Welcome!
ACEs Implementation Office Hours
April 22nd, 2021

Housekeeping Reminders

Audio
Link your audio to video if you called in via phone

Chat Box
Please chat in your questions

Name
Add your Name and Organization

Tech Issue
Private chat Nikki for assistance
Agenda

- Housekeeping
- Warm-up Activity
- Using Data Sets and Lessons learned to drive Improvement
- Discussion and Reflection
- Upcoming Dates & Opportunities
- Closing
Session Goals

1. You will learn how to utilize your available data sets to drive improvements
2. Review ways to generate change ideas
3. Discuss methods to prioritize change ideas
Faculty

• Karissa Luckett, RN, BSN, MSW
• Proud to be a Nurse for over 25 years
• Has worked in quality arena and part-time for the Joint Commission for the past 12 years
• Doesn’t know what she wants to be when she grows up
• Momma Bear to a lovely 15-year-old daughter and a 1-year-old Cavalier King Charles
Aw, Springtime...

- Describe in one or two-words how Springtime makes you feel?
- Link: https://www.menti.com/9tukdh48ix
From Roadmaps to Sustaining/Spreading Improvements

1. Review your data sets
2. Select measures to improve upon
3. Compile Change Ideas
4. Prioritize Change Ideas
5. Test Change Ideas
6. Document Lessons Learned (QI Process)
7. Identify key changes, then spread
Foundational Data Sets

Quarterly Data Reports

Top 3 Innovations

Provider Feedback on Implementation

“IT doesn’t take as long as I thought it would to screen” Dr. Marcus Welby

“I found out helpful information about my patients” Dr. BJ Hunnicutt

“Made well-child visit go smoother” Dr. Doug Ross

Baseline Assessment

Roadmap

Qualitative Data

Storyboards
Key Considerations

• Stage of implementation process
• Using EHR & data to paint a picture
• Aligning with existing strategic initiatives (HRSA, PCMH, Joint Commission, Meaningful Use)
• Using Data to gain support
  • Fiscal case (Billing and Reimbursement)
  • Gaining staff resources
• Moving from project/program to standard of care
• Mindful of the balance to increase screening and providing relational healing
Methods to Generate Change Ideas

- Driver diagrams
- Process mapping
- Journey mapping
- Empathy mapping
- Brainstorming
- Using Sticky notes
- Pareto Chart
- Fishbone Diagram
Steps to Develop a Driver Diagram

1. **Gather**
   - Gather team members (Charter, content experts)

2. **Brainstorm**
   - Brainstorm by asking “what needs to be in place to achieve our goal?”

3. **Cluster**
   - Cluster “like” ideas and identify “themes”

4. **Add**
   - Add any new drivers that have surfaced during brainstorming

5. **Develop**
   - Develop diagram – Primary/Secondary Drivers
Driver Diagram Template

Aim

Primary Drivers

Secondary Drivers

Ideas to Test
## Utilizing a Prioritization Scoring Matrix

<table>
<thead>
<tr>
<th>Change Idea</th>
<th>Organizational Mission/Vision</th>
<th>Org Strategic Initiatives</th>
<th>Triad Framework</th>
<th>Data Submission Goals (Roadmap)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idea</td>
<td>Score 0-3</td>
<td>Score 0-3</td>
<td>Score 0-3</td>
<td>Score 0-3</td>
</tr>
<tr>
<td>Idea</td>
<td>Score 0-3</td>
<td>Score 0-3</td>
<td>Score 0-3</td>
<td>Score 0-3</td>
</tr>
</tbody>
</table>

- Develop Matrix criteria that best fit your clinic goals
- Score ideas 0-3, 3 being best alignment, 0 being no alignment
- Ideas from 9-12 should be considered as optimal for implementation
- Ideas with a score 6-8 should be tabled for later implementation
- Ideas with a score less than 5 should be put into parking lot for future re-evaluation
## Using a Prioritization Matrix

<table>
<thead>
<tr>
<th>Secondary Driver/Change Idea</th>
<th>Clinical Quality Improved?</th>
<th>Financial performance improved?</th>
<th>Patient Care Experience Improved?</th>
<th>Ease of Implementation (1 is difficult; 3 is easy)</th>
<th>Leadership Support</th>
<th>Provider/Staff Engagement</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reminder calls to keep BP appt. check</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>16</td>
</tr>
<tr>
<td>Staff Audits – BP Competency</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>17</td>
</tr>
<tr>
<td>F/up Visits for Elevated BP</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>13</td>
</tr>
</tbody>
</table>
Case Study

- Data Reports Utilized: Quarterly data submission
  - No increase in provider attestation rate between Q3 and 4
  - Screening rate sustained above 75% for Q3 and 4 for Peds only
  - Positive screen rate little variation for Q3 and 4
  - Referral rates for patients with a positive screen at 20%
Case Study

• Why is our referral rate for patients with a + ACE score so low?

• Not documenting correctly, Patients are already in services, Don’t know who to refer to???
## Case Study

- **Decision Matrix Scoring Results**

<table>
<thead>
<tr>
<th>Change Idea</th>
<th>Ease of Implementation</th>
<th>Improve Patient Experience</th>
<th>Supports PCMH (Strategic Initiative)</th>
<th>Positive Financial Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>EHR enhancement</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Build out Referrals</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>
Testing Change Ideas

Ramp Up: Rapid and Iterative Cycles

Changes That Result in Improvement

Implementation of Change

Wide-Scale Tests of Change

Follow-up Tests

Very Small-Scale Tests

DATA

Rapid = Frequent

Hunches
Theories
Ideas

APSD

APSD

APSD
# Rapid Cycle Worksheet

## Title of PDSA:

## Aim statement:

<table>
<thead>
<tr>
<th>PLAN</th>
<th>DO</th>
<th>STUDY</th>
<th>ACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDSA Cycle No.</td>
<td>What <em>change</em> are you testing?</td>
<td>What have you <em>learned</em> from previous PDSAs?</td>
<td>What do you <em>predict</em> will happen?</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CALQIC: Breakout Groups
Activity Tips

The intent of the session is to provide an opportunity to discuss and reflect on data use, and how changes are shaping this initiative.

- Which data set has provided you with the most actionable items?
- What is 1 change idea you will test next week?
- What are 1 or 2 changes you want to test in the next few months in anticipation of spreading your project further?
Reflection
Team Reflection

1. Which data set provides have you found most useful?

2. Tell us about a change idea you will implement next week.

3. Tell us about 1 thing you will test in the next few months in anticipation of spreading this initiative.
Opportunities

Set up time with your team & coach to work change ideas

Submit quarterly data by July 15th

Office hours with Karissa - virtual consults!

Need more support? Check out CCI’s QI training at https://www.careinnovations.org/ci-academy/
Closing
Peer Learning Community:

**Optional Connection Call**
- Jan 21, 2021 (12:30-2)

**Content Webinar**
- Feb 18, 2021 (12:30-2)

**Peer Learning Session #2**
- Mar 16, 2021 (11-2)

**Optional Connection Call**
- Apr 22, 2021 (12:30-2)

**Content Webinar**
- May 20, 2021 (12:30-2)

**Peer Learning Session #3**
- June 22, 2021 (11-2)

**Optional Connection Call**
- July 22, 2021 (12:30-2)

**Content Webinar**
- Aug 19, 2021 (12:30-2)

**Final Peer Learning Session #4**
- Sept 21, 2021 (TBD)

**Coaching:** Monthly Team Calls

Data Reporting and Evaluation Activities:

**Interviews**
- Jan-Feb 2021
- Sept-Oct 2021

**Quarterly Report #2**
- By Jan. 15, 2021

**Quarterly Report #3**
- By April 15, 2021

**Quarterly Report #4**
- By July 15, 2021

**Quarterly Report #5**
- By Oct. 15, 2021

**Endline Assessment**
- September 2021

**Final Report to CCI**
- Oct 31, 2021

Surveys to gauge satisfaction with sessions, webinars, TA, etc.
Chat Box: How did today go?
I like... I wish... I wonder...
Thank you!

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