

Michigan Patient Centered Medical Home (PCMH) Initiative Practice Transformation Collaborative



June 13-14, 2017

LUNCH





Institute for
Healthcare
Improvement

Storyboard Rounds & Team Time



*Sue Butts-Dion
Sue Gullo*

Storyboard Instructions

- Join up with 2 other teams (preferably 2 teams you have not yet interacted with or heard from)
- As a trio, round to each story board stopping at each for ~10 minutes for a presentation from that team
 - (5 minutes presentation and 5 minutes Q & A)
- Role of reporting teams
 - Share highlights & key learnings
- Role of observing teams
 - Be curious, ask questions, provide insight (leave behind any ideas on sticky notes so that the team will have them as take-aways)



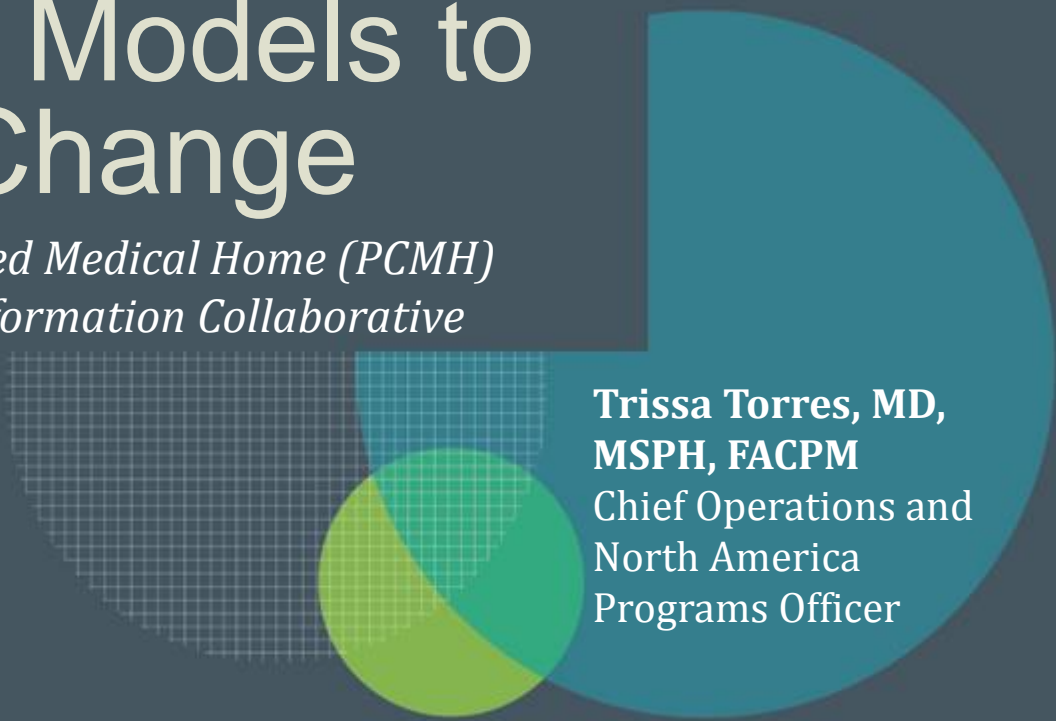
Team Time Instructions

- As a result of the dialogue during Storyboard Rounds, spend the last 15 minutes:
 - What, about your aim, measures, changes or PDSAs, might you investigate more, change, refine?
 - Update your story boards in real time!
 - As a team, write down your next steps.



Debrief & Models to Support Change

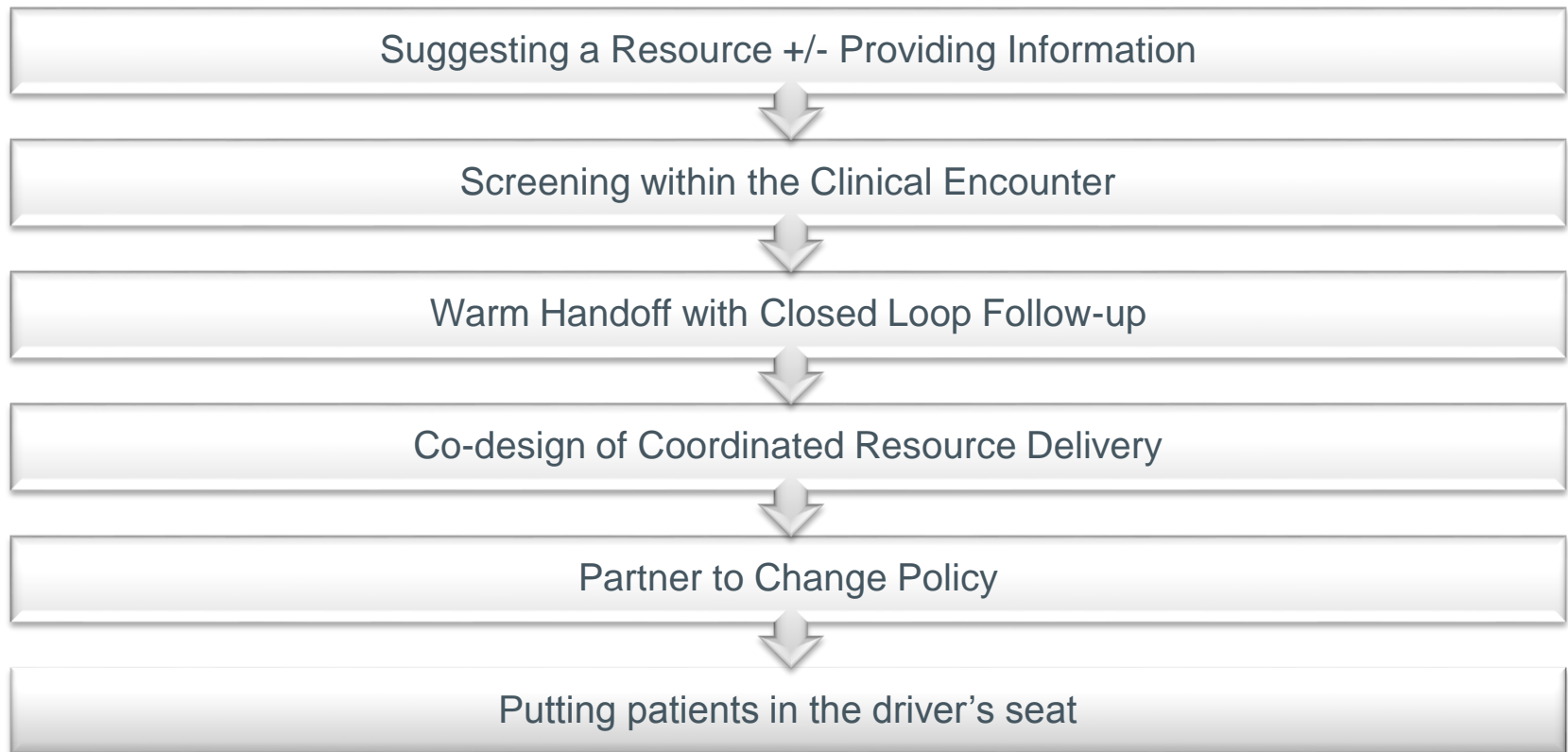
*Michigan Patient Centered Medical Home (PCMH)
Initiative Practice Transformation Collaborative*



**Trissa Torres, MD,
MSPH, FACPM**
Chief Operations and
North America
Programs Officer

Models

Evolution of partnering to address the social determinants of health



Suggest Resource/Provide Information: 211

2-1-1 is a free and confidential service that helps people across North America find the local resources they need.



Michigan Children's Health Access Program (CHAP)



What is Virtual CHAP?

Expertly trained CHAP
Specialists who can be reached
by calling Michigan 2-1-1

*Among CHAP clients
(those receiving at least
one CHAP support
service):*

- *Age 1 to 5, emergency department visits declined 43%*
- *Age 1 to 17, ED visits declined by 35%*

Within the Clinical Encounter: Upstreamists



[Rishi Manchanda](#)
[TED Talk](#)

At this time, which of the following "upstream" problems or issues do you wish your clinic could better identify in order to improve care of patients? *

- Financial (insecurity, management)
- Immigration
- Fitness / Physical Activity
- Household goods
- Literacy
- Housing and/or utilities
- Health insurance
- Transportation
- Employment and/or income
- Child care
- Nutrition
- Legal (civil, criminal)
- Food insecurity
- Education (access, quality, equity)
- Intimate partner & domestic violence
- Mental health
- Social isolation
- Community violence/ safety
- Civil and political rights
- Environmental (pollutants, toxins, justice)



Health Leads

Better health.
One connection at a time.



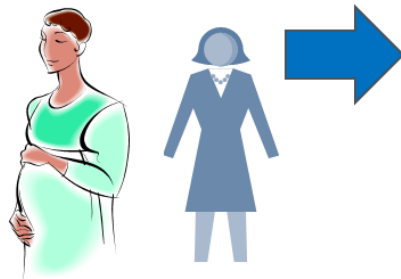
Pathways Community Hub

Partnering with Community Services

Identifying and Decreasing Risk

Engagement of at risk client

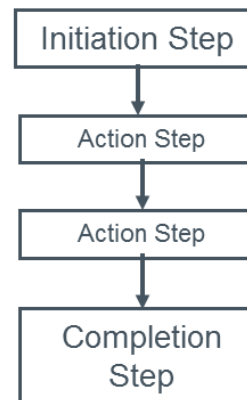
Initial Checklist – Captures Comprehensive Risk Issues



Yes No Question

Yes	No	Question
✓		Do you need a primary medical provider?
	✓	Do you need health insurance?
	✓	Do you smoke cigarettes
✓		Do you need food or clothing?

Assign Pathways



Reliably Track/Measure Results (Connections to Care)

By: Care Coordinator
Agency Region

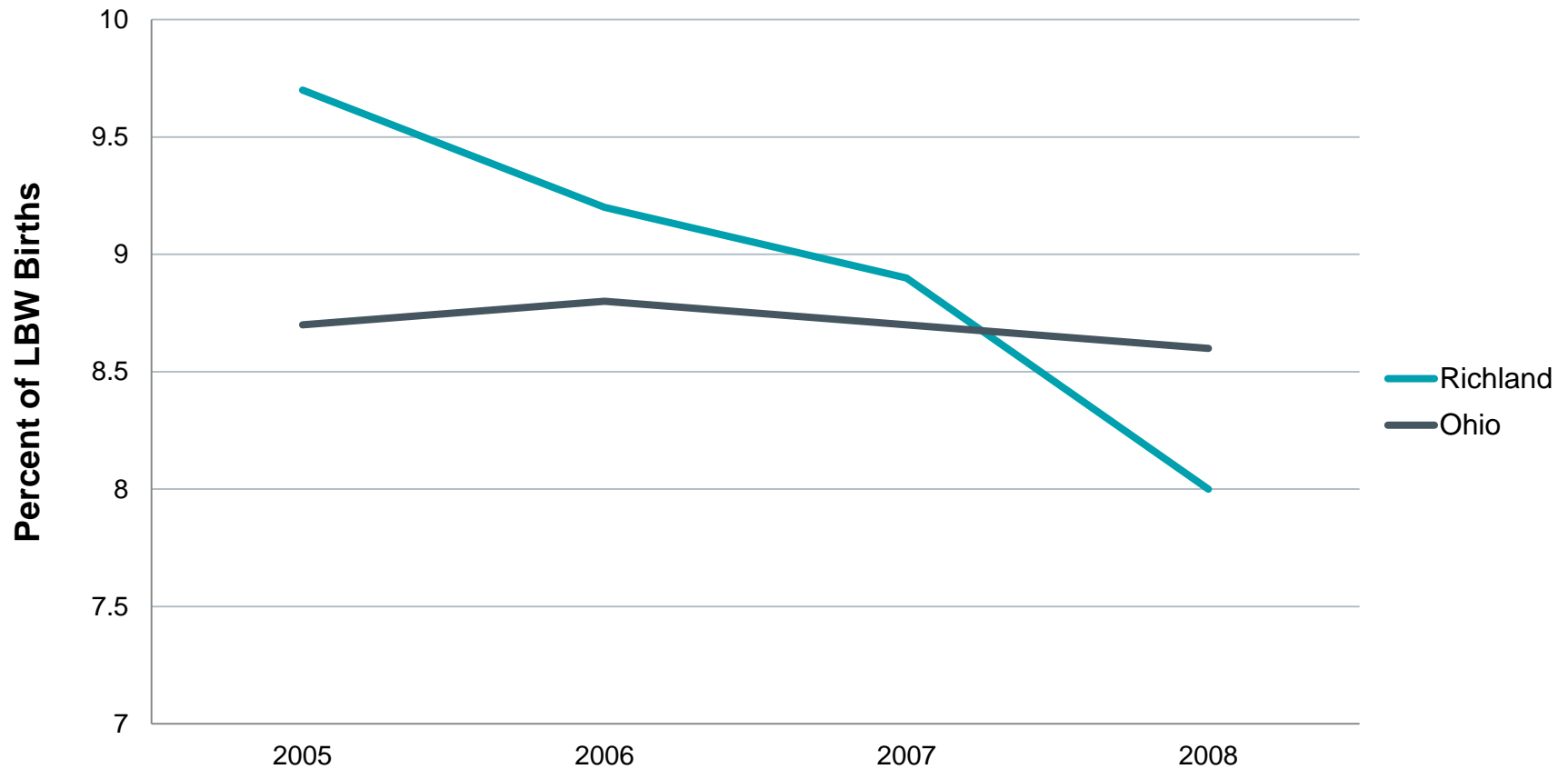
Name	Medical Home	Pregnancy	Social Service
CHW A	5	2	10
CHW B	1	3	4
CHW C	9	15	18

Site	Medical Home	Pregnancy	Social Service
Agency A	50	25	22
Agency B	64	17	35
Agency C	40	32	19



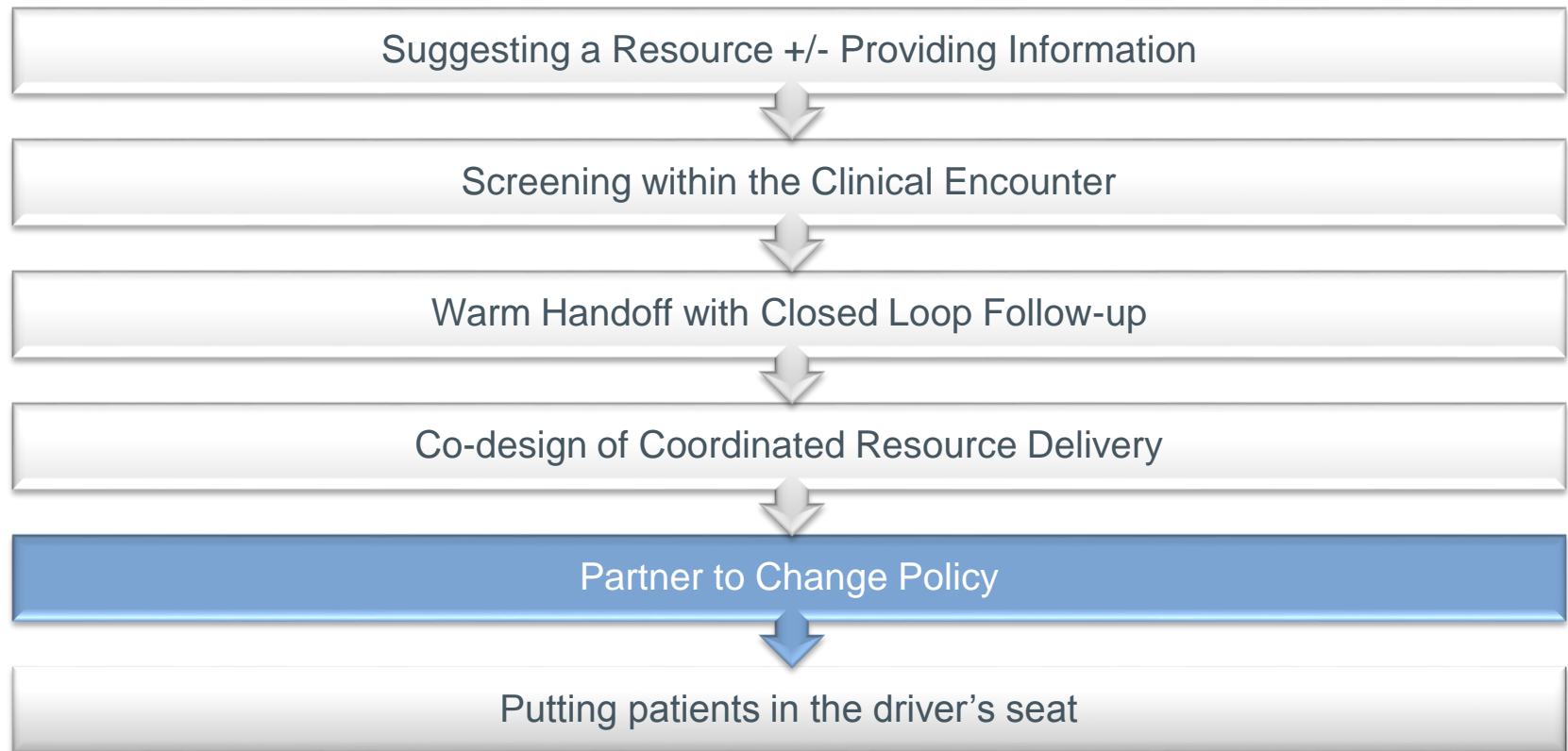
Pathways Community Hub

Low Birth Weight Rates in Ohio and Richland County: 2005-2008



Models

Evolution of partnering to address the social determinants of health

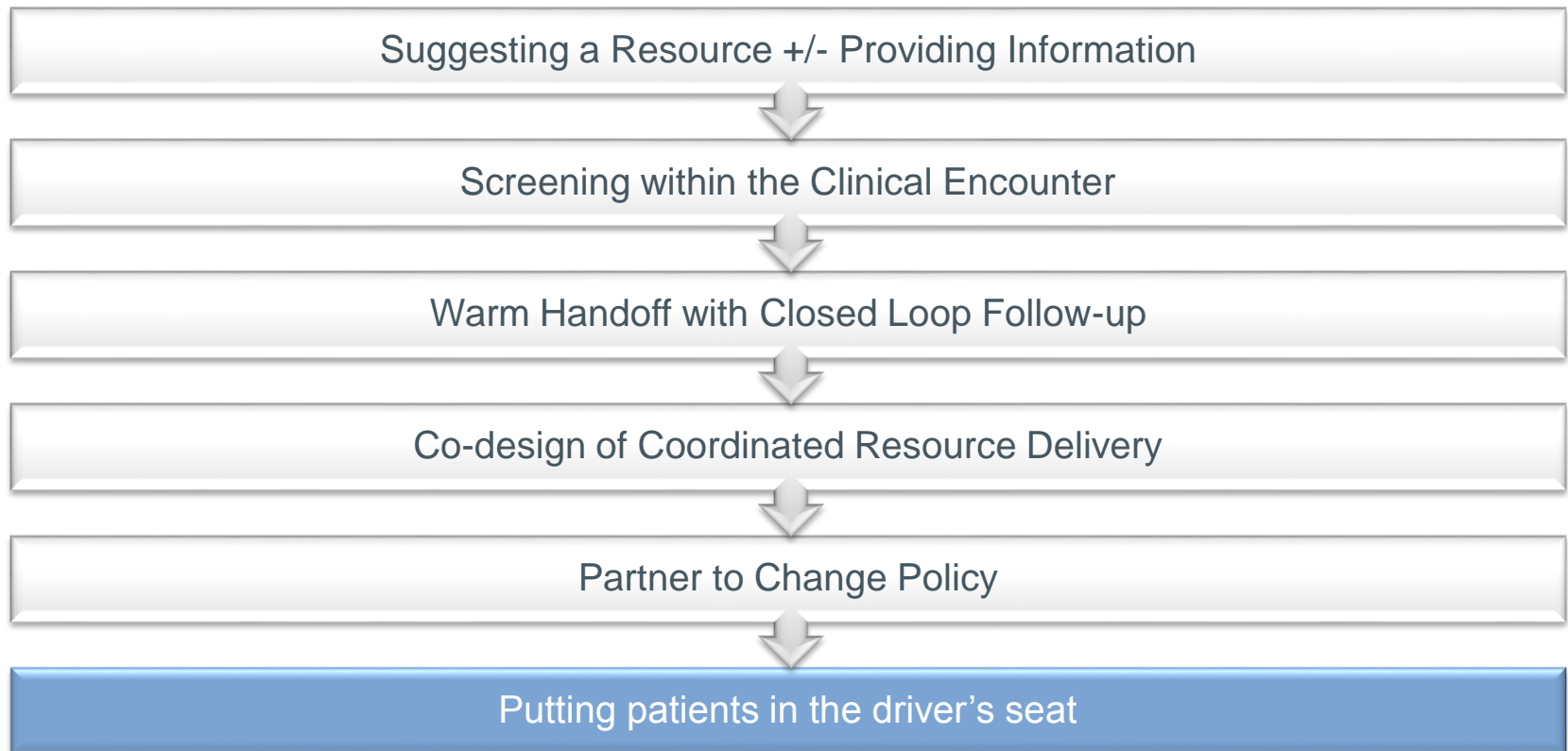


Partner to Change Policy: Homeless Moms



Models

Evolution of partnering to address the social determinants of health



**Welcome to Big White Wall.
Having a tough time?
Feeling down
or stressed?
Start feeling better now.**



The Big White Wall

Among Big White Wall Users:

- 73% reported sharing a mental health issue for the first time in their lives
- 95% reported an improved sense of well-being from using the service
- 80% reported an improved ability to practice self-care



Post a Talkabout

Talk to other Big White Wall members who may be experiencing the same thing as you.



Create a Brick

Express your feelings by creating a Brick using pictures and images.



Assess Yourself

Take assessments to set goals and track your progress.



Find Useful Stuff

With over 200 articles on Big White Wall, you can understand more about how you are feeling.



Join a Program

Register for on-line guided support courses using recognized therapies.



Make Friends

Connect with other Big White Wall members who feel like you so you can support each other.



Patient Case Study, Close & Prep for Day 2



Contra Costa Health Services – Patient Story



Reflection

- What surprised you?
- What were you puzzled by?
- How does it / does not correlate with your own experience?
- Where are you in this journey?

