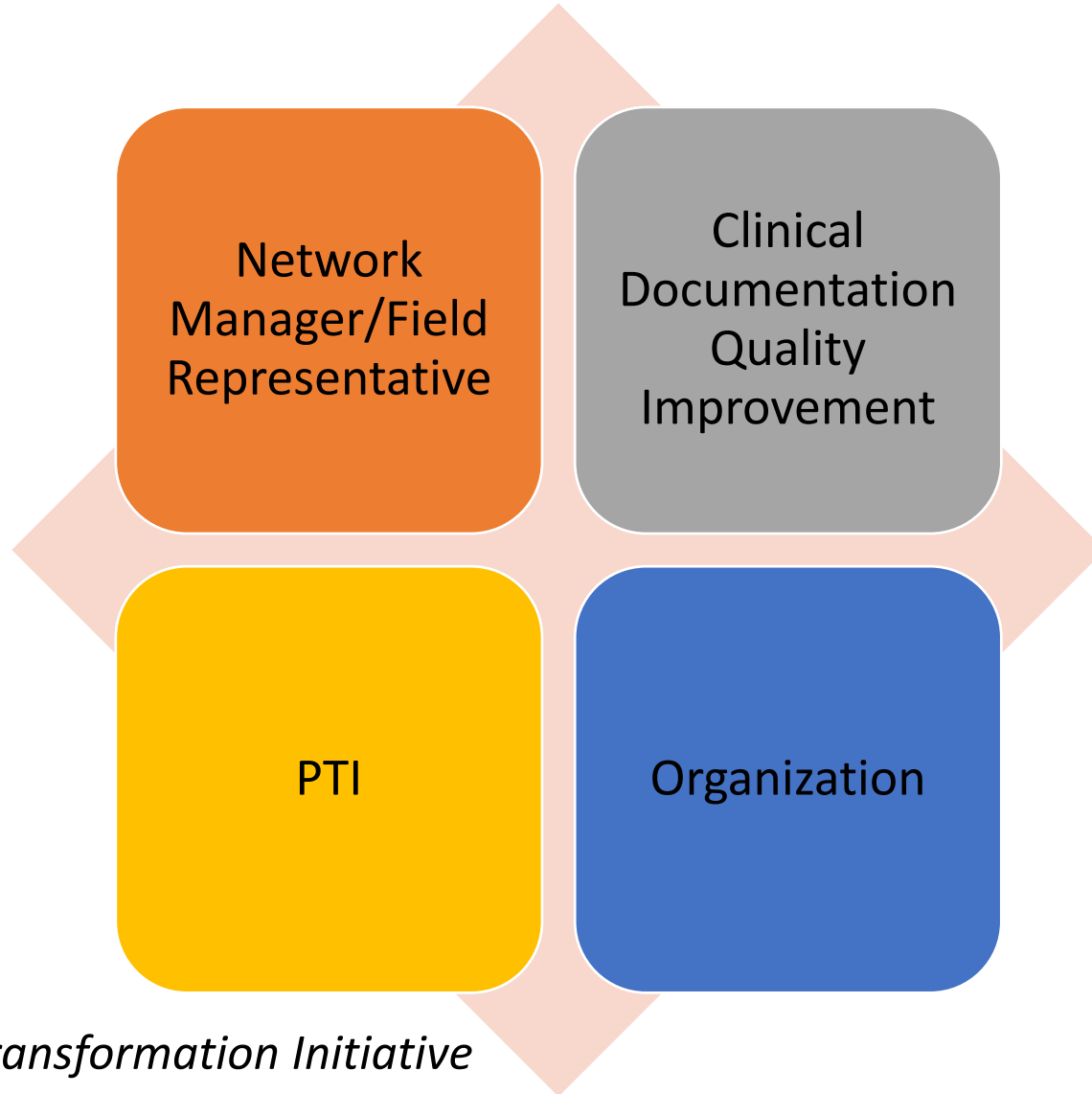


Practice Transformation Initiative, a program of:

12/5/2019



Multidisciplinary Team for PTI



Practice Transformation Initiative

Pair PAT & Aim Setting



Micro Aim Statement Examples for AppleCare Practices

Example 1:

- Increase appropriate use of CPT coding to improve encounter and claim quality.
- This can be done through workflow change and quality review of data. Outcome of improvement is increased speed in revenue payments to provider.

Example 3:

- Increase scores in patient specific Gap Measures. Possible projects could include:
 - Diabetes: HbgA1c Poor Control: 5% improvement
 - Diabetes: HbgA1c < 9: Increase by 5%
 - Breast Cancer Screenings: 4 Star to 5 Star
 - CRC: 4 Star to 5 Star
 - Controlling High Blood Pressure: 5% improvement
 - BMI: 3 Star to 5 Star


PDSA Process

For AppleCare Medical Group – Tier 1 Practices



Planning Meetings

- **Prep Meeting** w/ AppleCare Multidisciplinary team
- **Kickoff Meeting** at Practice: Welcome to PTI and Goal Setting



Practice Transformation

- **Visit 1:** Practice coach works with team to start process; define goal(s), steps to achieve and how to track
- **Visit 2:** 30 day check in
- **Visit 3:** 60 day check in
- **Visit 4:** 90 day check in; sustainability and set next goal



PTI Meeting Agenda

[Example AppleCare PTI Meeting Agenda with Practice](#)



VISUAL BY KAT HAUGH

* NOTE: WORD CLOUD ABOVE IS A STYLIZED VERSION OF THE WORD FREQUENCIES FROM THE INTERVIEW NOTES.



Chat in responses:

What could you add to your coaching toolbox for transitioning from aims to PDSAs?

Practice Transformation Initiative, a program of:

Leveraging PDSA Success

What does that look like for each of us?

Practice Transformation Initiative, a program of:



Defining Success



Demonstrating PDSA success is a value add

Add value to your organization and your own professional growth

- How is PDSA success demonstrated?
 - Feedback – Positive and Negative
 - Metric outcomes
 - Gut feeling
- What drives your PDSA success as a practice coach?
 - Metric success
 - Organizational culture - support
 - Kudos Feedback
 - Sustainability

Defining success for yourself and for your organization



“Success for me and my organization has been getting our practices to be engaged and participating in all the meeting and workshops we have had with them.”

- Michelle Mora, Practice Facilitator

“Success for me is when I can step back and see the process in motion and know that it is sustainable; at a practice level and an organizational level”.

- Cheryl Marks, Practice Transformation Advisor



Unmute to tell us:

How do you define success for yourself and for your organization?

Practice Transformation Initiative, a program of:



Chat in responses:

What will you transfer into your work from this workshop today?

Practice Transformation Initiative, a program of:



UPCOMING EVENTS

- **July 18** – Virtual:
[Share and Learn Webinar:
Team Based Care](#)
- **Aug 28 – 29** in San Jose:
[Quarterly PTI Convening](#)
- **Sept 26-27** in Los Angeles:
[Improvement Coaching
Workshop](#)

2018 PTI Calendar



2018 Practice Transformation Initiative Events Calendar

Please hold the dates below for 2018 PTI in-person and virtual learning opportunities. See below for recommended attendees for each event. More details will be forthcoming for each event listed below. As the year progresses, keep an eye out for updated versions of the 2018 PTI Events Calendar, announced in our PTI Weekly Messages.

Event	Who Should Attend?	Date	Duration	Location	Registration Link	PO Partner
Share & Learn Webinar <i>Intro: Coordinated Care Delivery</i>	PTI Project Team Representative*	Wednesday, January 24 10:00 – 11:00 am	60 minutes	Virtual	https://pti-sl-jan18.eventbrite.com	Susan E Adams, HCP
Practice Facilitation Workshop <i>Case Study: Team Based Relationships, Coordinated Care Delivery</i>	Practice Facilitators Practice Facilitation Supervisors Project Managers	Thursday, February 1 10:00 – 11:00 am	60 minutes	Virtual	https://pti-pc-web-feb18.eventbrite.com	Cheryl Marks, Applecare Susan Le, HCP
PTI Annual Convening <i>Deep Dive: Coordinated Care Delivery, Team Based Care, Adaptive Leadership</i>	PTI Project Team**	Wednesday & Thursday February 21-22 Day 1: 8:00 am – 4:30 pm Day 2: 8:00 am – 12:00 pm	1.5 days	Southern CA	https://pti-feb-2018.eventbrite.com	Pooja Bhatt, PAMF Michelle Parry, HCP
Data Webinar	Data Manager or Data Representative	Wednesday, March 7 10:00 – 11:00 am	60 minutes	Virtual		NA
Share and Learn Webinar <i>Intro: Enhanced Access</i>	PTI Project Team Representative*	Wednesday, March 21 10:00 – 11:00 am	60 minutes	Virtual	https://pti-sl-mar18.eventbrite.com	Judy Coster, Medpoint
Practice Facilitation Basics Training	New Practice Facilitators (and those who want a refresher) Leaders/Managers interested in building & supporting a Practice Facilitation Program	Wednesday & Thursday March 28 -29 8:00 am – 4:30 pm (Both Days)	2 days	Northern CA	https://pti-pc-train-mar18.eventbrite.com	Cynthia Gomez, Ho Chau, & Nguyen Tu, PMGSJ Michelle Mora & Rocio Chavez, Molina
Practice Facilitation Workshop <i>Case Study: QI Strategy, Practice Facilitation Program Sustainability</i>	Practice Facilitators Practice Facilitation Supervisors Project Managers	Thursday, April 5 10:00 – 11:00 am	60 minutes	Virtual	https://pti-pc-web-apr18.eventbrite.com	Lasha Tennyson, HCP Cathy Martinez, HCP
Share and Learn Webinar <i>Intro: Organized Evidence Based Care</i>	PTI Project Team Representative*	Wednesday, April 18 10:00 – 11:00 am	60 minutes	Virtual	https://pti-sl-apr18.eventbrite.com	Judy Coster, Medpoint
PTI Quarterly Convening <i>Deep Dive: Enhanced Access, Organized Evidence Based Care, QI Strategy</i>	PTI Project Team**	Tuesday & Wednesday May 22 – 23 Day 1: 8:00 am – 4:30 pm Day 2: 8:00 am – 12:00 pm	1.5 days	Southern CA	https://pti-may-2018.eventbrite.com	Michelle Parry, HCP Susan Le, HCP LaTrenda Washington, HCP

Stay Connected



NEWSLETTERS
PTI Weekly Email
CQC Newsletter



BOX
Virtual
Library



PTI DATA
PORTAL

Practice Transformation Initiative, a program of:



Crystal Eubanks

Senior Manager - Practice Transformation

ceubanks@calquality.org

Practice Transformation Initiative, a program of:

12/5/2019





POLL:

Please rate your agreement with this statement:
Today's webinar was a good use of my time.

(Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree)

Practice Transformation Initiative, a program of:

Help us improve our offerings!



Share your feedback here:

https://www.surveymonkey.com/r/PFSW_2018_07_12

Practice Transformation Initiative, a program of: