

Michigan Patient Centered Medical Home (PCMH) Initiative Practice Transformation Collaborative Learning Session 2

June 13-14, 2017 · East Lansing, MI

OVERVIEW

Learning Session 2 is the second of a series of face-to-face learning sessions planned for Michigan's PCMH Transformation Initiative CLN and will have a continued focus on developing community clinical linkages, team development and building an infrastructure of quality improvement and will tee up the work on an additional transformation objective: Population Health Management.

Over the two-days, teams will work together to learn more about developing partnerships to optimize care for the community and meet the socioeconomic needs of the patient populations they serve. Specifically, teams will:

- Review Quality Improvement Theory and Tools to drive change in closing gaps in care
- Continue to focus on developing an understanding and application of Clinical Community Linkages
- Understand how to use the learnings from the Social Determinants of Health Brief Screening Tool to inform improvement of or development of clinical-community partnerships to improve health
- Learn from clinical-community partners and clinics how to successfully provide linkages that support patient needs and about effective processes for monitoring and follow up
- Learn what measures will be favorably impacted by creating community linkages and a better understanding of patient populations
- Understand how looking at one patient can provide invaluable information about the patient population

Day One · Tuesday, June 13, 2017

Time	Topic
8:00 – 9:00 AM <i>Ballroom Foyer</i>	Registration and Continental Breakfast <i>*For participants who were <u>not</u> at Learning Session 1 or who want to attend for a refresher*</i>
9:00 – 11:30 AM	Concurrent Sessions

<p>9:00 – 10:00 AM <i>University Ballroom</i></p>	<p>Workshop: Welcome, Overview & Introductions *For New Participants* <i>Katie Commey, SIMPCMH Initiative Coordinator, MDHHS</i></p> <p><u>Session Objectives:</u></p> <ul style="list-style-type: none"> To align all participants who did not attend Learning Session 1 on the journey – past, present, and aim for the future Present the work as a system and PCMH as a critical part of that system so that participants understand how the PCMH optimizes the work across the state 	<p>Workshop: Putting the Puzzle Pieces Together *For CHIR Representatives* <i>Paula Kaiser VanDam & Phillip Bergquist, MDHHS</i></p> <p><u>Session Objectives:</u></p> <ul style="list-style-type: none"> To identify how Clinical-Community Linkages fit into the broader framework of Health Systems Transformation Examine the possibilities of Integrated Service Delivery as a tool within the CHIR CCL design Discuss how CHIRs fit within the ISD model Collectively explore the role CHIRs play in moving health upstream
<p>10:00 - 11:30 AM <i>University Ballroom</i></p>	<p>Learning Lab: Quality Improvement 101 – Theory and Tools *For New Participants* <i>Sue Butts-Dion, Faculty, IHI</i></p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> Recognize Quality Improvement Leaders and Theories Describe two improvement tools to help them drive change towards the PCMH, including an Ecomap, Process Map, Aim statement. Initiate or update the Learning Session 2 Storyboard 	
<p>11:30 – 12:30 PM <i>Ballroom Foyer</i></p>	<p>Registration and Lunch <i>*For all returning participants*</i></p>	
<p>12:30 – 1:00 PM <i>University Ballroom</i></p>	<p>Launch of Learning Session 2 <i>Phillip Bergquist, Manager, Policy and Strategic Initiatives, MDHHS</i> <i>Paula Kaiser VanDam, Bureau Director, MDHHS</i></p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> Identify the PCMH journey and where you fit The context of how CHIRs came to be and how they are developing 	
<p>1:00 – 1:15 PM</p>	<p>Transition to groups</p>	
<p>1:15 – 2:15 PM <i>University Ballroom</i></p>	<p>Connecting with CHIRs</p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> Describe the approach each community is taking to address upstream factors in health Understand the role of the PCMH within each individual CHIR, and outside of CHIRs 	

2:15 - 2:30 PM	Transition to large group
2:30 - 3:00 PM <i>University Ballroom</i>	Learning from Our Peers <i>Phillip Bergquist and Paula Kaiser VanDam, MDHHS</i> <u>After this session, participants will be able to:</u> <ul style="list-style-type: none"> • Identify two CCLs to work closely with and share what works well • Identify two areas (e.g. housing, food) where there is a gap in your community and solicit feedback from peers
3:00 – 4:00 PM <i>University Ballroom</i>	Team Time & Storyboard Rounds <i>Facilitators: Sue Butts-Dion, Faculty, IHI and Sue Gullo, Director, IHI</i> <u>After this session, participants will be able to:</u> <ul style="list-style-type: none"> • Reflect on updates to their storyboards based on peer feedback and learning • Build and expand the learning network
4:00 – 4:30 PM <i>University Ballroom</i>	Debrief Team Time & Ideas of Model to Support Change <i>Trissa Torres, Chief Operations and North America Programs Officer, IHI</i> <u>After this session, participants will be able to:</u> <ul style="list-style-type: none"> • Describe various models for partnering to address the social determinants of health
4:30 – 5:00 PM <i>University Ballroom</i>	Patient Case Study, Close and Prep for Day 2 <i>Katie Commey, SIMPCMH Initiative Coordinator, MDHHS</i> <i>Sue Butts-Dion, Faculty, IHI</i> <i>Sue Gullo, Director, IHI</i>
5:00 PM	ADJOURN

Day Two - Wednesday, June 14, 2017

Time	Topic
7:30 – 8:30 AM <i>Ballroom Foyer</i>	Continental Breakfast
8:30 – 8:45 AM <i>University Ballroom</i>	Welcome Back & Review of the Day's Agenda

<p>8:45 – 10:00 AM <i>University Ballroom</i></p>	<p>Panel: Best Practices to Link Patients and Achieve Health <i>Facilitator: Trissa Torres, Chief Operations and North America Programs Officer, IHI</i></p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Identify best practices related to how other local organizations have been able to link patients to the right care, right place, right time, and how they have monitored follow-up. • Differentiate between the care patients need and the care they want.
<p>10:00 – 10:45 AM <i>University Ballroom</i></p>	<p>Open Space: Communities of Practices</p>
<p>10:45 – 11:00 AM</p>	<p>BREAK</p>
<p>11:00 – 12:00 PM <i>University Ballroom</i> <i>Beaumont Room</i> <i>Campus Room</i></p>	<p>Concurrent Breakout Sessions</p> <p>A. Building Will: Engaging Patients as the Core Stakeholders in the PCMH Transformation.</p> <p><u>After this breakout session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Discuss ways to keep what matters most to the patient front and center in all services and clinical community linkages • Describe ways to co-design with patients and families. <p>B. Measurement: Developing a Measurement Strategy</p> <p><u>After this breakout session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Review the purpose and definition of CCL • Discuss structure and/or process measures for the Michigan SIM requirement <p>C. Journey to test and implement a SDoH screening tool</p> <p><u>After this breakout session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Describe the process of the SDoH screening in your organization • Identify one area that could make screening most purposeful • Discuss your test of change and what you have learned • Identify changes that have been tested across organization
<p>12:00 – 1:00 PM <i>Ballroom Foyer</i></p>	<p>Lunch</p> <p>Katie Commey will host a lunch time walk from 12:40 – 1:00 PM. Please bring walking shoes.</p>

<p>1:00 – 1:45 PM <i>University Ballroom</i></p>	<p>Moving Towards Population Health Management <i>Trissa Torres, Chief Operations and North America Programs Officer, IHI</i></p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Define population health management • Describe an approach to managing populations toward Triple Aim outcomes • Choose a target population segment • Apply a needs and assets based approach to understanding their population
<p>1:45 – 2:30 PM <i>University Ballroom</i></p>	<p>Identify and Understand Your Population: What Do You Know? <i>Sue Butts-Dion, Sue Gullo, Director, Trissa Torres, IHI</i></p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Select a practice population to start working with • Develop a plan for the population they have selected
<p>2:30 - 2:45 PM</p>	<p>BREAK</p>
<p>2:45 - 3:30 PM <i>University Ballroom</i></p>	<p>Organizing Our Learning and Theories & Refresher on PDSA <i>Sue Butts-Dion, Faculty, IHI</i> <i>Sue Gullo, Director, IHI</i></p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Understand driver diagrams as a way to organize your work • Discuss your theory of change at your organization
<p>3:30 - 4:00 PM <i>University Ballroom</i></p>	<p>Team Time <i>Sue Butts-Dion, Faculty, IHI</i> <i>Sue Gullo, Director, IHI</i></p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Refine their storyboard and plan to test over the action period. • Leave the learning session “in action,” ready to go back and execute at least one test of change.
<p>4:00 - 4:30 PM <i>University Ballroom</i></p>	<p>Close, Q & A, Evaluate <i>Katie Comney, SIMPCMH Initiative Coordinator, MDHHS</i></p>
<p>4:30 PM</p>	<p>ADJOURN</p>