



# Informational Webinar:

## *Transformation Accelerator Deep Dive*

August 8, 2017

# What we'll cover today

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# 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



Kaiser Permanente Washington  
Health Research Institute

## Center for Community Health and Evaluation

### Evaluator

- Maggie Jones, Associate Director
- Erin Hertel, Senior Research Associate & Program Manager
- Juno Matthys, Research Specialist

# Meet Our Teams – Community Health Centers

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**GREATER BADEN  
MEDICAL SERVICES**

Primary and Preventive Health Care



CCI  
**health &  
wellness  
services**



**Mary's  
Center**

# The Transformation Accelerator Program



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## 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



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Convenings

Monthly  
Coaching

Site Visits

Quarterly  
Webinars

Advocacy

Customized  
TA  
(Resource Center)



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# Program Focus Areas

Team Based Care

Panel  
Management

Data Driven  
Decision  
Making

QI Culture &  
Process  
Improvement  
Methodology

Supportive,  
Engaged  
Leadership &  
Culture



# Our Faculty



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Carolyn Shepherd,  
Former CMO of  
Clinica Family Health Services

**weitzman**  **institute**



**Community**  
**Health Center, Inc.**



# 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.**

Coaching

## 2. Identify Changes & Test

**4) Brainstorm multiple solutions.**

**5) Use PDSA to learn what works and what doesn't. Prototype your solutions. Monitor early indicators for learning.**

Convenings  
Site Visits  
Coaching  
Customized TA

## 3. Sustain & Spread Planning

**6) Identify changes to sustain, spread and scale with support from coaches and the learning community.**

Coaching  
Webinars  
Advocacy





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# Identify Project Teams

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## Teams to include:

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



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# Program Expectations

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1 Identify team to participate, include senior leader

2 Complete Charter for Improvement

3 Attend convenings, in-person meetings related to advocacy, monthly coaching calls & site visit

4 Share information requested to demonstrate value

5 Share experience and lessons learned with others in the learning collaborative

6 Submit reports & complete interviews and pulse surveys



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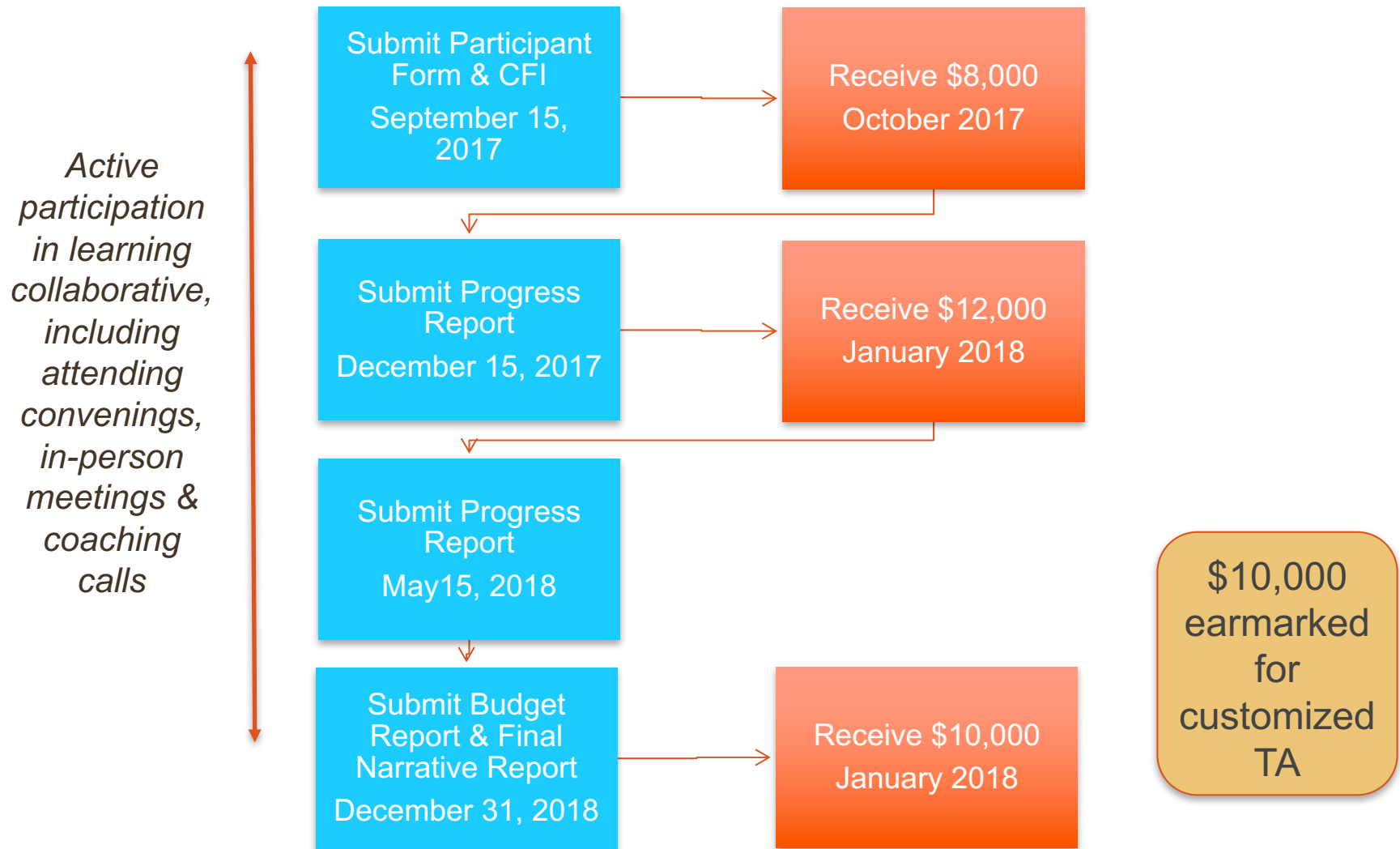


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# Funding Details: \$30,000





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# Program Timeline and Calendar

Year:	2017					2018												2019
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
<b>Events</b>																		
Monthly Coaching Calls	Program Ends																	
Customized TA	————— Accessed on-demand throughout program duration, based on individual Health Center needs —————																	
Convenings			10/19															
Webinars	8/8																	
Advocacy & Other TA				Site Visits	Site Visits													
Reporting & Payments		Info Form & CFI	\$8,000			\$12,000												\$10,000
Interviews & Pulse Surveys	I & S				S		I	S			S		I	S			I & S	



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# Quarterly Pulse Survey

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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**



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# 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 \*

XX-XXXXXXX

Upload Documentation of Tax Status Here \*

Choose File No file chosen

Check here if grant funds should be sent to a fiscal sponsor

☐

**Transformation Accelerator Program:  
Charter for Improvement, Mid-Atlantic Region**

<b>Name:</b>	
<b>Team Members:</b>	
<b>Organization Name:</b>	

1. What is the problem your organization is addressing in your Prince George's site (s) through the KP Transformation Accelerator Program?

*3-5 sentences. Where can you improve services? For which populations?*

2. What are your specific goals?

*Identify 1-3 goals. Based on the pain points identified, which are priorities? Consider starting with "quick wins", changes you can make quickly that have impact. At least one goal needs to focus on improving population health as part of the "shared project".*

3. Explain how you presented these goals to leadership and a how leadership sees this fitting into the overall organizational goals. 2-5 sentences.

4. What changes/activities will help us reach our goals?

5. How will you know a change is an improvement?

*What are your measures? Think about outcomes (these come from your goals), process measures (you may not know these yet – these link to your changes you plan to test, which you may not have), and balancing measures (unintended consequences that result when working on one part of the system)*

Measure	Measure type (outcome, process, balancing)	Operational definition (numerator, denominator, exclusions/inclusions)	Who will collect data?	How often will data be collected?

6. What Technical Assistance will help you reach your goals?

# Charter For Improvement (CFI)



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# Progress and Final Reports

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## 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.



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## Next steps

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



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# How to Access Customized TA The TA Resource Center



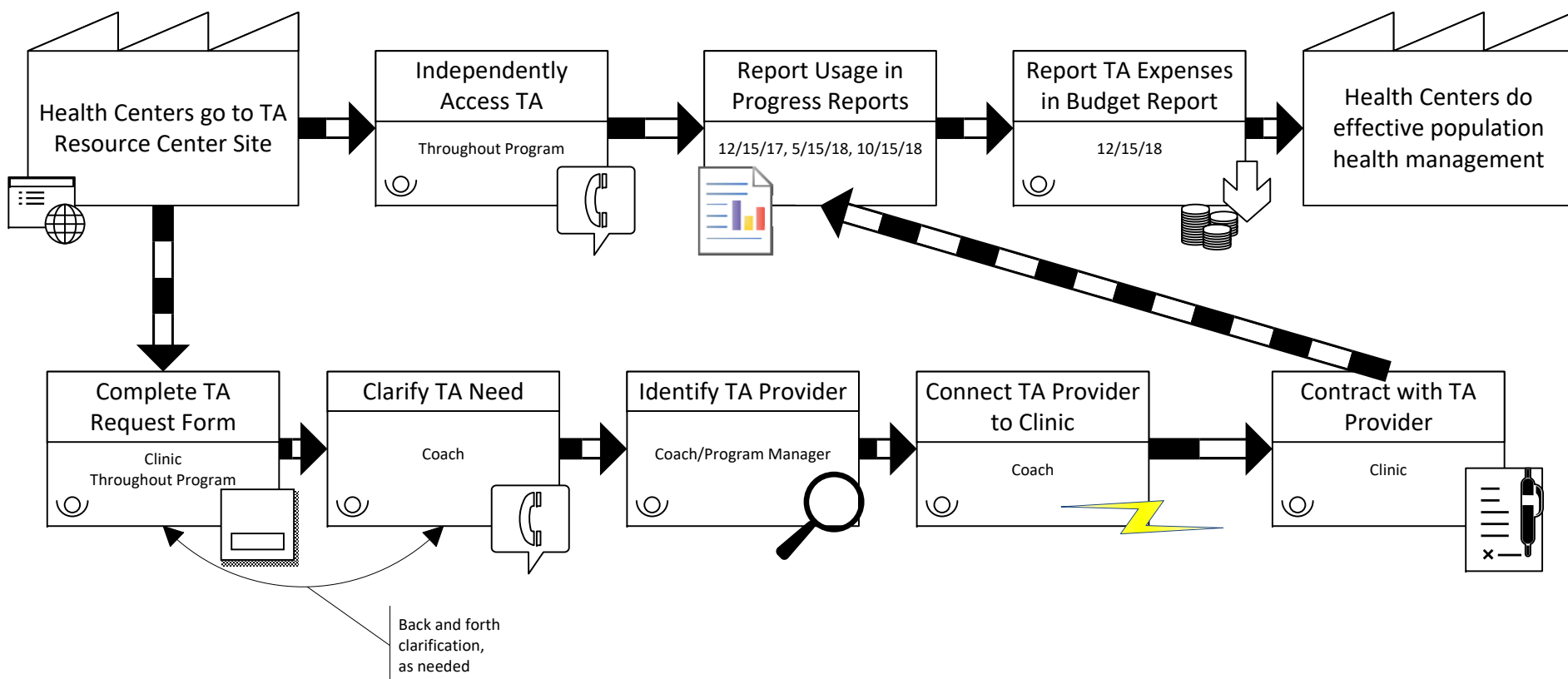
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## Program Contacts

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- **Tammy Fisher and Carolyn Shepherd, Coaches**
  - [tammy@careinnovations.org](mailto:tammy@careinnovations.org)
  - [carolynmshepherd@gmail.com](mailto:carolynmshepherd@gmail.com)
- **Angela Liu, Contact for Program Activities and Logistics**
  - [angela@careinnovations.org](mailto:angela@careinnovations.org)

# Questions?

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