

A Participant's Guide to PHASE - 2018

What is PHASE?

PHASE (**P**reventing **H**eart **A**ttacks and **S**trokes **E**very day) is Kaiser Permanente's award-winning population health management program to care for people most at risk for heart attacks and strokes. The program uses Kaiser Permanente's evidence-based [clinical protocol](#) that includes proven medications and support for a healthy lifestyle. Since 2003, Kaiser Permanente has used the evidence-based PHASE approach to reduce heart attacks and stroke-related hospital admissions among its own members by 60%.

Why my organization involved and what are the benefits?

Recognizing the potential to improve the health of vulnerable patients in the communities they serve, Kaiser Permanente Northern California Region Community Benefit has provided in grant support and technical assistance to safety net organizations to implement, spread and sustain PHASE. As of 2018, there are [18 grantee organizations](#) that receive a PHASE grant, including 9 community clinics, 4 regional community clinic consortia (who support their member health centers in implementing PHASE), and 5 public hospitals and health systems in Northern California. Through these organizations and their affiliated members at over 175 clinical sites), PHASE has reached approximately 200,000 patients in Northern California to date. Participating in PHASE offers a rich opportunity to build population health management capability, reengineer care processes to achieve outstanding HTN control for patients at risk of heart attack and stroke, and improve both patient and provider satisfaction.

What are the key steps to implementing PHASE?

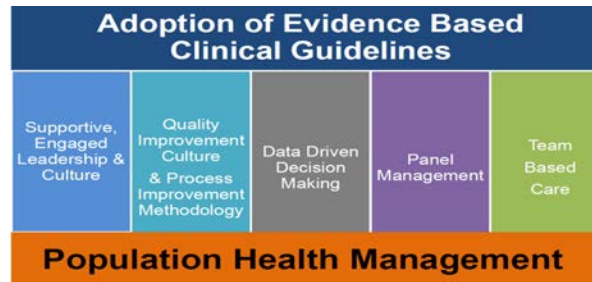
Critical success factors include:

- Engage senior leaders in identifying how PHASE participation can augment other strategic goals, such as pay-for-performance bonuses, UDS quality awards, reaching PRIME targets, etc.
- Form a team with a clinical champion and day-to-day team leader (often a QI manager)
- Ensure that providers are familiar with and use the clinical protocol
- Train MAs in proper BP technique to ensure accurate HTN diagnosis
- Configure EHR to provide alerts and point of care reminders for HTN care
- Use registry reports for outreach to patients and daily huddle reports to fill care gaps
- Constantly assess performance and care process effectiveness, use PHASE tools and resources – as well as co-participants in the PHASE grantee cohort – to emulate high performers
- Conduct small tests of change and reengineer care processes to improve performance

What does it take to be successful?

Successful implementation of PHASE requires not only following the clinical protocol, but also strengthening population health management capabilities and practices to optimize care

processes. Technical assistance and evaluation tools are provided to support grantees in establishing or strengthening these 5 key “Building Blocks of PHASE”.



Successful implementation of PHASE also requires that care teams constantly assess their processes in order to produce optimal outcomes for patients, reach out to organizations that are achieving excellence in BP control and assess where the opportunities exist to re-engineer care processes.

What type of training and technical assistance is provided to implement PHASE?

Two agencies work with Kaiser Permanente to support grantees implementing PHASE.

- **The Center for Care Innovations (CCI)** serves as a project office to design and coordinate technical assistance, training, and capacity-building. CCI strives to make the “Building Blocks of PHASE” capabilities a reality for participating organizations by selecting and deploying coaches, connecting grantees to available training, and building a robust peer learning community that includes hosting twice yearly convenings, frequent webinars and online peer sharing opportunities, publishing a monthly newsletter and maintaining an online resource hub.
- **The Center for Community Health and Evaluation (CCHE)** is leading the PHASE evaluation to measure outcomes and impact. They support grantees in meeting the evaluation requirements, including the quarterly submission and analysis of measures, which follow the HEDIS (Healthcare Effectiveness Data and Information Set) standardized performance measures:

PHASE Clinical and Quality Measures

Clinical Quality Measures	Screening & Follow Up Measures	Prescription Measures
Diabetes controlled BP	Tobacco	Diabetes statin
Diabetes controlled A1c	BMI	Diabetes ACE/ARB
Hypertension controlled BP	Depression	Diabetes statin and ACE/ARB
		HTN antihypertensive

CCHE is also capturing qualitative data through quarterly calls and interviews to tell the story of PHASE’s impact and to inform the technical assistance and support provided.

What are my responsibilities as a PHASE grantee?

As a recipient of a PHASE grant and valued member of the PHASE learning community, there are several requirements and expectations to fulfill.

1. Complete a Charter for Improvement (CFI) on a periodic basis (generally at the beginning and the midpoint of the grant). The CFI enables you to:
 - Identify measures targeted for improvement
 - Set goals for these targets
 - Define improvement plans and identify challenges
2. Complete a Building Blocks of PHASE assessment for each clinical site participating in PHASE. The purpose of the assessment is to:
 - Pinpoint areas for improvement and targeted training
 - Inform CCI's design of learning community needs and technical assistance opportunities
3. Submit data (PHASE measures) on a quarterly basis to CCHE
4. Participate in data/evaluation calls and interviews on a quarterly basis
5. Participate in the learning community meetings (convenings, webinars) and share promising practices, experiences and challenges with fellow PHASE colleagues
6. Prepare and submit a year-end report to reflect on successes and challenges and "harvest" lessons learned
7. Prepare and submit an annual budget report indicating how grant funds were spent
8. Prepare a final narrative and expenditure report at the end of the grant period and submit it to Kaiser Permanente Northern California Community Benefit

To learn more, please visit PHASEsupport.org or contact Alexis Wielunski at CCI (alexis@careinnovations.org)