LOS ANGELES LGBT CENTER

POPULATION HEALTH LEARNING NETWORK: YEAR 2

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Restructure the focus of the team model from case management to a clinical team model that addresses patient care needs such as preventative and chronic care management as evidenced by improved outcomes in rates of colorectal cancer screening.
Los Angeles LGBT Center will improve the health of our community by increasing the number of patients aged 50 to 75 years who are screened for colorectal cancer from 42% [703 patients] to 75% [1872 patients] by February 01, 2020.

MEASURES FOR SUCCESS
TESTED CHANGES

- Post - FIT Kit reminders via text message
- Daily huddles
- Huddle tool
- Daily, weekly, and monthly missed opportunities report
- In visit – FIT Kit with mail-in option
- Direct mail - FIT Kit outreach without an upcoming visit
- Live follow-up call 1 week after receiving FIT Kit
IMPLEMENTED CHANGES

• Pre-visit chart prep (huddle tool)
• Care Team daily huddles
• Daily missed opportunity report
• MA FIT Kit standing orders
• FIT Kit patient mail-in option
• Daily and weekly data sharing
• Process Improvement Change Letters (PICL)
USING DATA FOR IMPROVEMENT

Colorectal Cancer Screening (age 50-75)


- 42%  42%  39%  46%  49%  52%  60%  59%  59%  61%  64%  65%  66%

**BASELINE**

- Piloting mail option for patients w/o upcoming visits
- Started entering colonoscopies within EHR - Health Maintenance
- Protocolized standing procedures for MA’s to drop FIT Kit orders
- 1st team offering Mail-In FIT Kit Option
- Started using missed opportunities report
- Huddle sheets formalized and huddles standardized
THE M-A TEAM
STRATEGIES FOR SUCCESS

- BUY-IN
- INCREMENTAL CHANGES
- DATA SHARING
- ADOPTING BEST PRACTICES FROM PARTNER CLINICS
### Key Tools & Resources

- Team restructure and interdepartmental collaboration
- Daily huddles
KEY TOOLS & RESOURCES

• i2i Huddle Tool and Missed Opportunities Report
• Data Sharing Boards
**KEY TOOLS & RESOURCES**

- Bi-Weekly Health Services Operations Data Review Meeting
- Process Improvement Change Letter (PICL)
CURRENT CHALLENGES/BARRIERS

• Data that cannot be queried
• Staff Onboarding and Training
NEXT STEPS

Spreading

- Vaccines
- Staying Health Assessments (SHA)
- Other Preventative Screenings

Sustaining

- Culture Change
- PICL and Protocols
- Team Structure
- Incremental Change
- Data Sharing