

Michigan Patient Centered Medical Home (PCMH) Initiative Practice Transformation Collaborative Learning Session 1

April 3-4, 2017 · Lansing, MI

OVERVIEW

Learning Session 1 is the first of a series of face-to-face learning sessions planned for Michigan's PCMH Practice Transformation Collaborative and will focus on developing community clinical linkages, team development and building an infrastructure of quality improvement.

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, how to:

- Assess patients' social determinants of health to better understand socioeconomic barriers using a brief screening tool with all attributed patients.
- Provide linkages to community-based organizations that support patient needs identified through brief screening, including tracking and monitoring the initiation, follow-up, and outcomes of referrals made.
- Periodically review the most common linkages made and the outcome of those linkages to determine the effectiveness of the clinical community partnerships and opportunities for process improvement and partnership expansion.

Change management, team building, quality improvement tools and other topics informed by the baseline assessment results will be included in the sessions. Learning Session 1 features topic experts, best practice examples from participating sites and opportunities for teams to network and learn from each other and work and plan together.

Day One · Monday, April 3, 2017 | [SLIDES](#)

Time	Topic
7:30 – 8:30 AM <i>Ballroom Foyer</i>	Registration and Continental Breakfast
8:30 – 9:15 AM <i>University Ballroom</i>	<p>Welcome, Overview & Introductions <i>Phillip Bergquist, Manager, Policy and Strategic Initiatives, MDHHS</i> <i>Katie Commey, SIM PCMH Initiative Coordinator, MDHHS</i></p> <p><u>Session Objectives:</u></p> <ul style="list-style-type: none"> • Align all participants on the journey—Past, Present, and Aim for the future.

	<ul style="list-style-type: none"> • 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>9:15 - 10:00 AM <i>University Ballroom</i></p>	<p>Plenary Setting the Context: Through the Patient's Eyes “What Matters to Me?” <i>Trissa Torres, Chief Operations and North America Programs Officer, IHI</i></p> <p>Even though Patient Centered Medical Home implies that the patient is at the center of all that we do, sometimes it is easy to veer off track and focus on improving processes and systems that benefit us, the providers, but not necessarily for the patient. This kick-off session aligns everyone around the real reason we are doing this work—for the patient.</p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Appreciate the patient as the ultimate customer of all of this work. • Articulate the context of patient in the PCMH—why it is vital to keep the patient in the center. • Identify two things they can do right away to move to the new paradigm of “What matters to you” vs. “What’s the matter with you?”
<p>10:00 - 10:15 AM</p>	<p>Break</p>
<p>10:15 - 11:15 AM <i>University Ballroom</i></p>	<p>Team Time: Ecomap <i>Sue Butts-Dion, Faculty, IHI</i> <i>Sue Gullo, Director, IHI</i></p> <p>With the people at your table (or your team), create an ecomap for the patient in your case study. Determine what clinical and community linkages you might need to make in support of the patient. Discuss how mapping could help you think about community linkages that might need to be developed on behalf of patients and their needs.</p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Know how to use an Ecomap as a tool for better understanding their patient population and to identify potential gaps in their clinical and community linkages • Think about community linkages from a patient-centered perspective
<p>11:15 AM - 12:15 PM <i>University Ballroom</i></p>	<p>What is it we are trying to accomplish? Creating the “Wall of Aims” <i>Sue Butts-Dion, Faculty, IHI</i> <i>Sue Gullo, Director, IHI</i></p> <p>Stephen Covey encourages us to “begin with the end in mind”. During this session, participants will have the opportunity to first post the aim related to</p>

	<p>developing community clinical linkages developed as part of their pre-work and then go on a gallery walk and see what others have in mind.</p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • See a bigger picture for the work of the learning community—how their aim fits with the aim of others. • Identify clinical community linkages or ideas they may have missed when drafting their aim.
<p>12:15 - 1:15 PM</p>	<p>Lunch</p>
<p>1:15 - 2:15 PM <i>University Ballroom</i></p>	<p>World Café: Building Clinical Community Linkages <i>Facilitators: Sue Butts-Dion, Faculty, IHI and Sue Gullo, Director, IHI</i></p> <p>This session will focus on defining the Clinical Community Linkage core expectation and give sites an opportunity to discuss the things that are going well in relationship to it, what would ideally be right, and to identify the gaps between the current state and ideal state.</p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Describe to others what this mandatory transformation objective means to their work. • Learn about the resources, opportunities for partnership, and value added of state and local community partners. • Discuss with diverse community stakeholders the importance of building connections to enhance patient care. • Identify their strengths and weaknesses in relationship to this objective. • Identify gaps and ideas for closing the gaps in this objective.
<p>2:15 - 2:30 PM</p>	<p>Break and Transition to Breakouts</p>
<p>2:30 - 3:30 PM</p>	<p>Concurrent Breakout Sessions</p> <p>A. Assessing Social Determinants of Health <i>Phillip Bergquist, Manager, Policy and Strategic Initiatives, MDHHS</i> <i>Katie Commey, SIM PCMH Initiative Coordinator, MDHHS</i></p> <p><u>After this breakout session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Explain what social determinants of health are and some tools for assessing. <p>B. Working with the Medical Neighborhood for Improved Continuity of Care and Patient Experience <i>Trissa Torres, Chief Operations and North America Programs Officer, IHI</i></p> <p><u>After this breakout session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Understand the PCMH in the context of the larger medical neighborhood.

3:30 - 3:45 PM	BREAK and Transition to University Ballroom
3:45 – 4:15 PM <i>University Ballroom</i>	<p>Team Time <i>Facilitators: Sue Butts-Dion, Faculty, IHI and Sue Gullo, Director, IHI</i></p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Better evaluate if their aim for developing clinical community linkages aligns with the transformation initiative aims. • Alter their aim statements based on learnings from the day.
4:15 - 4:30 PM <i>University Ballroom</i>	<p>Close and Prep for Day 2 <i>Katie Commey, SIM PCMH Initiative Coordinator, MDHHS</i></p>

Day Two - Tuesday, April 4, 2017 | [SLIDES](#)

Time	Topic
7:00 – 8:00 AM <i>Ballroom Foyer</i>	Continental Breakfast
8:00 – 8:15 AM <i>University Ballroom</i>	<p>Welcome Back and Review of the Day's Agenda <i>Sue Gullo, Director, IHI</i></p>
8:15 – 9:15 AM <i>University Ballroom</i>	<p>Plenary Building a Patient Centered Medical Home and the Team: The Journey After Designation <i>Facilitators: Sue Butts-Dion, Faculty, IHI and Sue Gullo, Director, IHI</i> <i>Ewa Matuszewski, Medical Network One</i> <i>Lexie Bryce, Cherry Health Network</i></p> <p>Achieving PCMH recognition is an important step in the journey that, combined with the design and redesign of systems related to the key categories, will lead to transformed care. In this session, speakers will lay the groundwork for what it took to transform their practice to a patient centered medical home.</p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Critically reflect on their own practice’s transformation journey regardless of where they are in that journey. • Formulate questions for the presenters as they think about their own struggles and improvement opportunities.
9:15 - 9:30 AM	BREAK

<p>9:30 - 10:15 AM <i>University Ballroom</i></p>	<p>Plenary How Quality Improvement Science Can Help Close the Gap Between What We Know and What We Actually Do With What We Know <i>Sue Butts-Dion, IHI</i></p> <p>IHI faculty will introduce participants to the Model for Improvement as a method to approach change and improvement, and ultimately, to achieve their aims.</p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Understand how three fundamental questions and the PDSA cycle can help them accelerate change and improvement.
<p>10:15 - 11:00 AM <i>University Ballroom</i></p>	<p>“Digging Deep: Unearthing Promising Practices in Developing Clinical-Community Linkages” <i>Phillip Bergquist, Manager, Policy and Strategic Initiatives, MDHHS</i> <i>Katie Commey, SIM PCMH Initiative Coordinator, MDHHS</i></p> <p>This session will focus on how to work together as an Initiative to develop a shared vision for Clinical-Community Linkages.</p> <p>After this session, participants will be able to:</p> <ul style="list-style-type: none"> • Understand the expectations for Clinical-Community Linkages within the PCMH Initiative and focusing on the process to develop valuable partnerships
<p>11:00 - 11:15 AM</p>	<p>Break</p>

<p>11:15 AM - 12:15 PM</p>	<p>Concurrent Breakout Sessions</p> <p>A. The Role of Care Coordinators/Managers in Developing and Maintaining Community Linkages <i>Marie Beisel, Senior Project Manager, Michigan Care Management Resource Center (MiCMRC)</i> <i>Lauren Yaroach, Project Manager, MiCMRC</i> <i>Sue Gullo, Director, IHI</i></p> <p><u>After this breakout session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Understand various models for how care coordinators / managers are being used to develop and sustain clinical community linkages. <p>B. Quality Improvement Tool Time <i>Sue Butts Dion, Faculty, IHI</i></p> <p><u>After this breakout session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Understand the difference between data for improvement and data for accountability. • Leave in a position to test a tool between LS1 and LS2.
<p>12:15 - 1:00 PM</p>	<p>Lunch & Networking</p>
<p>1:00 - 2:00 PM</p>	<p>Open Space <i>Facilitators: Sue Butts-Dion, Faculty, IHI and Sue Gullo, Director, IHI</i></p> <p>Participants will have the opportunity to join groups and talk about what is important for them to talk about as they leave to continue the work.</p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Describe one task or test shared by a team that will aid in sustained practice changes required practice transformation.
<p>2:00 - 2:30 PM</p>	<p>What changes can we make that will result in improvement? <i>Sue Butts-Dion, Faculty, IHI</i> <i>Sue Gullo, Director, IHI</i></p> <p>IHI faculty will present various ways to find ideas to test. Practices will present some of their most successful change ideas.</p> <p><u>After this session, participants will be able to:</u></p> <ul style="list-style-type: none"> • Identify at least three ideas to take back and test in their organizations/systems.
<p>2:30 - 2:45 PM</p>	<p>BREAK</p>

<p>2:45 - 3:30 PM</p>	<p>Leaving in Action: Developing First Plan-Do-Study-Act Cycles <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"> • Leave the learning session “in action,” ready to go back and execute at least one test of change.
<p>3:30 - 4:00 PM</p>	<p>Preview of and Prep for Learning Session 2 <i>Sue Butts-Dion, Faculty, IHI</i> <i>Sue Gullo, Director, IHI</i></p>
<p>4:00 - 4:15 PM</p>	<p>Q & A, Evaluate, and Adjourn</p>