

A raccoon is the central focus of the image, standing upright on its hind legs. Its front paws are raised in a gesture that looks like a wave or a greeting. The raccoon has its characteristic black and white facial mask and is looking directly at the viewer with a neutral expression. The background is a natural setting with green grass and brown mulch.

Welcome!
We will get started in a
few minutes.



Tuesday, March 26, 2024 ; 11:00 – 12:00 PT

Setting Aims

Model for Improvement Fundamentals
Webinar 1 of 2



California Quality
Collaborative

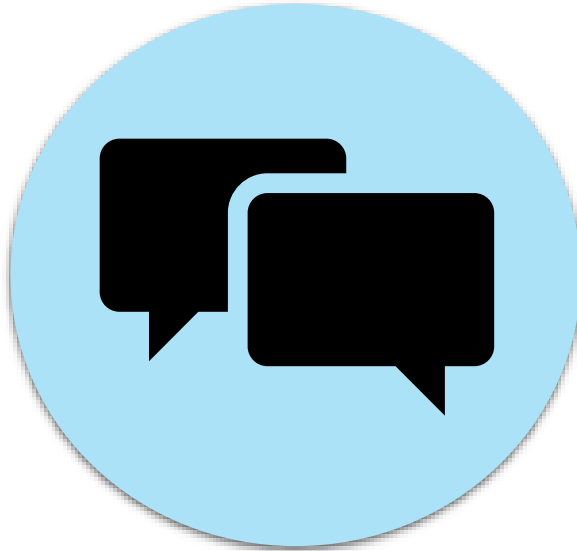
Tech Tips



Welcome!

Add your organization
to your name

Turn on video if
possible



Engaging Today

Share questions in the
chat or come off mute.
Join the breakout room
discussions. Participate
in feedback Zoom polls.



Need help?

Direct message
Anna Baer
if you have any
technical issues

Welcome!

Anna Baer



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Let's Meet Our Cohort!



Chat in

- Your name
- Organization
- Role
- **Why quality improvement is important to you**

QI keeps the team focused on what's important

work smarter, not harder!

Accountability for providers to provide the best care possible and facilitate overall wellness.

Better results for patients.

Improve patient safety and health outcomes

track, trend and make adjustments based on results.

people aren't just a number but they are someone is family member.

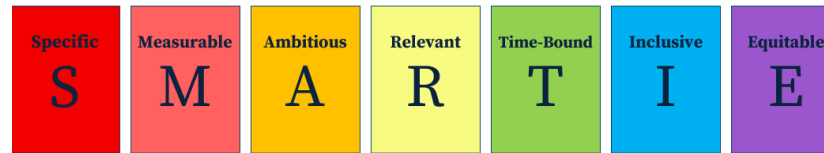
Quality is accountability.

Our Agenda

Today, we'll:



Reflect on quality improvement methodology supporting your project

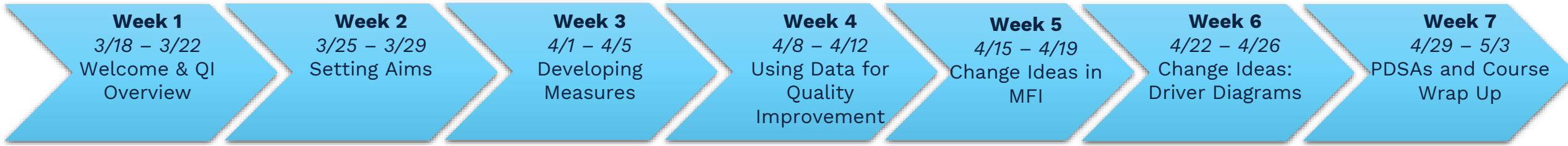


Review characteristics of SMARTIE Aim Statements



Share lessons with QI peers

Learning Journey



Webinar #1 of 2
Setting Aims
Tues. 3/26
11am-12pm

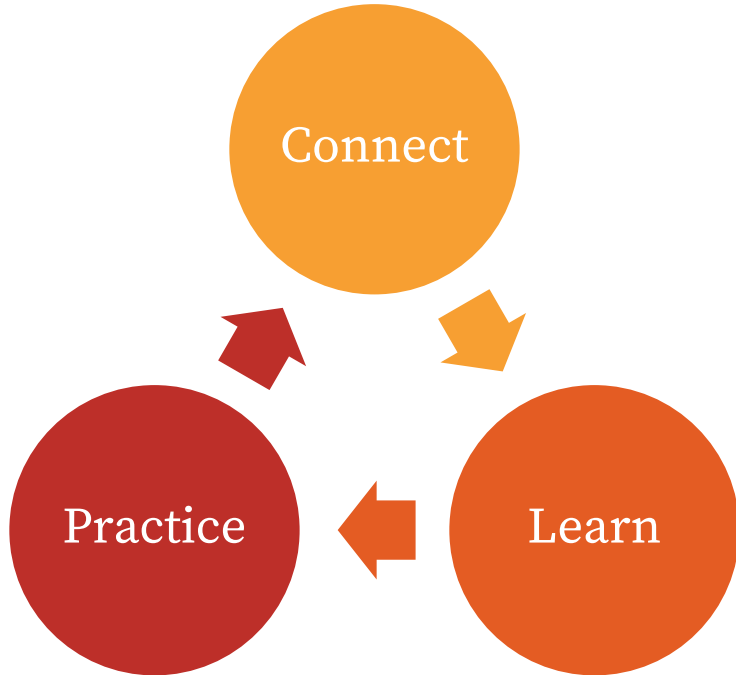
Webinar #2 of 2
Measurement & PDSAs
Tues. 4/30
11am-12pm

Assignment #1
Aim Statement
Due by Tues. 4/30

Post-Program Survey
Due by Fri. 5/3

Learning Component	Description
Self-Guided Learning	<ul style="list-style-type: none"> Content and resources in Learning Management System (Ruzuku) Content will be released Friday via email before the week ~15-25 minutes of weekly self guided learning
Webinars	<ul style="list-style-type: none"> Two hours: Tues. 3/26 (11-12), Tues. 4/30 (11-12)
Assignments/Submissions	<ul style="list-style-type: none"> Aim Statement – due to Tues. 4/30

Expectations & Questions



- Participate in 2 live webinars
- Spend 15 - 25 minutes in [Ruzuku](#) each week
- Complete 1 assignment: Aim Statement
- Engage with others in Ruzuku discussion posts
- Share feedback in program survey

Questions? Can't access Ruzuku?

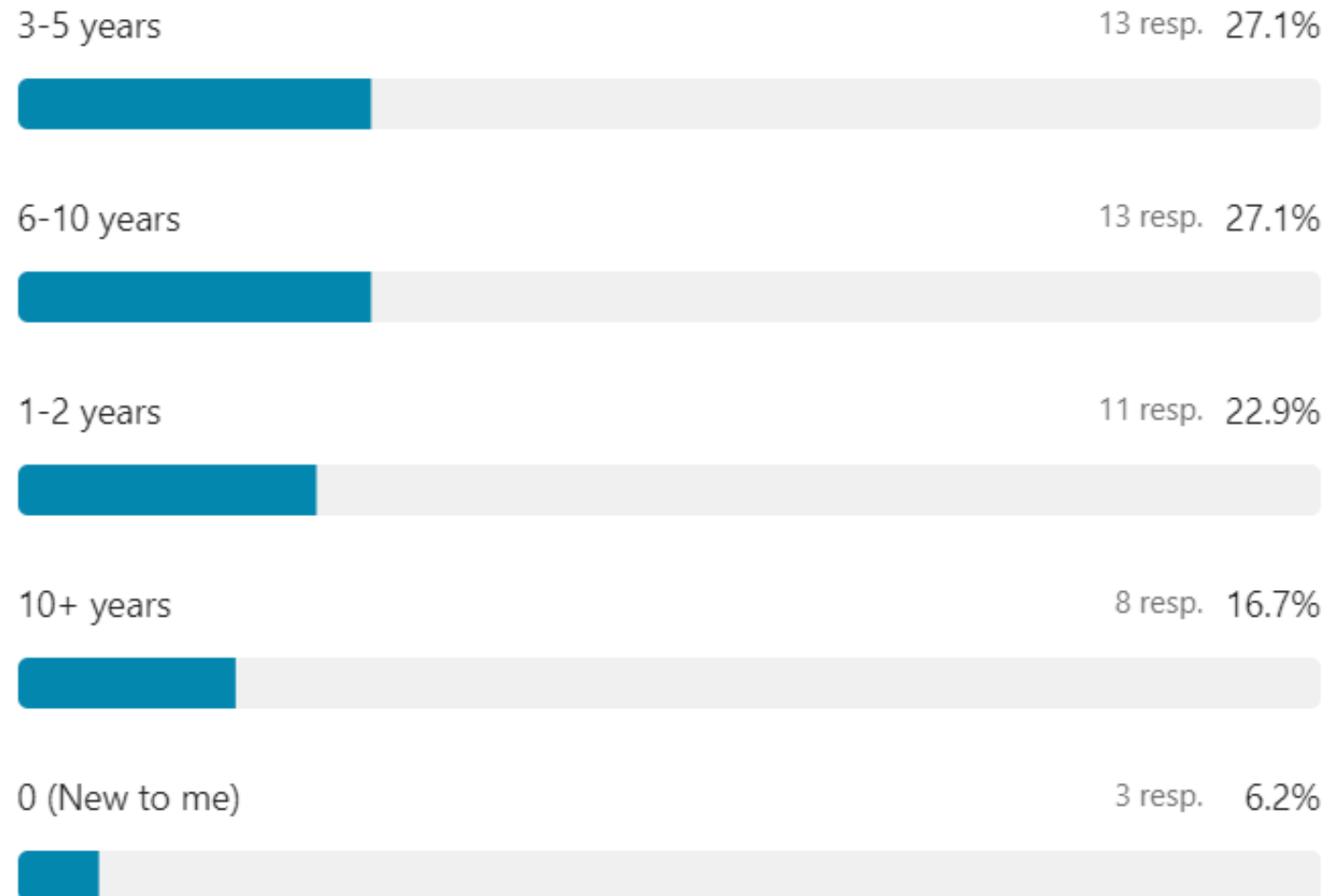
Contact

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Your experience with Quality Improvement

What is your experience level with Quality Improvement?



QI Focus

Review data in dashboards, then small groups to pick and carry out projects

insurance company quality measures.

By reviewing what is important data wise, breaking it down by county, and getting to our provider groups.

Improving data quality

How does your organization determine what to prioritize as a Quality Improvement (QI) project?



patient & staff surveys

Stakeholder or regulatory mandates.

Come off mute or let us know in the chat!

1) Might be directed from DHCS or 2) we prioritize based on quality measure performance.

Coalition groups to determine what would be most beneficial

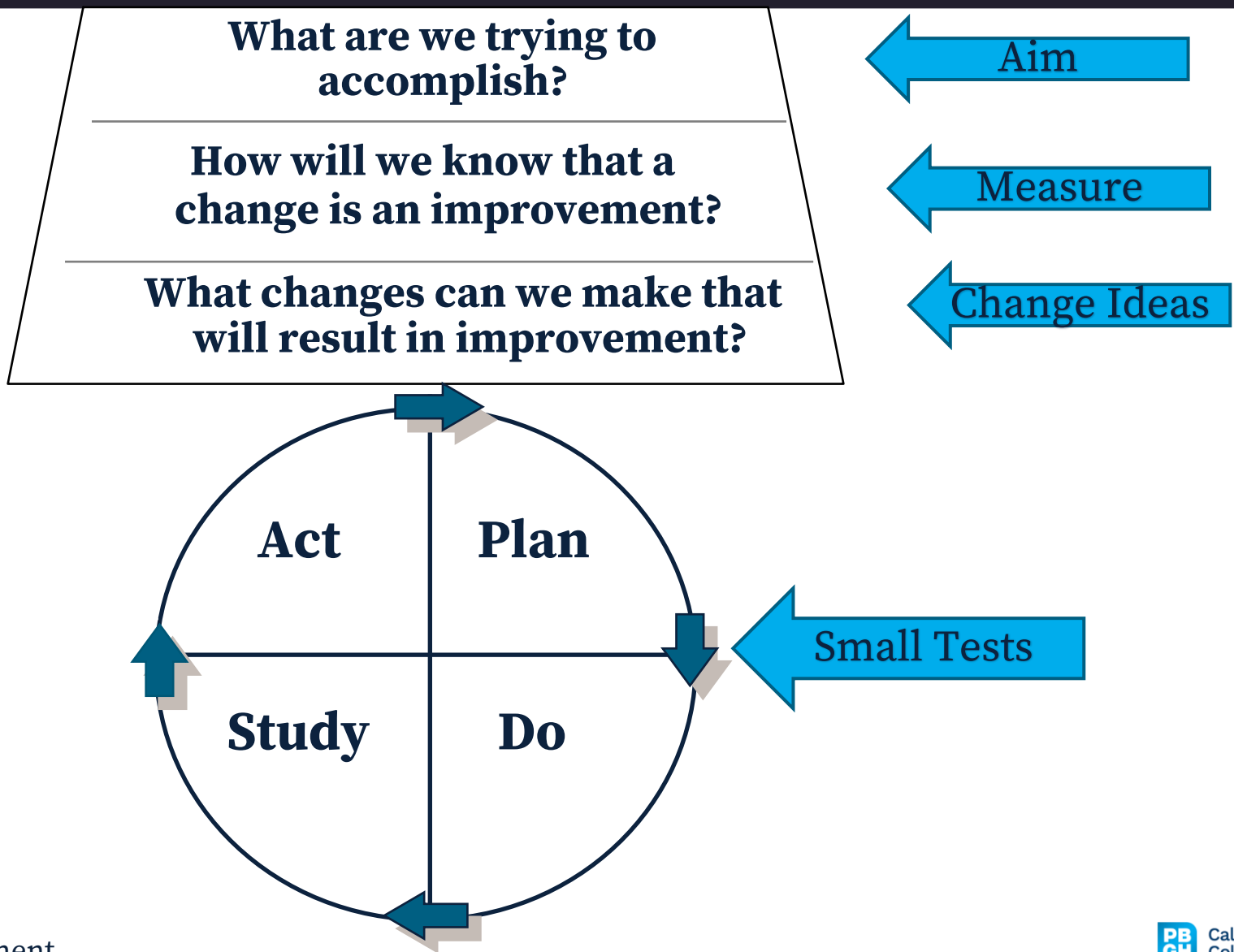
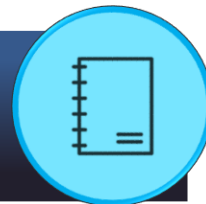


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Quality Improvement

What is it?

Model for Improvement



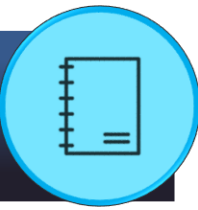
Equity-Focused Quality Improvement

- Align with organizational culture & values
- Incorporate equity throughout every stage of QI project
- Analyze and present data to identify inequities
- Co-design with family and community partners

Sources: Lion, Zaro, Coker; [Pediatrics](#); March 2022

Michelle-Marie Peña, MD, Children's Hospital of Philadelphia, [CIN presentation](#), 2021

Model for Improvement: Equity Lens

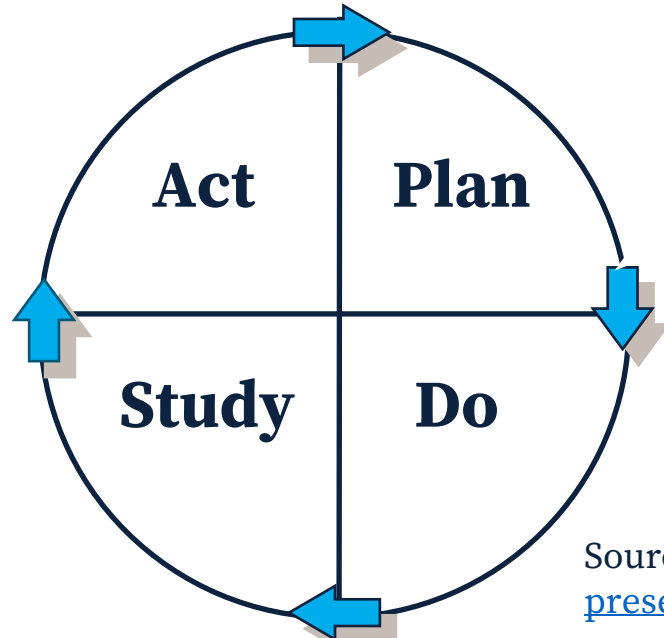


Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What changes can we make that will result in improvement?



**In which populations?
Experiencing what barriers?**

**For whom? Under what
circumstances? Who might we
miss?**

**Are there unintended
consequences? Do all receive the
benefits of the change equitably?
Will the change worsen
inequities?**

Connect & Share

What are you working on for this course?

- Join a breakout session of 3 people
- Introduce yourselves
- We will hear from a few groups when we return

Share: What quality improvement (QI) project will you be working on during the course? What are you hoping to accomplish?



8 MINUTES



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SMARTIE Aim Statements

What are we trying to accomplish?

Model for Improvement Equity Lens

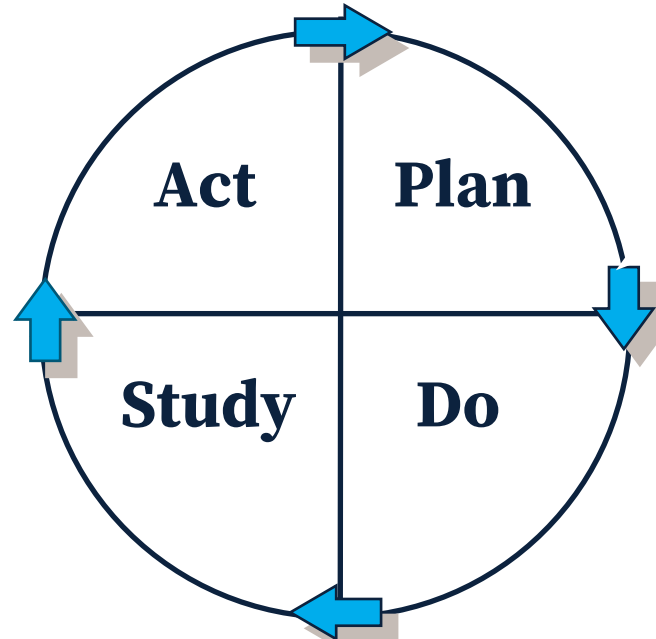
**In which populations?
Experiencing what barriers?**

Aim Statement

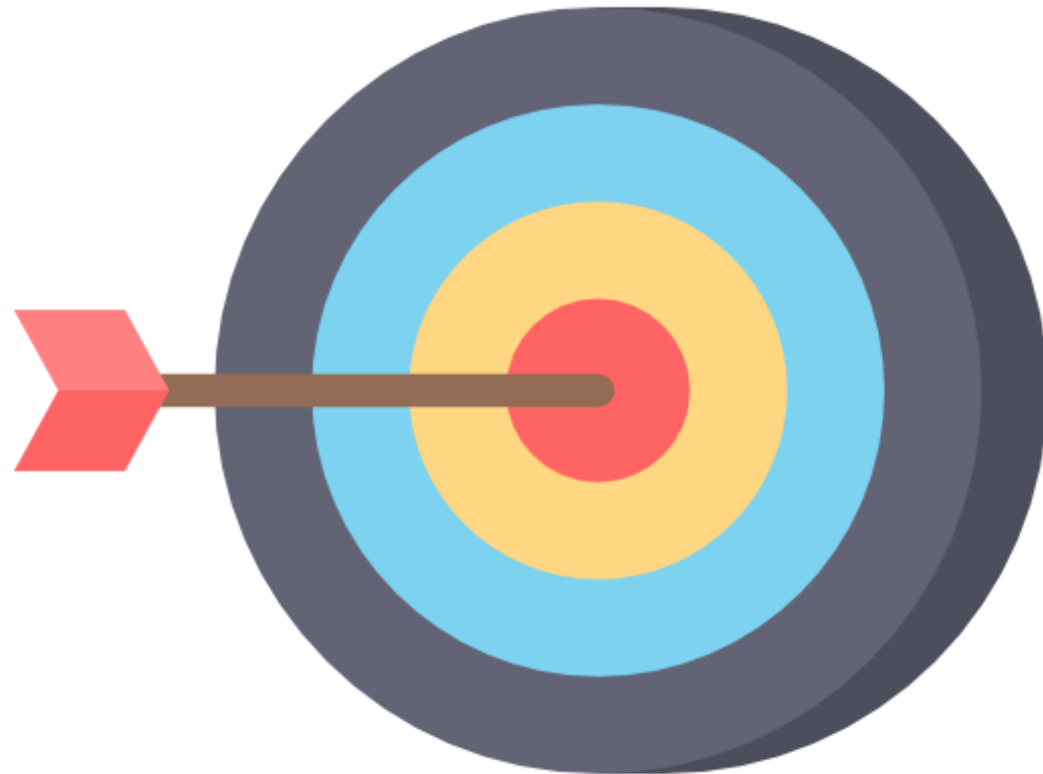
What are we trying to accomplish?

How will we know that a change is an improvement?

What changes can we make that will result in improvement?



Why are Aim Statements important?



Developing an Effective Aim Statement

Design with input from your QI team

- Patients, providers, care team members, administrators, coaches, others

Scope the Project

- Consider factors that may impact the change effort, e.g., time, resources, desired impact

SMARTIE Characteristics

- Effective AIMs include the characteristics reflected in the acronym



SMARTIE Characteristics

Specific

S

Measurable

M

Ambitious

A

Relevant

R

Time-Bound

T

Inclusive

I

Equitable

E

Aim Statement Template

We

Organization name

Will improve

*Project focus area: operational efficiency, patient experience, etc. [**Specific**]*

By

*Reducing/decreasing or raising/increasing project focus: diabetes management, breast cancer screening, etc. [**Relevant**]*

For

*Patient population [**Inclusive; Equitable**]*

From

to

Baseline

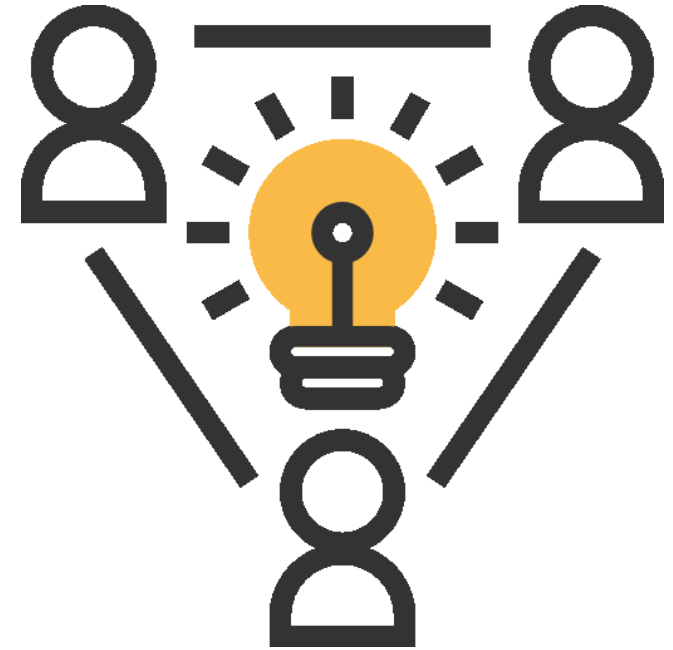
*Target goal [**Measurable; Ambitious**]*

By when

*Target date – specific exact date [**Time-Bound**]*

Is this Aim Statement SMARTIE?

By December 31, 2025, Seaside Clinic will decrease the gap between patients who have an up-to-date fecal occult blood test, while improving colon cancer screening rates for all.



Making the Examples SMARTIE

By December 31, 2025, Seaside Clinic will decrease (by 100%) the gap between (Hispanic and Non-Hispanic White) patients (ages 50 -75 years) who have an up-to-date fecal occult blood test, while improving colon cancer screening rates for all (to 60%).

Aim Statements with Multiple Outcomes

South Shore Clinic will improve care management of our patients with Type 2 diabetes by September 30, 2025, as evidenced by:

- Increasing the percentage of patients with HbA1c < 7 from 40% to 50%
- Increasing the percentage of patients with BP < 140/90 from 60% to 80%
- Increasing the percentage of patients with timely retinopathy screening from 50% to 75%

What Questions Do You Have?



Wrapping up

Using SMARTIE as the new template for goal setting



- What is one thing you'll take away from today's webinar and apply to your QI work?

Thinking more about the equitable portion for SMARTIE aims.

SMARTIE -- clearly defining our goals

use the AIM statement as an opportunity to increase member engagement

the expanding of SMART to SMARTIE because there is a push for health equity in what we do

and that we can have multiple outcomes sometimes and it is okay

What's Next

Complete your own Aim Statement

Submit to CQC by Tues. 4/30

Continue work in Ruzuku

See you again Tuesday 4/30,
11-12!



Feedback please!

Today's webinar was useful for me and my work
[select one]

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Of the topics we covered today, what was especially helpful? *[select multiple]*

- Reflect on quality improvement methodology supporting your project
- Review characteristics of SMARTIE Aim Statements
- Share lessons with QI peers



Thank you!

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