

Practice Facilitation



WORKSHOP

Measurement Matters

October 4, 2018

Practice Transformation Initiative, a program of:



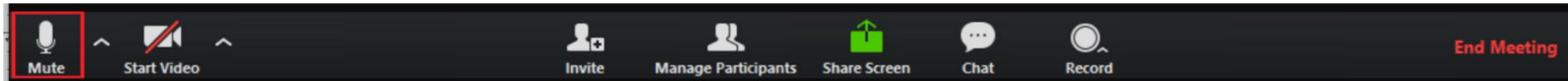
Tech Tips – Zoom Meetings

Attendees are automatically MUTED 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 Jose if you have any technical issues



Zoom Tips & Tricks

The screenshot shows a Zoom meeting interface with several callouts:

- Join Audio:** A red arrow points to the 'Join Audio' button in the top toolbar.
- Start Video:** A purple arrow points to the 'Start Video' button in the top toolbar.
- Participants:** A green arrow points to the 'Participants' button in the top toolbar, which is highlighted with a red box. A callout box explains that this list allows users to see who else has joined.
- Chat:** A blue arrow points to the 'Chat' button in the top toolbar. A callout box explains that the chat box is used for asking questions and inserting comments.
- Video Control:** A yellow callout box explains that video controls allow users to show or turn off their video.

The main content area displays a resource page for 'Preventing physician burnout' with a table of resources:

Select All	Type	Size / Duration	Preview	Download
<input type="checkbox"/>	Preventing physician burnout module	Module PDF (PDF) 724 KB	Preview	Download
<input type="checkbox"/>	Preventing physician burnout PowerPoint	PowerPoint (PPT) 1,356 KB	Preview	Download
<input type="checkbox"/>	Mini Z Survey	Survey/Quiz (MS WORD) 37 KB	Preview	Download
<input type="checkbox"/>	Talking points for leaders	Tactic (MS WORD) 38 KB	Preview	Download
<input type="checkbox"/>	Tactics to reduce burnout	Tactic (MS WORD) 39 KB	Preview	Download
<input type="checkbox"/>	Zero burnout program survey for clinicians	Survey/Quiz (PDF) 353 KB	Preview	Download
<input type="checkbox"/>	AMA Wire - Physician Burnout	News Story (PDF) 141 KB	Preview	Download

Click here to join audio

Video control – you can click to show your video or turn it off

Participants list allows you to see who else has joined

Chat box so you can ask questions and insert comments

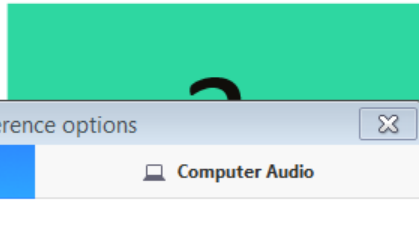
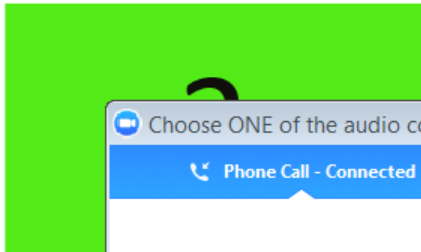
Link Your Phone Line with Web Log-In

- ***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.

PTI Organizations





Today's Facilitators

- Nancy Maafala, is a HEDIS/STARS specialist at MedPOINT Management. She is also a PTI Practice Coach and an ACE with 20+ years in the healthcare industry.
- Cathy Martinez, MPH, is part of the HealthCare Partners team and has been working with PTI since 2017. She is an ACE and a health coach with 15+ years of experience.



Today's Achievement-Based Objectives

- Plan and prepare for your data presentation.
- Identify new ways of sharing data with practice using story telling



Chat in Your Response:

Think of a time in your personal life when you used “data” effectively to engage someone in doing something. What made it effective?

What does "data" mean to you?

Nancy Maafala, Medpoint

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Chat in Your Response:

What is the most common response you get regarding the data you share:

- a. “This data is wrong.”
- b. “We don't have the time to fix this”
- c. “Why should I care about these numbers”
- d. No response – blank stare

Plan Your Visit to the Practice



GAUGE THE LEVEL
OF
COMPREHENSION



ANALYZE THE
DATA



CREATE AN
AGENDA



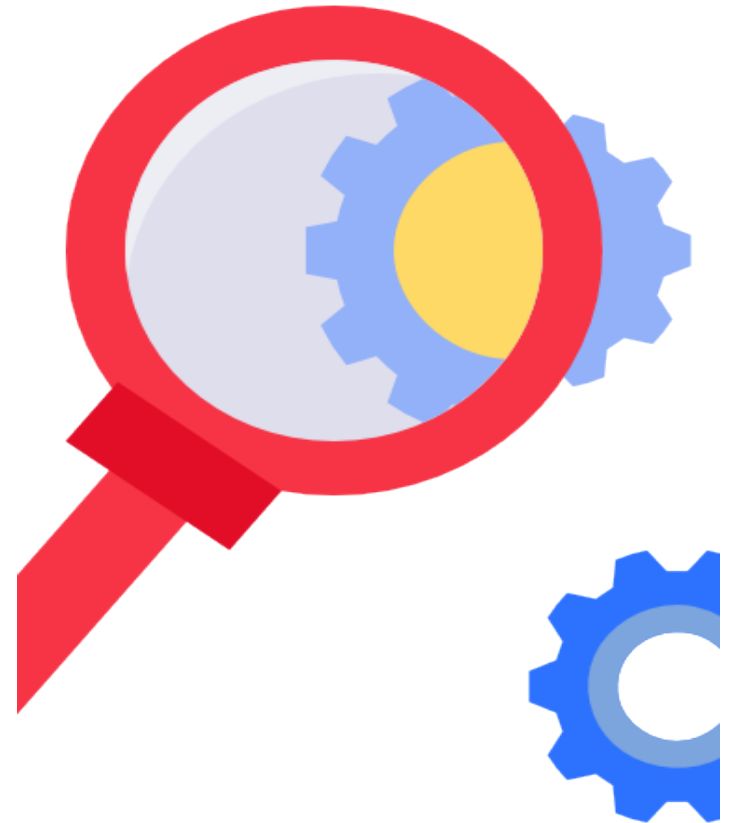
FACILITATE THE
MEETING

Gauging the data comprehension....

- You can't change what you don't understand.
- What is the level of HEDIS knowledge/comprehension?
- Create an atmosphere of "collaboration"
- No one cares how much you know until they know how much you care!

Analyze the Data

- Be confident about what you present
 - Know your data before you present it
 - What is the timeframe?
 - What is included?
- Know where you want them to go
 - What area do YOU think they need to focus on?
 - Do you need to stratify/display the data accordingly to promote greater understanding?



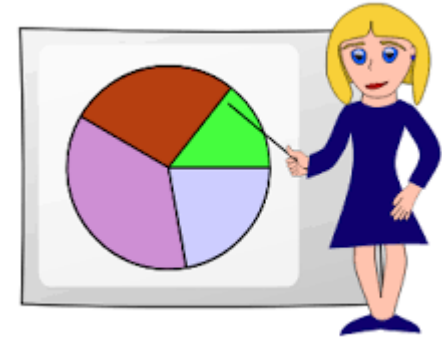
Create an Agenda: Plan Your Time with the Practice

- Time for connecting and relationship-building
- Maintain a steady flow and stay on track to cover all topics
- Time for ensuring/assessing understanding of measurement process
- Time to discuss your “ask” of them (How much better by when)
- Allow time for Q&A



Facilitating the Meeting

- Provide data for review (no comments offered)
- ASK what questions they might have
- ASK questions to confirm understanding of the measure
- ASK for impressions regarding performance
 - What can you/they celebrate?
 - What areas may need improvement?
- OFFER to support improvement efforts and SHARE a plan



Learning from Challenges

- Track progress
- Fail, it's ok
- Adopt, adapt, abandon
- Dedicated follow up time



Painting a Picture . . .

Using Data to tell a Story

Cathy Martinez, Healthcare Partners

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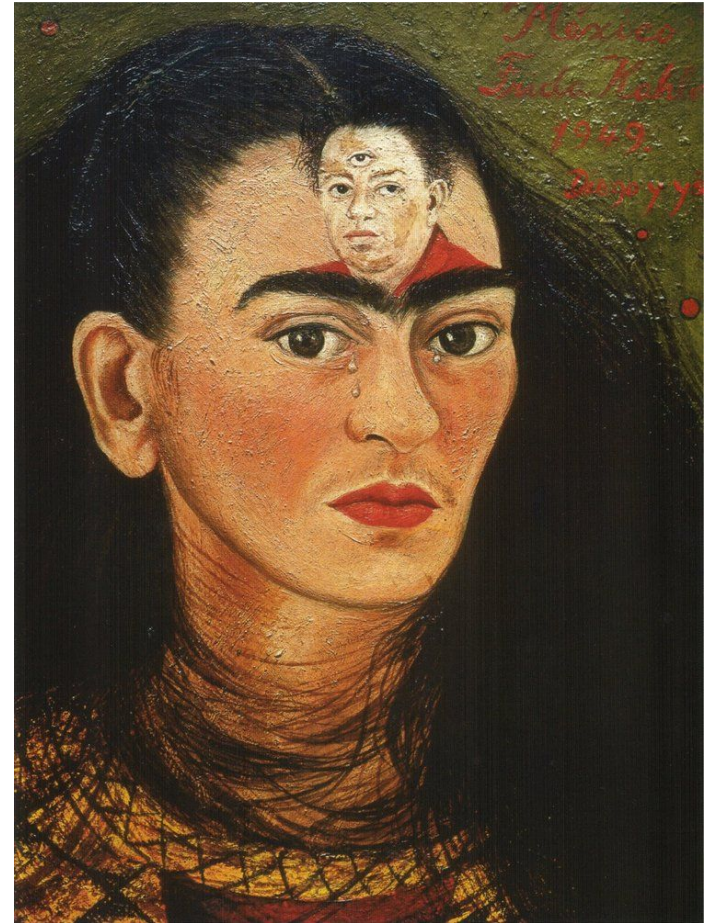
12/5/2019



Giving life to the Data

Data on the Brain

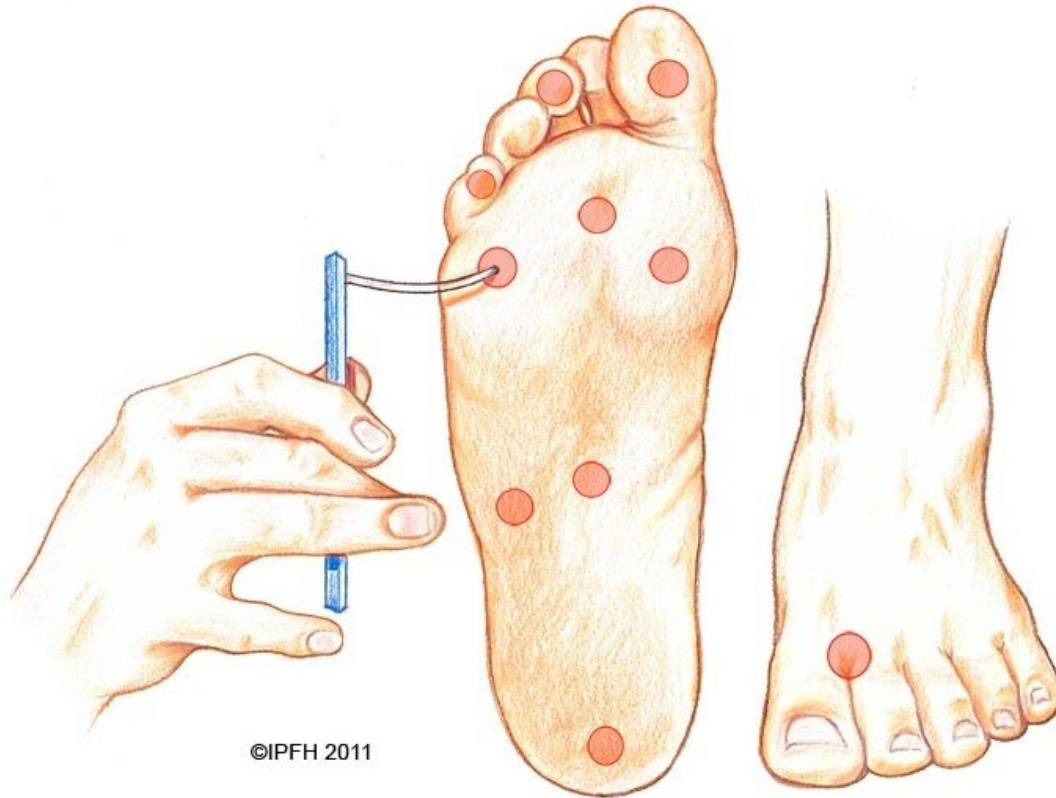
Making sense of the
Data



Diabetic Foot Exam Data

- The lifetime risk of a person with diabetes developing a foot ulcer may be as high as 25%
- Up to 50% of older patients with type 2 diabetes have one or more risk factors for foot ulceration
- Diabetic foot ulcers frequently become infected and are a major cause of hospital admissions
- Approximately 56% of diabetic foot ulcerations become infected

The Power of Storytelling



©IPFH 2011



Chat in Your Response:

- Which set of data spoke to you and why?

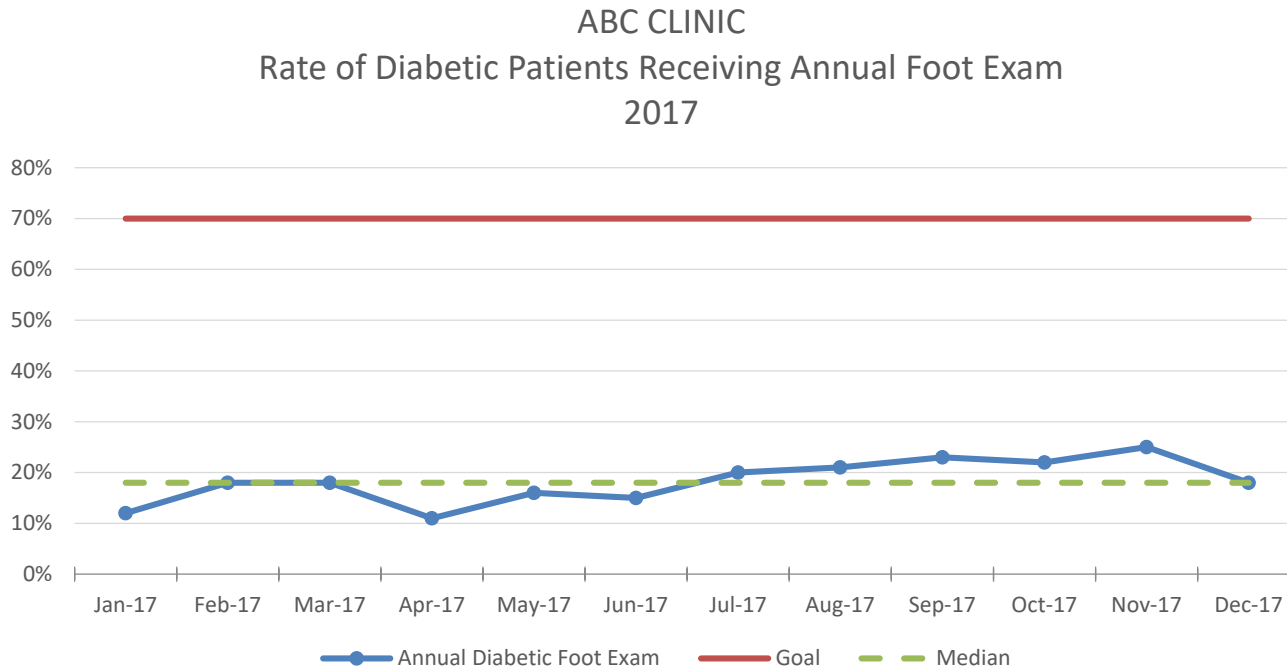
Sharing data in Medical Offices



- How do you display data?
 - Display board
- How often is Data shared
 - Daily huddle
 - Weekly goal review

Diabetic Foot Exam

- Here, at ABC Clinic, in 2018:
 - 10% of the patient population is being treated for diabetes (300 patients)
 - 5% of our diabetic patients had foot ulcers (15 patients)
 - Three patients required lower limb amputations



Medical team making improvements in Diabetes care

- Putting a face to the data
- Displaying the data
- Addressing the data daily/weekly
- Celebrating successes





CHAT:

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

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UPCOMING EVENTS

2018:

- 10/17 – Share and Learn Webinar
<https://pti-sl-oct18.eventbrite.com>
- 12/4 – Data Webinar
- 12/5 – Share and Learn Webinar

2019:

- 2/5 – 2/6 – PTI Annual Convening,
Location: TBD Southern California



2019 PTI Calendar



Virtual Workshops

Mar 7, 2019

Apr 4, 2019

Aug 1, 2019



In-Person PTI Convenings

Feb 5-6, 2019

May 14-15, 2019

September 17, 2019

Stay Connected



NEWSLETTERS
PTI Weekly Email
CQC Newsletter



BOX
Virtual
Library



PTI DATA
PORTAL

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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)

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Help us improve our offerings!



Share your feedback here:

https://www.surveymonkey.com/r/PFSW_2018_10_04

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