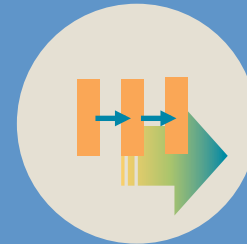


# KP Transformation Accelerator Evaluation Update

October 10, 2018

Center for Community Health and Evaluation  
[www.cche.org](http://www.cche.org)



# Evaluation goals



# Data Collection

Quarterly  
pulse surveys

Quarterly  
health center  
interviews

Capacity  
assessments

Data tracking  
via run charts

Informal and  
formal  
interviews with  
CCI program  
staff

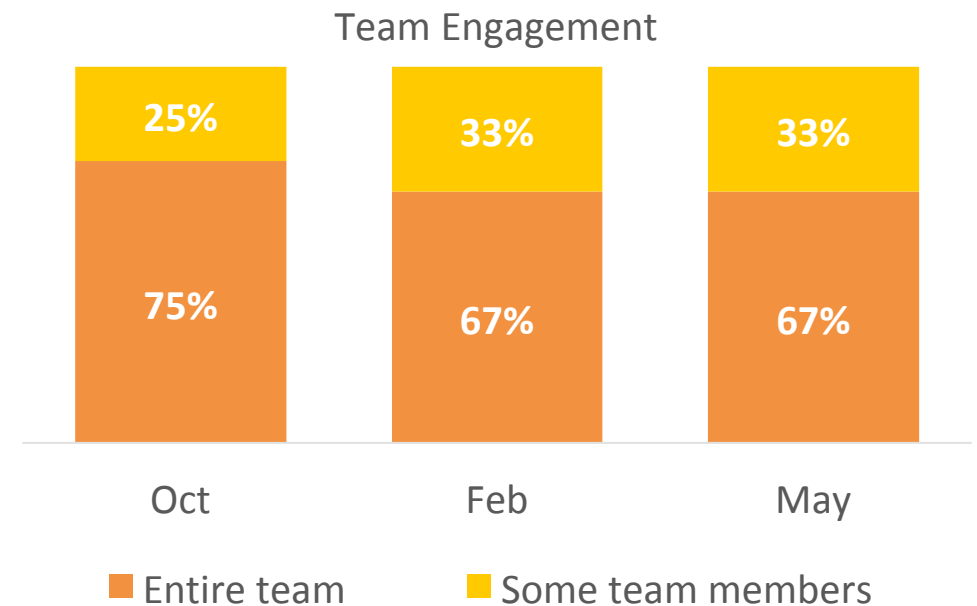
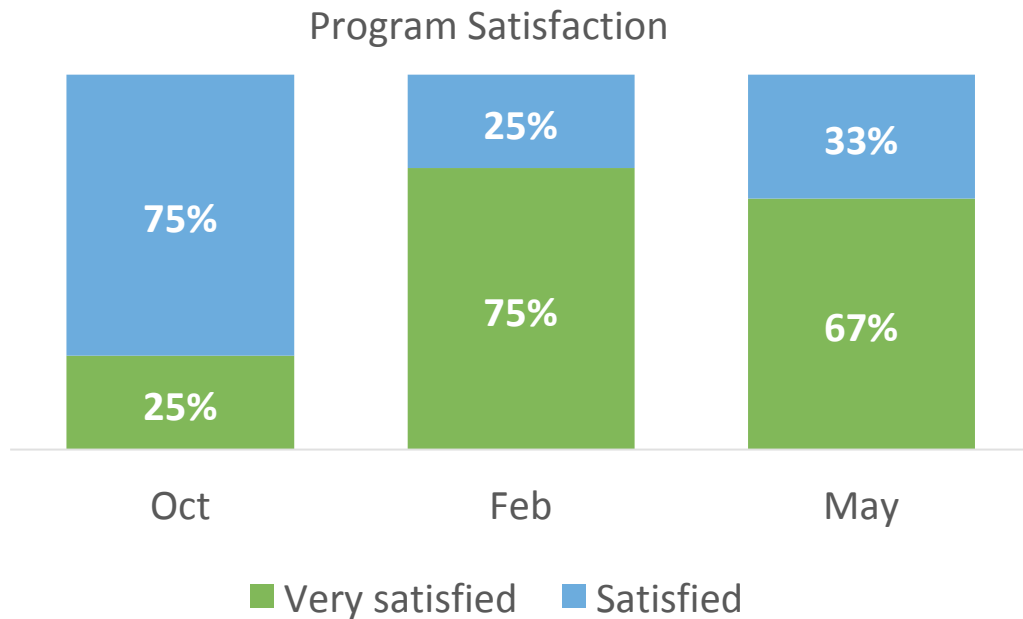
Observation of  
convenings &  
webinars

Initial evaluation results:

Program feedback provided to CCI



# Program feedback: Satisfaction & engagement is high

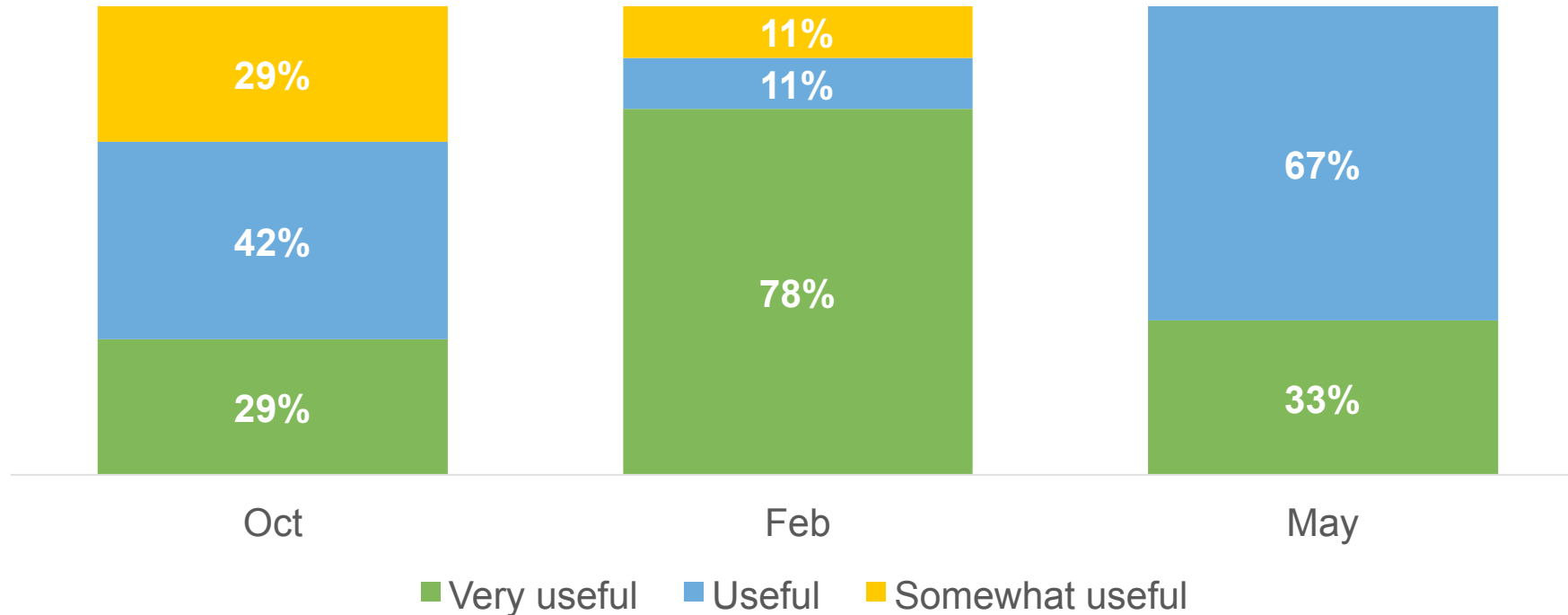


“The team is getting more engaged...I’m seeing some of the providers are getting a deeper appreciation for quality work and how it can be used...”

-Health center interview (July)



# Program feedback: Coaching seen as useful



“Both [coaches] are very experienced and knowledgeable and it’s always a pleasure to hear their advice.”

-Health Center Interview (Oct)

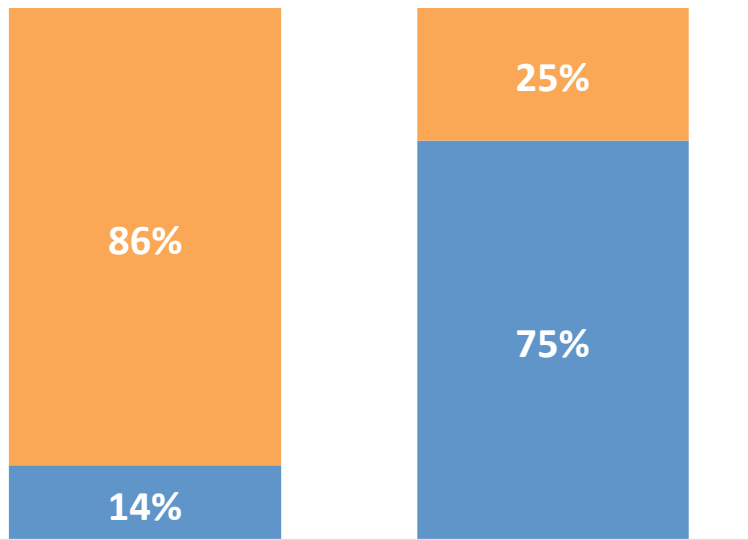
“[Coaching] forces you to keep the project in front of you. It forces the group to reinvest and look at the data to see where we are.”

- Health center interview (July)



# Program feedback: Convenings are highly rated

Usefulness of convenings

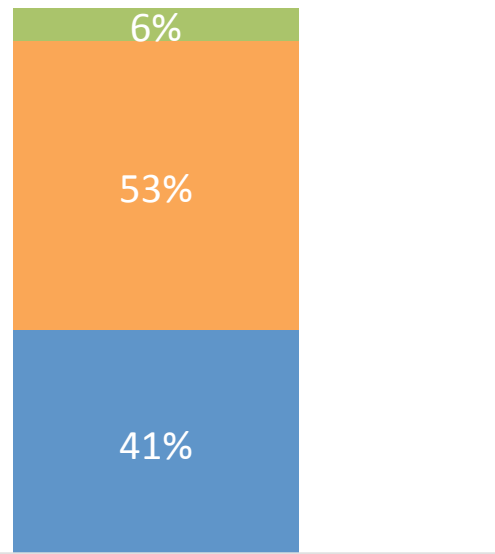


#1 Kick off

#2 Team Based Care

■ Very useful ■ Useful

Valuable use of time



#3 Data Governance

■ Strongly agree ■ Agree ■ Neutral

“... it was a good balance between sharing information and giving us time to work as a team. Often you go to a full day convening, you get excited, have all these ideas, and then you can’t implement them. So, it was a good balance between learning and doing time.”

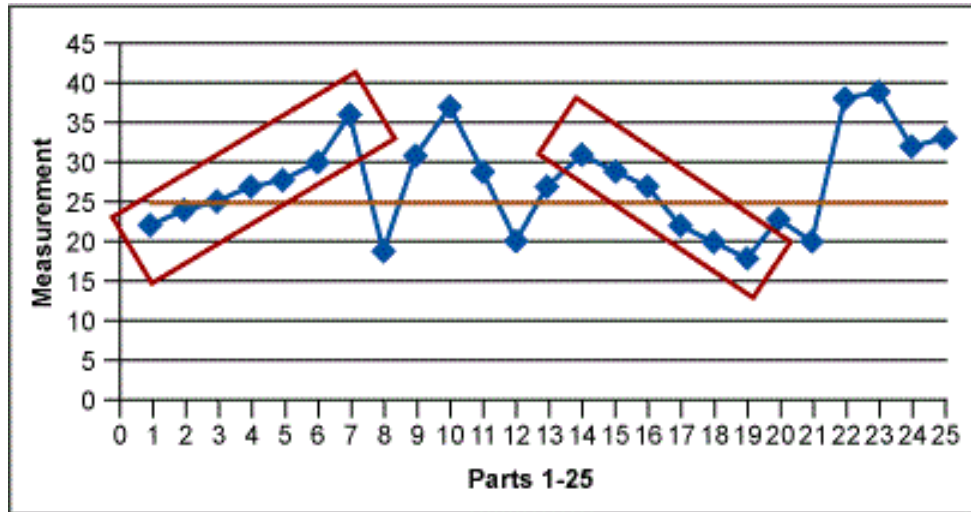
- Health center interview  
(March)

“The convenings have been very well done, I think the convenings have been some of the best that I’ve seen.”

- Health center interview  
(March)



# Program feedback: Run charts have been helpful



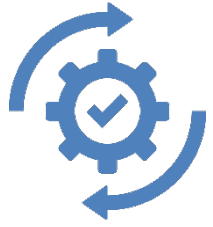
“[Run charts] are something we have already used but it’s a good way to display the data for everyone to understand. We try to make sure all levels of staff see it, and sometimes we show them to patients.”

-Health center interview (May)

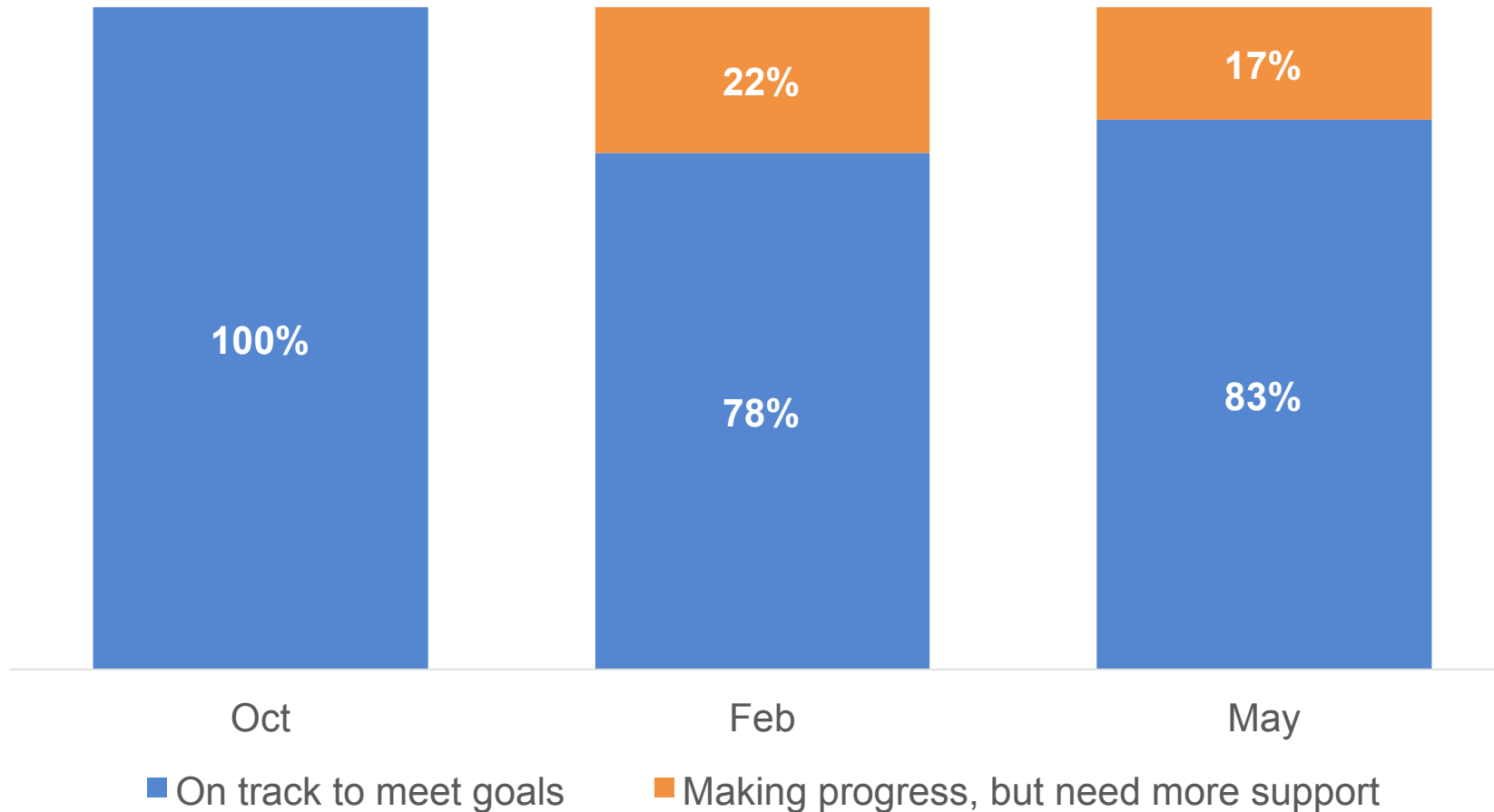
“I think the run chart really helped. I want to present data that way from now on. I work with data all the time, and run chart was a new term. I like how they broke it out. It’s nice to present data in a new way. So, that was very helpful.”

-Health center interview (May)





# Health center progress: Teams feel confident about progress toward goals





# Health center progress: Facilitators & challenges

## Facilitators

- Staff/leadership buy-in
- Dedicated project time
- High quality TA

“I see people are more empowered, especially the team working on this, and since participating in this, they are advocating. There is overall improvement with the site and people are paying attention.”

- Health center interview (March)

## Challenges

- Staff turnover
- Staff buy-in
- Competing priorities
- Time
- Data challenges

“...trying to get providers to understand what we're doing. We have so many projects going on, and I think providers can feel overwhelmed, and it takes time to get buy in.”

- Health center interview (July)

Evaluation next steps:  
What to expect

# Evaluation Next Steps

Final pulse  
survey - coming  
in the next few  
weeks

Final interview-  
scheduling  
starts soon

Data tracking-  
will continue  
through the end  
of the program

Informal and  
formal  
interviews with  
program staff

# Focus of final data collection efforts

- To what extent have participating health centers **made progress on capacity building goals?**
- To what extent have participating health centers **improved targeted clinical, operational and/or financial performance?**
- To what extent have **practice changes been sustained and spread?**

# Questions and comments

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