

Practice Facilitation



WORKSHOP

Building a Culture of QI: Creating Aims

April 5, 2018

Practice Transformation Initiative, a program of:



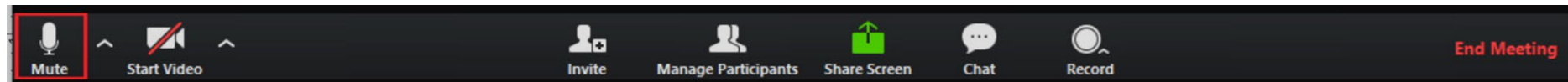
Tech Tips – Zoom Meetings

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

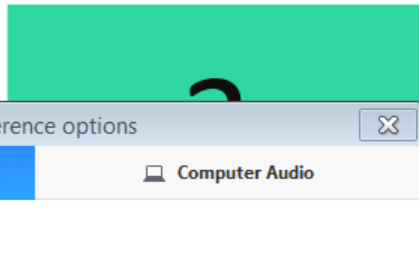
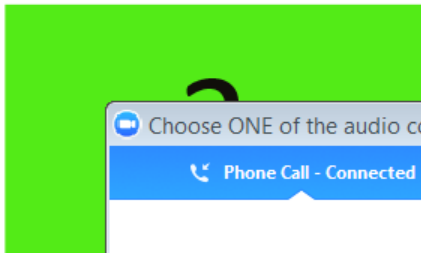
Direct messages to Jen if you have any technical issues



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 C
End Meeting

your breakout:
introduce yours

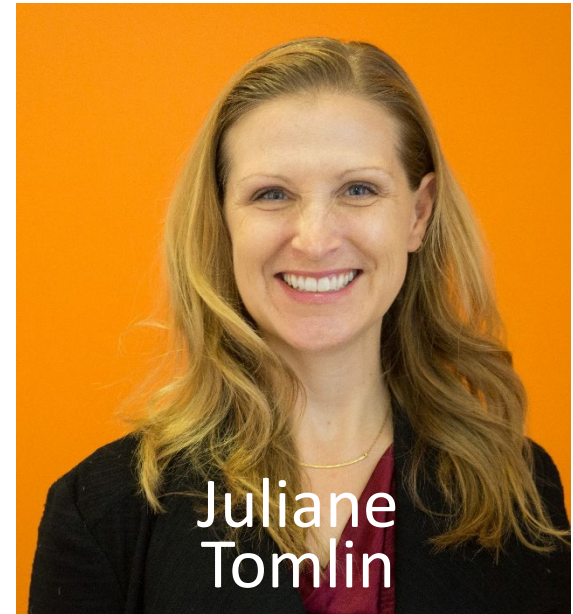
Designate 1 person to be the spokesperson for the group.

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.



Lasha Tennyson



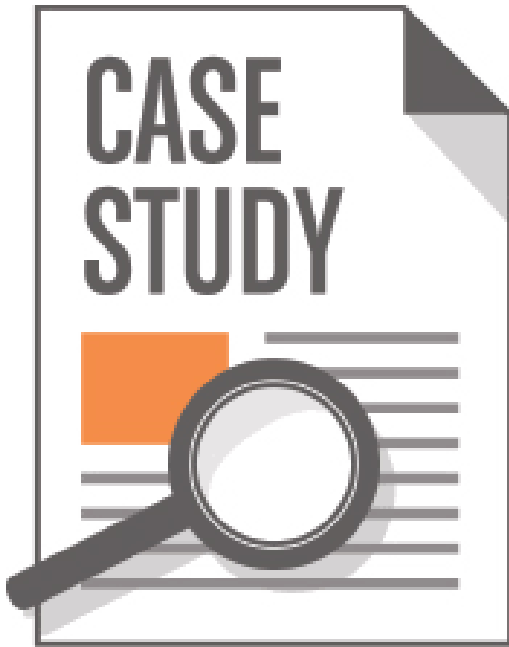
Hello and welcome!





2018

Community of Practice Workshops



Virtual Workshops

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

In-Person Workshops @ PTI Convenings

- [February 21-22](#)
- [May 22-23](#)
- August 28-29
- December 5-6



Today's Agenda

1. Explained the components and importance of creating Aims, and the different levels of Aims to meet the needs of your practices.
2. Identified solutions to some of the common barriers to creating Aims with your practices.
3. Discussion & Wrap-up

A



B

**Massive Jigsaw
Puzzle!**

**Includes
Sub Aims**

Clear

Improvement:

Stretchable

- How Much

- To What

**Desired
outcome**

**Provide Real
Value**

- For Whom

- By When

VISION / PROJECT GOAL

Measurable

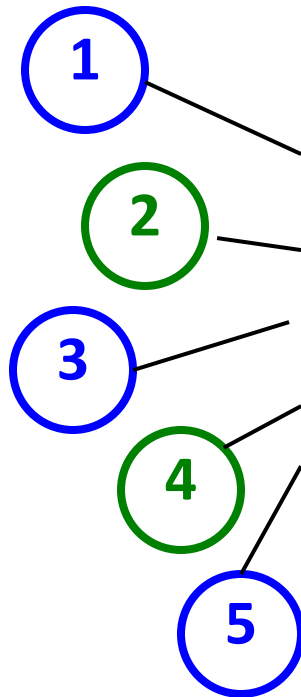
TIME-BOUND

Specific

Practice Transformation Initiative, a program of:

CMS' Definition of an Aim

Phase I Milestone = Five Elements



Practice has developed and shared a **vision** and detailed plan that addresses **goals of transformation** with **specific clinical outcomes** and **utilization aims** along with the **detail on how each of the aims will be addressed.**

**STAFF WILL
IMPLEMENT DAILY
HUDDLES WITH
CHART REVIEW
PERFORMED AT
LEAST ONE DAY
PRIOR BY
APRIL 30, 2018**

**REDUCE WAIT
TIME BY 20%
FROM 30 MIN TO
24 MIN BY
JUNE 5, 2018**

**IMPROVE PATIENT
SATISFACTION
FROM THE 25TH
PERCENTILE TO
THE 50TH
PERCENTILE BY
SEPTEMBER 30,
2018**

Complexity
Vision-Oriented
QI Capability Required

Engaged Practices Will Have More Robust Aims

Adult Family Practice Vision: Providing the highest quality care to our patients and families that is accessible, affordable and patient-centered.

AIM Statement: By September 2019, our clinicians and practice staff will work as a team to complete all 5 stages of transformation and be prepared to thrive in a value-based healthcare environment. We will provide patients the care they want and need that is safe, appropriate, and effective at reasonable cost.

Our Clinicians will: 1) achieve sustained improvement in practice efficiency and quality of care, and
2) demonstrate savings through reduction of unnecessary testing and avoidable hospital use.

Our Patients will: 1) use more preventive services,
2) engage in better management of chronic conditions,
3) experience better health outcomes, and
4) report greater satisfaction with care received.

We will accomplish this by:

- Training our clinicians/staff on the MFI QI methodology through resources provided by our PTN coach
- Implementing evidence based protocols specific to our identified clinical outcomes
- Educating clinicians & implementing select Choosing Wisely guidelines to decrease unnecessary testing/procedures
- Using a web based patient satisfaction survey to capture patient feedback and identify areas of focus
- Capturing a combination of claims and EHR data to drive improvement, monitor trends and evaluate progress toward our goals
- Completing a Pharmacy Medication Management Needs Assessment to identify top areas of focus to work on with our Network Pharmacist
- Defining our medical neighborhood and formalizing lines of communication to ensure flow of information and clear transitions in care
- Reaching out to community partners and identifying community and referral resources

Stories from the Ground:

Michelle Mora (Molina HealthCare)

12/5/2019



Another Example from AppleCare



Cheryl Marks, AppleCare Medical Management



Micro Aim Statements:

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 2:

Create joy in the workplace for entire practice team. This can be done through recognition, celebration and staff engagement into practice outcomes.

- 4 staff based programs for the year

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

Example 4:

Completion of a (certain percentage) Annual Wellness Visits on senior population and workflow design for Green and Yellow form submission and payments

- Gather historical data and set new yearly goal



Chat Box Question:

How might you encourage your practices to deepen their ENGAGEMENT and OWNERSHIP?

Stories from the Ground:

Nancy Maafala, Allied Pacific IPA



12/5/2019



Chat Box Question:

What other things have contributed to some of your wins with your practices?



It's All About the Relationship

- What's the matter with you vs. What *matters* to you
- Consistent check-in/ communication
- Give tools / resources to support their vision
- Build capability – Inspire and empower!
- Celebrate (small win / big wins)!



Chat Box Question:

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



UPCOMING EVENTS

- April 18th @ 10am: Share & Learn
- April 24-25th @ Burbank: 10 Building Blocks Training
- July 12th @ 10am: [Practice Facilitation 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:

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Project Manager

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Practice Transformation Initiative, a program of:



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_2018-04-05

Practice Transformation Initiative, a program of: