Institute *for* Healthcare Improvement

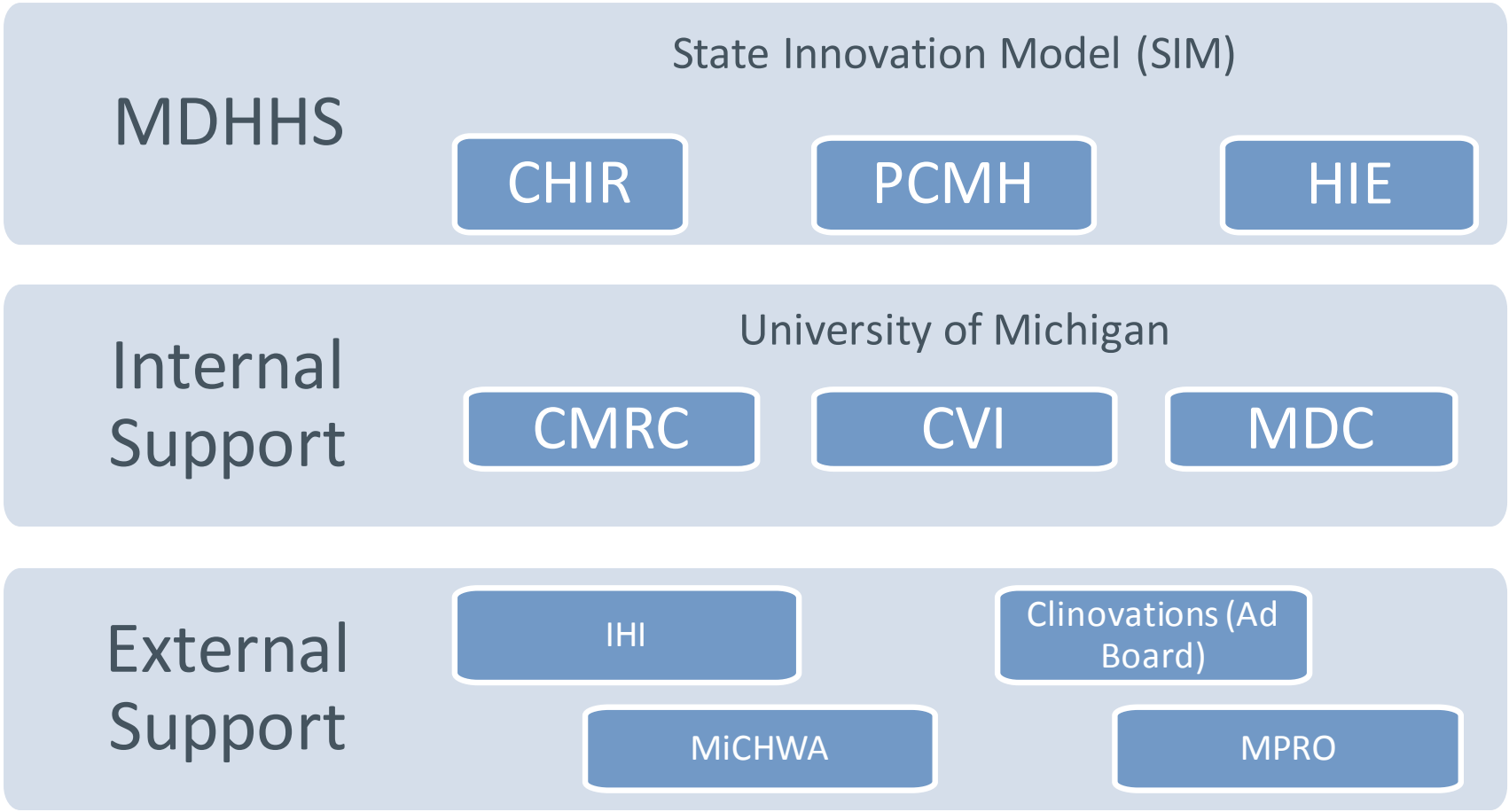
These presenters have nothing to disclose

MI PCMH Initiative Practice Transformation Collaborative

Webinar #1: Kick Off

March 9, 2017

SIM PCMH Initiative Team Structure



The MDHHS PCMH Initiative Team

Katie Commey, MPH
PCMH Initiative Coordinator

Phillip Bergquist
Policy & Strategic Initiatives Manager

Justin Meese
Sr. Business Analyst

The PCMH Initiative Internal Support Team

Amanda First
CVI Analyst

Diane Marriott
CVI Director

Veralyn Klink
CVI Administrator

Marie Beisel, MSN, RN, CPHQ
Sr. Project Manager - CMRC

Lauren Yaroch, RN
Project Manager - CMRC

Susan Stephan
Sr. System Analyst - MDC

The IHI Support Team

Sue Butts-Dion
Improvement Advisor

Sue Gullo, RN, BSN, MS
Director

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

Tam Duong, MS
Project Manager

Julia Nagy
Project Coordinator

Instructions for Using WebEx

To log-in, dial-in, and view materials:

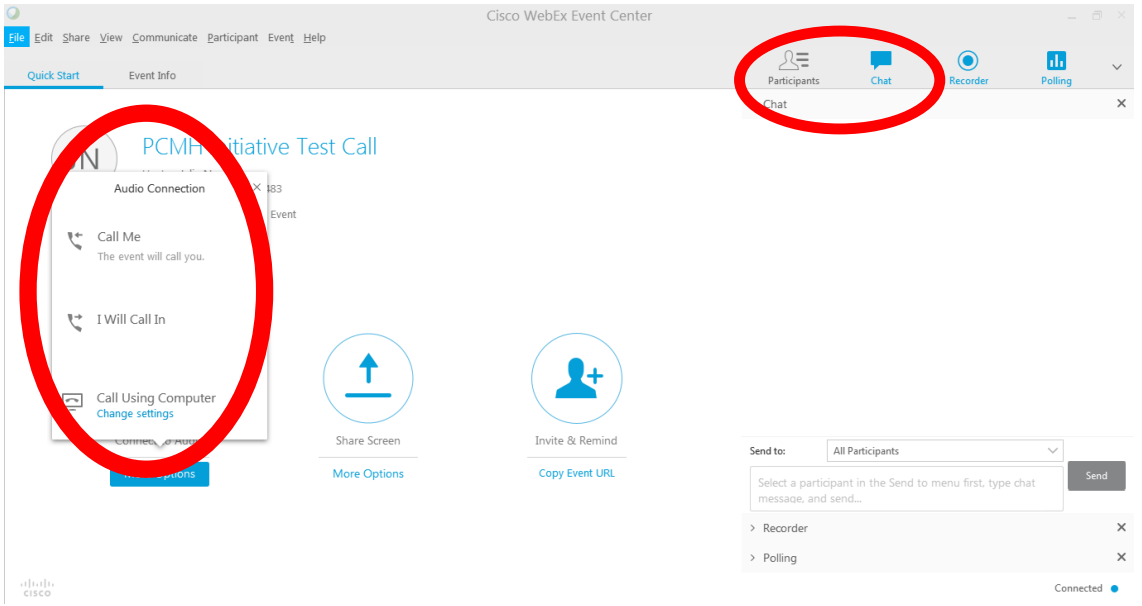
1. Go to **http://ihi.webex.com** (Note: There is no "www" in the address)
2. On the navigation bar, select **Event Center> Attend a Session > Live Sessions** to view a list of links.
3. Click "Join" or "Register" next to the event titled the topic listed above.
4. Enter your name and email address in the boxes on the right, then click "**Join Now**."
5. After the WebEx loads, a pop-up box that says "**Audio Conference**" will appear.
6. Please call in using the dial-in provided. **Use both the access code and attendee ID to dial in**.
7. Upon sign-in, please type your full name and organization into the chat box.

Phone Connection (Preferred)

To join by **phone**:

1) Click on the “Participants” and “Chat” icon in the top, right hand side of your screen to open the necessary panels

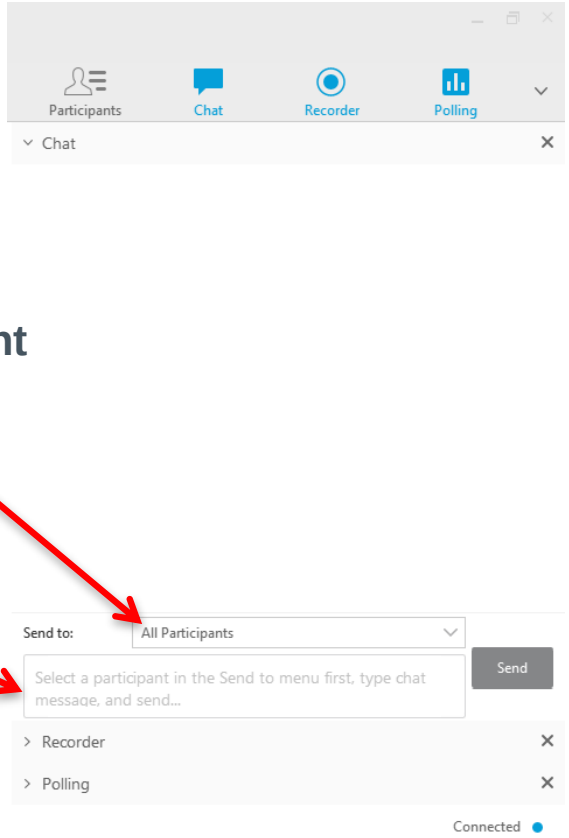
2) You can select to call in to the session, or to be called. If you choose to call in yourself, please dial the **phone number**, the **event number** and your **attendee ID** to connect correctly.



WebEx Quick Reference

- Please use chat to "***All Participants***" for questions

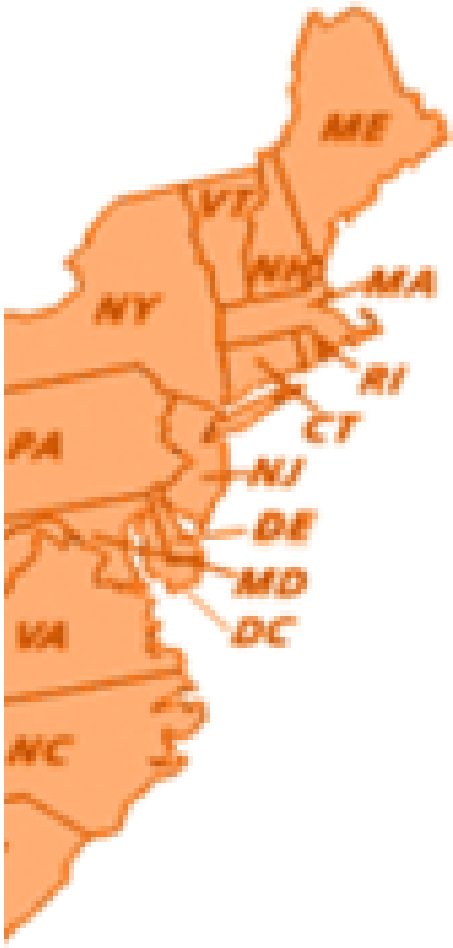
- For technology issues only, please chat to "***Host***"



Agenda

- Welcome & Introductions
- The Michigan Patient Centered Medical Home (PCMH) Practice Transformation Collaborative
  - Why
  - Who
  - What
  - How
- Preparing for Learning Session 1
- Q & A

Where are you joining from?



About IHI

Our Mission

To improve health and health care worldwide.

Our Vision

Everyone has the best care and health possible.

Who We Are

IHI is a leading innovator, convener, partner, and driver of results in health and health care improvement worldwide.

IHI Strategy

Mission

Improve health and
health care worldwide

Vision

Everyone has the best
care and health possible

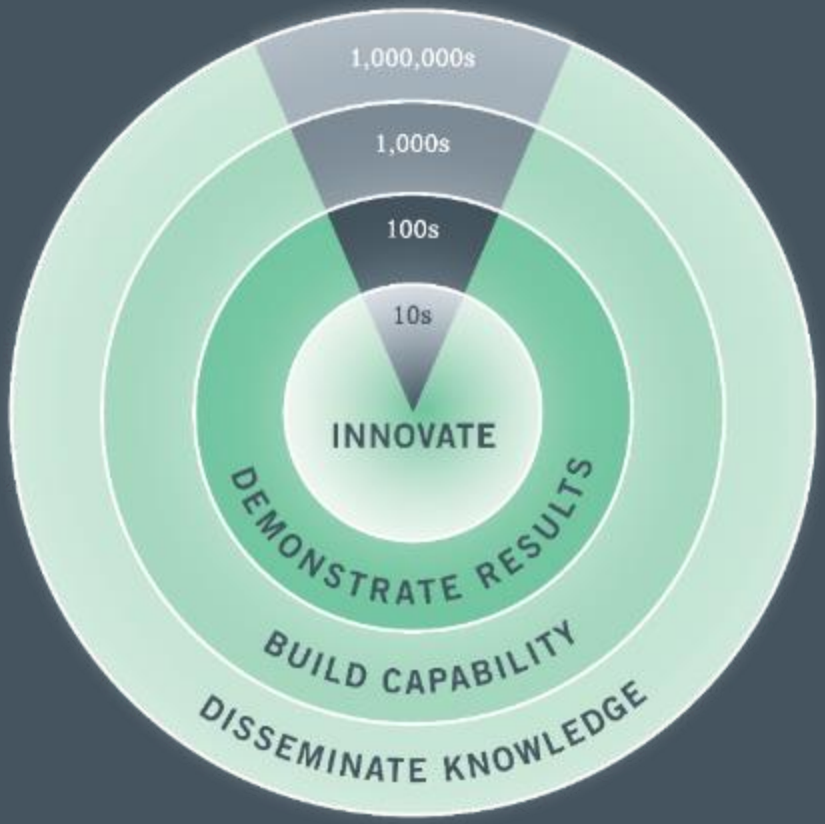
Strategic Approach

IHI applies practical improvement science and methods to improve and sustain performance in health and health systems across the world. We generate optimism, spark and harvest fresh ideas, and strengthen local capabilities.

How We Work

- **Convene**
- **Innovate**
- **Partner for Results**

The Way We Work: A Leverage Strategy



So, let's get started…

Using the chat box, chat in one improvement your team has made in the last year that you are most proud of. Who benefited most from the improvement?

Many Benefit…


WHY

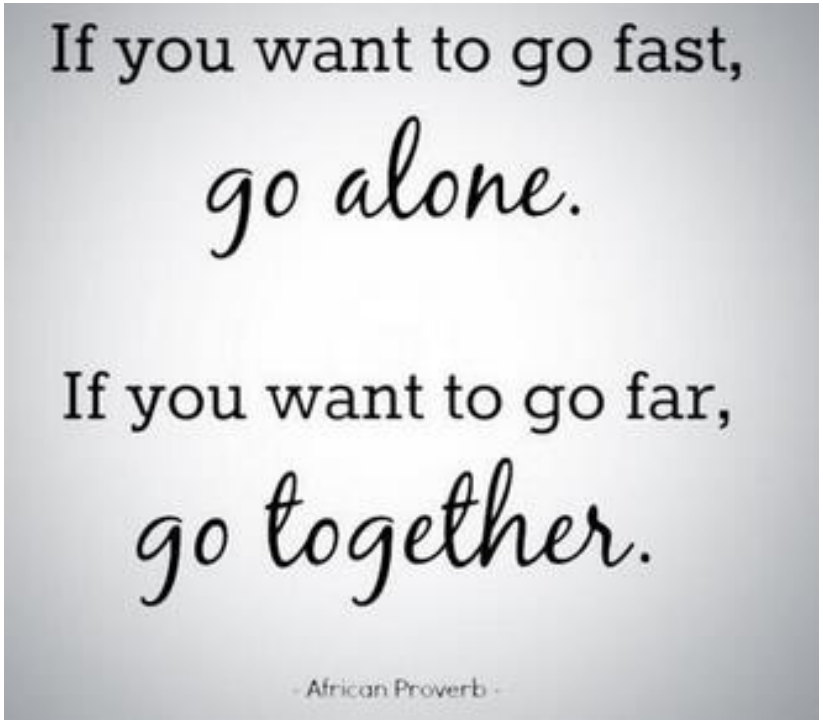
The Ultimate “Why”

- Integrate the experiences of those for whom we care.
- Measure widely so we can learn to get better.
- Teach one another.
- Reduce the costs of the whole, not its parts.
- Compete against disease and cooperate in doing so.

Source: Don Berwick, MD
Escape Fire pgs. 58-59

“Why” a Collaborative Learning Network?

Working together to improve and spread knowledge and to accomplish a common aim.




Who ?

Poll: Tell us about yourself

Are you a…

a) PO Representative / Practice Consultant?
b) Clinical Provider?
c) Care Manager/Coordinator?
d) Practice Manager?
e) CHIR Representative?
f) Other (please chat in your role)

Where are you located?

a) Genesee CHIR
b) Jackson CHIR
c) Muskegon CHIR
d) Northern CHIR
e) Washtenaw/Livingston CHIR
f) Outside of a CHIR
g) Other (please chat in location)

What?

Aim

The purposes of the PCMH Initiative are:

1. To foster the transformation of participating PCMH primary care practices to enable interventions that impact all persons served by the Practice in a cost-effective manner using evidence-based guidelines and practices
2. To support a premier model for advanced primary care in Michigan leveraging experience gained from the MiPCT demonstration, and
3. To improve health outcomes, improve patient experience of care, and reduce preventable healthcare costs.

Categories

- Community-Clinical Linkages
- Population Health Management-Knowing & Co-Managing Patients
- Telehealth Adoption
- Group Visits
- Patient Portal
- Improvement Plans from Patient Feedback
- Self Management Monitoring & Support
- Integrate Peer Support
- Medication Management
- Integrated Clinical Decision Making
- Care Team Review of Patient Reported Outcomes
- Cost of Care Analysis

Who? It takes everyone….

A Patient Centered Medical Home (PCMH) without a neighborhood.

Source: Elliot Fisher Presentation 2008

Categories

- Community-Clinical Linkages 
- Population Health Management-Knowing & Co-Managing Patients
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- Integrate Peer Support
- Medication Management
- Integrated Clinical Decision Making
- Care Team Review of Patient Reported Outcomes
- Cost of Care Analysis

Chosen Practice Objectives

Objective	# of Practices that Selected
Telehealth Adoption	4
Improvement Plans from Patient Feedback	26
Medication Management	8
Population Health Management	215
Self-Management Monitoring and Support	25
Care Team Review of Patient Reported Outcomes	0
Integrated Peer Support	6
Group Visit Implementation	11
Patient Portal Access	18
Cost of Care Analysis	11
Integrated Clinical Decision Making	19

All Improvement Requires Change

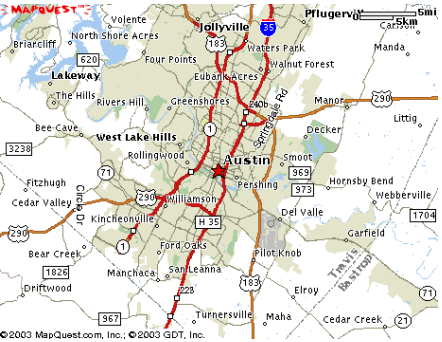
Going Together…

- ***Change is hard enough; transformation to PCMH requires epic whole practice reimagination and redesign. It is much more than a series of incremental changes."***
  - *Initial Lessons From the First National Demonstration Project on Practice Transformation to a Patient Centered Medical Home,* Annals of Family Medicine, VOL. 7, NO. 2 May/June 2009

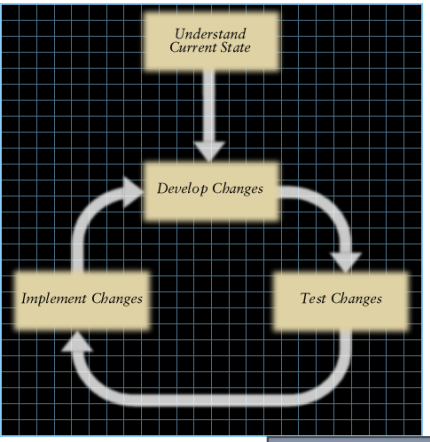
Improvement Takes…

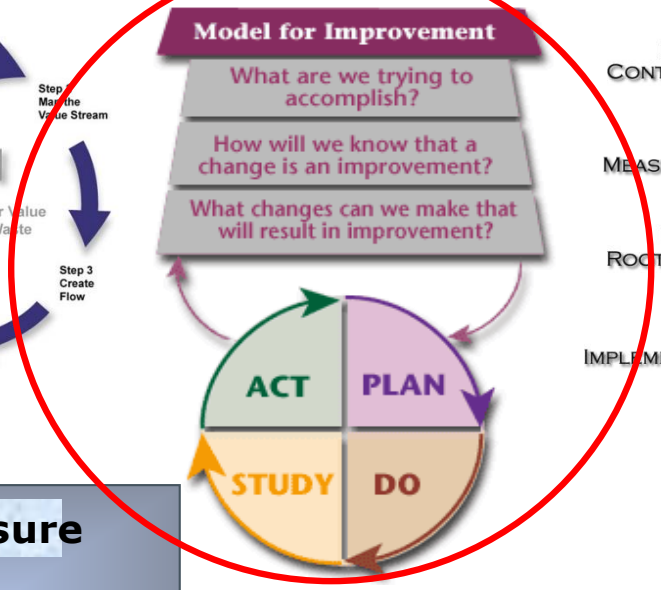
- **Will** – Motivation comes from learning that it is possible and from bonding with colleagues working on the same problem.
- **Ideas** – Acquire great ideas for change from the evidence, one another, etc.
- **Execution** –Learn a method for making lasting changes and begin using it.

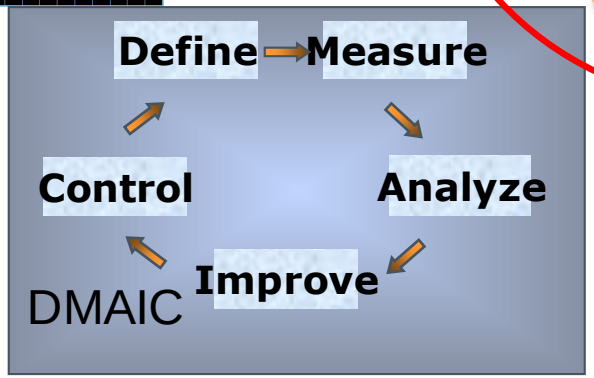
Road Maps for Improvement



Everyone involved in improvement is searching for a "perfect road map" to accomplish an improvement project







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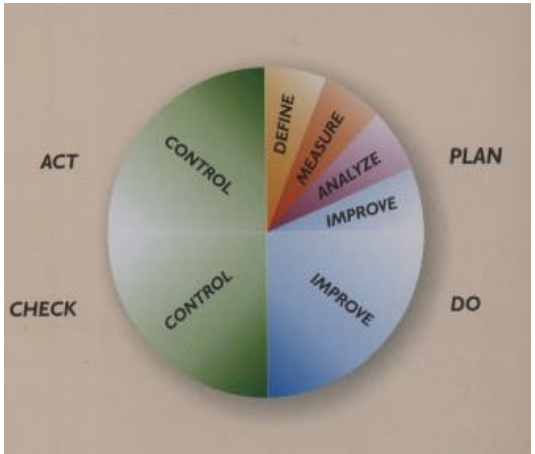
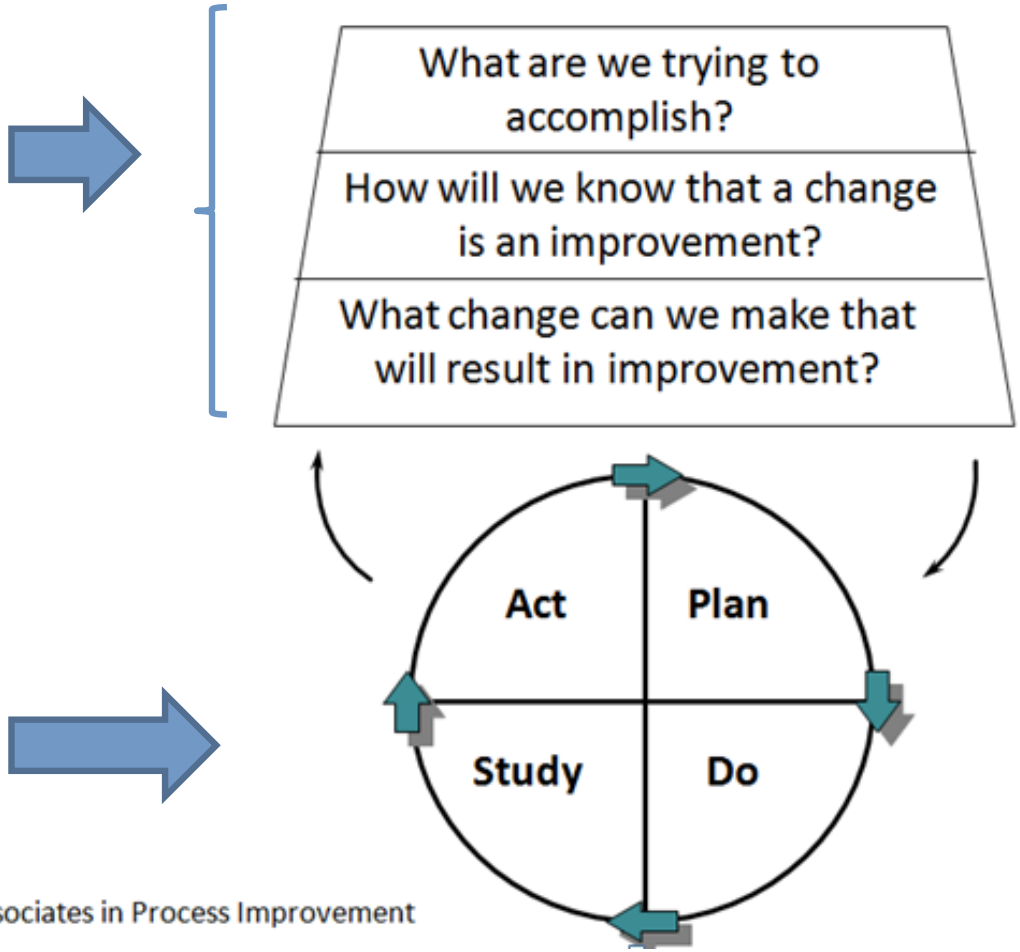


“All improvement requires change, but not all change is an improvement…”

Model for Improvement



From: Associates in Process Improvement

We use the Model for Improvement to increase the odds that changes will lead to improvement and to accelerate change!

Poll

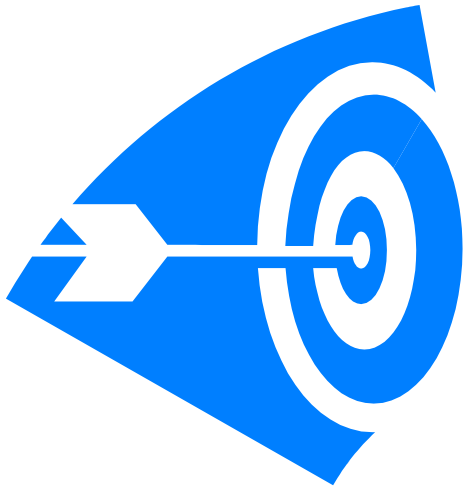
Indicate below your level of knowledge with the Model for Improvement.

a) No knowledge
b) Know what it is—can give you facts
c) Know what it is and apply sporadically
d) Know what it is and apply consistently
e) Expert knowledge—can teach and coach others how to apply

Question 1: What Are We Trying to Accomplish?

Aim statement:

- What?
- For whom?
- By when?
- How much?



What Are We Trying To Accomplish?

The AIM is

- Not just a vague desire to do better
- A commitment to achieve measured improvement
  - In a specific *system*
  - With a definite *timeline*
  - And numeric *goals*

What Are We Trying To Accomplish?

The AIM is

- o better
- easured improvement
  - And numeric *goals*

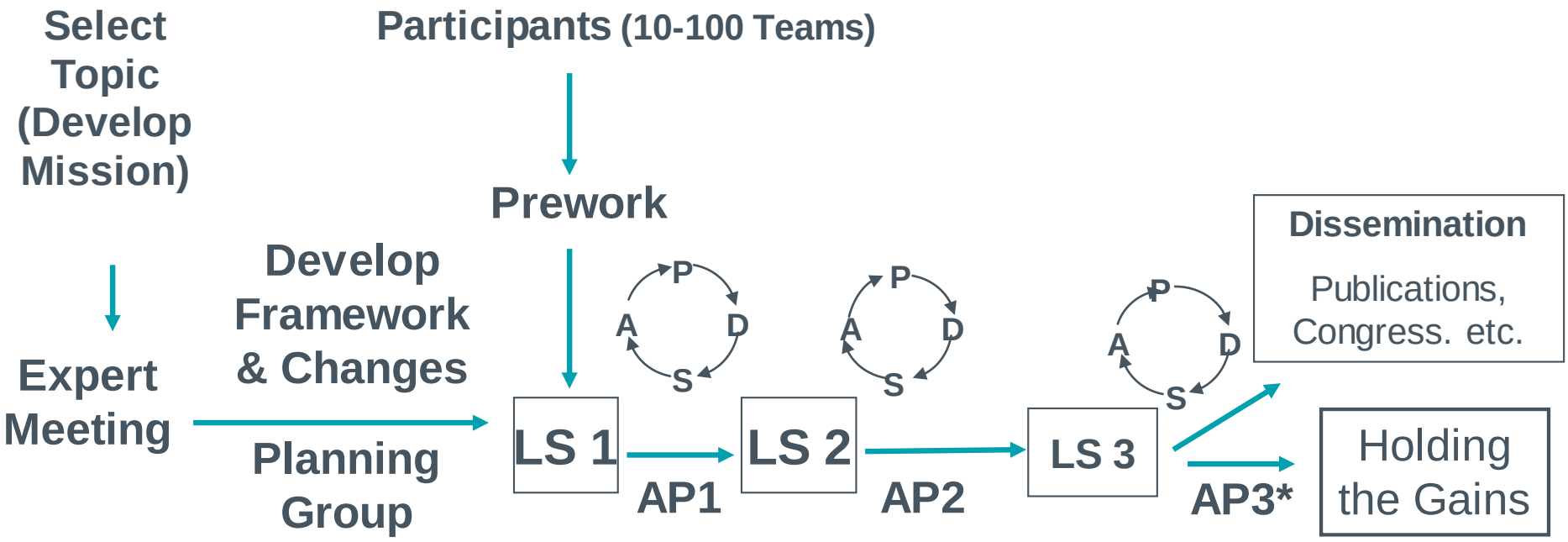
"Soon" is *not* a time

"Some" is *not* a number

Donald Berwick, MD

"Hope" is *not* a plan

"How"
IHI Breakthrough Series Model



LS – Learning Session

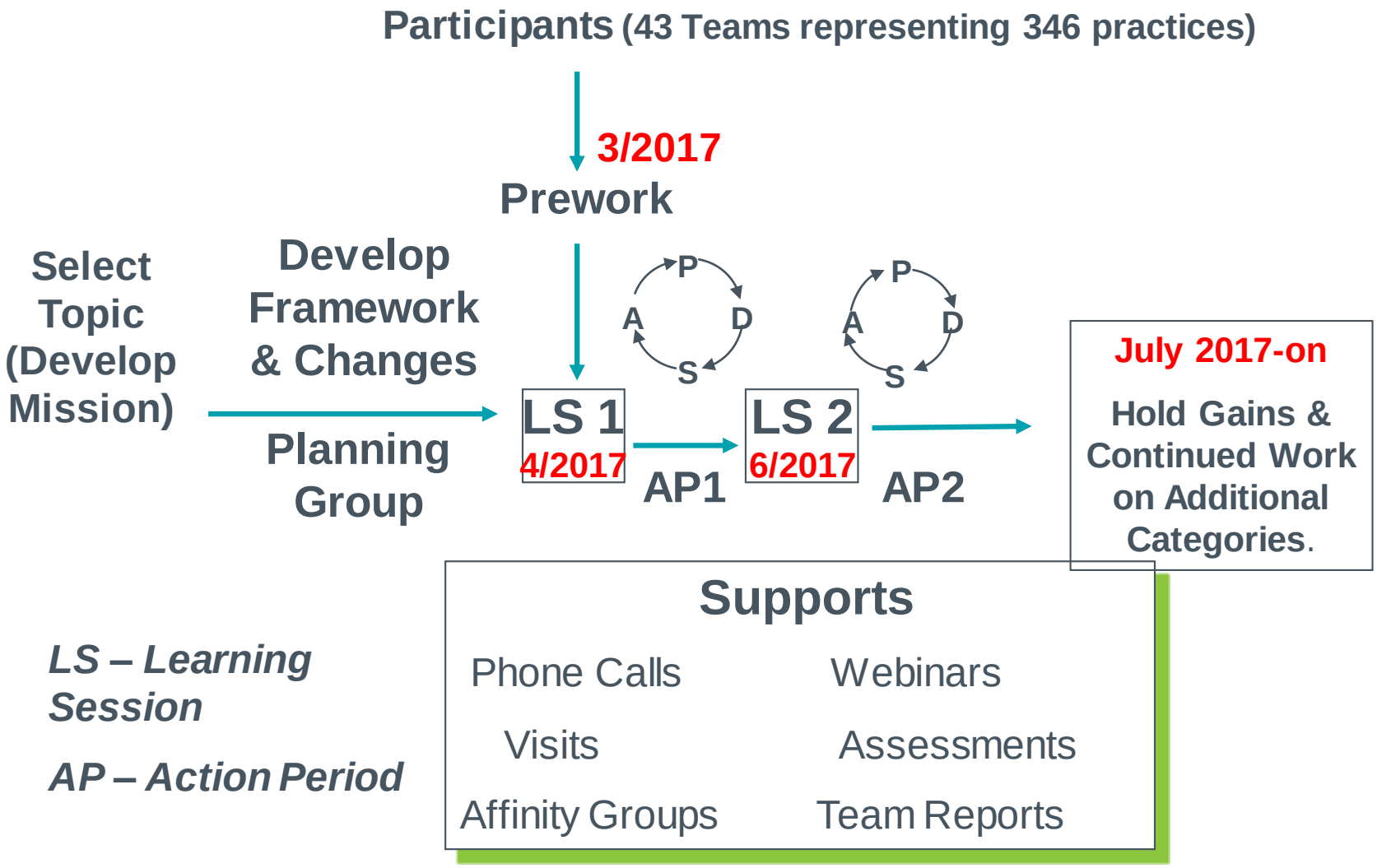
AP – Action Period

Supports

Email (listserv)	Phone Conferences
Visits	Assessments
Sponsors	Monthly Team Reports

*AP3 –continue reporting data as needed to document success

"How"—Year 1
MI PCMH Transformation Collaborative



Preparing for Learning Session 1

April 3–4, 2017

Lansing, MI

East Lansing Marriott @ University Place

Chat…

- What is the one thing you most hope to get from our first face-to-face Learning Session?

Learning Session 1 Agenda

- **April 3, 2017- Day 1**
  - **Morning session: 8:30 AM - 12:15 PM**
    - What is it we are trying to accomplish? Creating the “Wall of Aims”
    - Setting the Context: Through the Patient's Eyes “What Matters to Me?
  - **Afternoon session: 1:15 PM - 4:30 PM**
    - Building Clinical Community Linkages
- **April 4, 2017- Day 2**
  - **Morning session: 8:30 AM - 12:15 PM**
    - Building a Patient Centered Medical Home and the Team: The Journey After Designation
    - Beginning our Work with the End in Mind
  - **Afternoon session: 1:15 PM - 4:30 PM**
    - What changes can we make that will result in improvement ?
    - Leaving in Action: Developing First Plan-Do-Study-Act Cycles

Who should attend? *Team Members*

- Clinical leader and administrative leader
- Support staff responsible for carrying out the work (e.g. Providers, Care Managers/Coordinators)
- Practice Coaches / Consultants
- Patient representative(s)
- PO Representative(s) (e.g. medical staff leadership, QI coaches, change agents) and their Practice Representative(s)

Note: It will be important to have the same core team members attend all Learning Sessions.

Preparing for Learning Session 1

What is your aim related to building community clinical linkages?

What do you hope to improve?

By how much?

By when?

Be prepared to share this at LS1 in April.

Next Steps

- **Prepare for Learning Session 1**
  - Draft aim statement for Community Clinical Linkages work
  - If you cannot bring a patient, identify a vulnerable patient linked to your aim and bring their “story” with you
  - Bring along your self-assessment submissions to the LS

Next Steps

Action Period Calls

- April 13, 2017 from 4:00 – 5:00 PM ET
- May 11, 2017 from 4:00 – 5:00 PM ET
- June 8, 2017 from 4:00 – 5:00 PM ET

Topic: Check in call in follow-up to Learning Session & Prepare for in-person Learning Session 2 (June 2017)

Coaching Calls

- May 16-19, 2017 from 12:00 – 1:30 PM ET

Questions