Informational Webinar:
*Transformation Accelerator Deep Dive*

August 8, 2017
What we’ll cover today

- Team Introductions
- Updated Program Overview
- Expectations
- Funding Details
- Timeline and Calendar
- What's Coming Up & Next Steps
- Q&A
Meet Our Team - CCI

Program Office

• Veenu Aulakh, Executive Director
• Kendra Chaikind, Communications Manager
• Tammy Fisher, Senior Director
• Angela Liu, Program Coordinator
• Carolyn Shepherd, Clinical Faculty
• Alexis Wielunski, Program Manager
Meet Our Team - RPCC

Local Outreach Partner

• Sharon Zalewski, Executive Director
• Kristen Duncan, Program Associate
Meet Our Team - KP

Sponsor

- **Regional Community Benefit**
  - Mindy Rubin, Manager, Safety Net Partnerships

- **National Community Benefit**
  - Diana Camacho, Senior Program Manager
  - Crispin Delgado, Kaiser Permanente Consultant
Meet Our Team - CCHE

Evaluator

• Maggie Jones, Associate Director
• Erin Hertel, Senior Research Associate & Program Manager
• Juno Matthys, Research Specialist
Meet Our Teams – Community Health Centers
The Transformation Accelerator Program

Goals

• Accelerate change and improvement to transform care for most vulnerable patients in Prince George’s county
• To make visible the collective value and successes your clinics bring to Prince George’s county

Strategies

• Strengthening capacity for population health by focusing on high leverage areas
• Focusing on your pressing issues that impact population health
• Collectively communicate value and progress to county representatives and community members
The Program Support

- Convenings
- Monthly Coaching
- Site Visits
- Quarterly Webinars
- Advocacy
- Customized TA (Resource Center)
Program Focus Areas

- Team Based Care
- QI Culture & Process Improvement Methodology
- Supportive, Engaged Leadership & Culture
- Panel Management
- Data Driven Decision Making
Our Faculty

Carolyn Shepherd,
Former CMO of
Clinica Family Health Services
Our Three Step Approach

1. Understand & Set Aims
   1) Identify opportunity areas to develop or strengthen: what do your current data tell you?
   2) Test assumptions: Do others (i.e. frontline staff) agree these are the right areas?
   3) Set 1-3 Aim statements for your selected module.

2. Identify Changes & Test
   4) Brainstorm multiple solutions.

3. Sustain & Spread Planning
   6) Identify changes to sustain, spread and scale with support from coaches and the learning community.

Coaching
Webinars
Advocacy
Convenings
Site Visits
Coaching
Customized TA

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Identify Project Teams

Teams to include:
- Day-to-day lead
- Invested senior leader
- Someone doing the work on the front lines

Who can influence others?

Who is ready and willing?

Criteria: high cost, high morbidity and mortality, strong alignment with org goals.

Where can performance be improved?
Program Expectations

- Identify team to participate, include senior leader
- Complete Charter for Improvement
- Attend convenings, in-person meetings related to advocacy, monthly coaching calls & site visit
- Share information requested to demonstrate value
- Share experience and lessons learned with others in the learning collaborative
- Submit reports & complete interviews and pulse surveys
Funding Details: $30,000

- Submit Participant Form & CFI
  - September 15, 2017
  - Receive $8,000
    - October 2017

- Submit Progress Report
  - December 15, 2017
  - Receive $12,000
    - January 2018

- Submit Progress Report
  - May 15, 2018

- Submit Budget Report & Final Narrative Report
  - December 31, 2018
  - Receive $10,000
    - January 2018

Active participation in learning collaborative, including attending convenings, in-person meetings & coaching calls.

$10,000 earmarked for customized TA
# Program Timeline and Calendar

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*Program Ends*
Quarterly Pulse Survey

5 question web-survey + space for additional comments

- Usefulness of the support provided during the quarter
- Rating your team’s engagement in the program
- Rating progress toward your goals
- Overall satisfaction with the program
- What other TA would support you
Participant Form

KP Transformation Accelerator Program—Participant Information Form

A joint effort of the Center for Care Innovations and Kaiser Permanente Community Benefit.

Please complete the following documents as part of your submission. You may upload the completed files when prompted below.

1. Charter for Improvement
2. Budget Template

Please contact Angela Liu (angela@careinnovations.org), Program Coordinator at CCI with any questions.

Organization Information

Organization Name

Please select...

Organization Type *

Please select...

Address *  
City  
State  
ZIP *

Website *
Number of Employees *
Number of Clinic Sites *

EIN *

Upload Documentation of Tax Status Here *

Check here if grant funds should be sent to a fiscal sponsor
Charter For Improvement (CFI)
Kaiser Permanente Transformation Accelerator (KPTA)

Progress Report

As part of the grant requirements, each team in the KPTA program needs to complete three progress reports over the course of the program. Please answer the questions below to help your organization reflect and evaluate the progress of your work in the KPTA program.

Progress reports are due xxxxx and should be submitted to Angela Liu.

1. **Activities:** What changes have you made at your organization during this reporting period that build on your stated goals in your Charter for Improvement? Please share if goals changed during this reporting period and why.

2. **Impact:** What did you learn from the changes and activities you worked on during this reporting period? Please share data collected and how the data corresponds. What changes did you try that didn’t work?

3. **Challenges:** What barriers did you encounter during this reporting period and what steps did you take to overcome them?

4. **Next steps:** What is next for your work? Please share upcoming activities or changes you plan to try out.
Next steps

• Mark your calendars for the October 19th Convening: Team-Based Care
• Identify at least 2 people on your team
• Submit Participant Form and Charter for Improvement by September 15th
• More information on Site Visits in coming weeks.
• Resource Center goes live September 1st!
How to Access Customized TA
The TA Resource Center

Health Centers go to TA Resource Center Site

Independently Access TA
Throughout Program

Report Usage in Progress Reports
12/15/17, 5/15/18, 10/15/18

Report TA Expenses in Budget Report
12/15/18

Health Centers do effective population health management

Complete TA Request Form
Clinic Throughout Program

Clarify TA Need
Coach Throughout Program

Identify TA Provider
Coach/Program Manager

Connect TA Provider to Clinic
Coach

Contract with TA Provider
Clinic

Back and forth clarification, as needed

LABEL
TA Accelerator Value Stream Map
DATE
7/31/2017
Program Contacts

• Tammy Fisher and Carolyn Shepherd, Coaches
  – tammy@careinnovations.org
  – carolynmshepherd@gmail.com

• Angela Liu, Contact for Program Activities and Logistics
  – angela@careinnovations.org
Questions?