TEAM BASED PERFORMANCE

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Objectives:

• How we utilize our change management strategy to drive performance improvement
• How care teams use data to improve the well-being of our patients and performance on quality metrics
• Key roles for success
Ease in Change - Change management and project-planning tool

EXPLORE
You’ve got an idea. Information-gathering and discussion happen in these stages, and you may consider using a PDSA.

ENGAGE
Ask:
- How do you know there is a problem?
- Whose work is impacted?
- What is the opportunity, and how does it connect to our strategic plan?
- Why are we doing this? What problem

EXAMINE
Does this idea potentially impact more than one department? If so, start a formal proposal. If not, talk with your leader about moving it without a formal proposal.

EXECUTE
- Develop an action plan, clarifying project description, team members, goals, timelines, boundaries, risks, and resource requirements.
- Communicate to others, sharing the plan and the vision. Update frequently.

ENSURE EXCELLENCE
After the plan is in place, evaluate its effectiveness.
- Determine whether measures are being met.
- Hold accountability for performance and compliance.
- Evaluate participants’ experience.
- Determine whether

TIME FOR A PDSA?

Stop here for yes or no decision, either by leader or council/committee.
DRIVING IMPROVEMENT

Developmental Screening: Benchmark Achieved

- Understand current state
- Test ideas for improvement
- Establish standard work
- Implement standard
- On-going Monitoring

EXPLORE
ENGAGE
EXAMINE
EXECUTE
ENSURE EXCELLENCE
Improving Outcomes Through Relationships
Our Team

2.5 Provider
2.5 Certified Medical Assistants
1 Clinical RN
2 Wellness Coaches
1 Engagement & Prevention Specialist
1 Lab Technician
2 Patient Services Representatives
.5 Clinical Services Representative
.5 Medical Records Clerk
1 Offsite Referrals Clerk
.5 Embedded Options Therapist
.5 Embedded Columbia Care Case Manager
Our Patients

*patients with multiple dx are counted in each group
OUR RESULTS - PEDIATRIC

- Adolescent Well Child: Benchmarked at 56%.
- Childhood Immunizations: Benchmarked at 81%.
- Childhood Weight, Screening and Counseling (Nutrition Counseling): Benchmarked at 74%.
- Developmental Screening: Benchmarked at 77%.

Data points for:
- May 2017
- July 2017
- September 2017
- November 2017
- January 2018
- March 2018
- May 2018
- July 2018
- September 2018
OUR TEAM
IT’S ALL ABOUT RELATIONSHIP
Making Improvement With Large Populations
Our Team

• 11 Providers (PA’s, NP’s, DO’s and MD’s)
• 7 Certified Medical Assistants
• 4 Nurses
• 2 Engagement Prevention Specialists
• 1 Wellness Coach
• 1 Integrated Behavioral Health Clinician
• 11 Other Support Staff
Our Patients

*patients with multiple dx are counted in each group

<table>
<thead>
<tr>
<th>Condition</th>
<th>Count</th>
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<tbody>
<tr>
<td>Hypertension</td>
<td>1,070</td>
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<tr>
<td>Obesity</td>
<td>1,052</td>
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<tr>
<td>Non-Adherence</td>
<td>987</td>
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<tr>
<td>Anxiety</td>
<td>768</td>
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<tr>
<td>Nicotine</td>
<td>660</td>
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<td>Respiratory disease</td>
<td>597</td>
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<tr>
<td>Diabetes</td>
<td>547</td>
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<tr>
<td>SUD</td>
<td>520</td>
</tr>
<tr>
<td>Circulatory system</td>
<td>345</td>
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<tr>
<td>Chronic Pain</td>
<td>301</td>
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<tr>
<td>Other mental health disor</td>
<td>257</td>
</tr>
<tr>
<td>Complex Care</td>
<td>188</td>
</tr>
<tr>
<td>Bipolar</td>
<td>187</td>
</tr>
<tr>
<td>PTSD</td>
<td>182</td>
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<tr>
<td>Liver</td>
<td>178</td>
</tr>
<tr>
<td>Cancer</td>
<td>174</td>
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<tr>
<td>SOOH</td>
<td>145</td>
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<tr>
<td>Depressive disorder</td>
<td>130</td>
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<tr>
<td>Kidney</td>
<td>88</td>
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<tr>
<td>Schizophrenia</td>
<td>69</td>
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<tr>
<td>Urolithiasis</td>
<td>62</td>
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<tr>
<td>Housing</td>
<td>39</td>
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<tr>
<td>Psychotic disorder</td>
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<td>Suicide Attempt</td>
<td>5</td>
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<tr>
<td>Manic</td>
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<tr>
<td>Mood Disorder</td>
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ENGAGING THE TEAM IN IMPROVEMENT EFFORTS

Meaningful
Make it relevant and meaningful

Awareness
Create awareness of current performance

Focus
Create focus and accountability
Colorectal Cancer will cause:

About 50,630 deaths in 2018.

Imagine all of the people of Ashland and Grants Pass dying from one cancer.

Colorectal Cancer is the:

Leading cause of cancer deaths in the US.

Third most common cancer diagnosed in both men and women in the US.

Overall lifetime risk is:

1 in 22 for Men
1 in 24 for Women

For the US in 2018 there will be:

97,220 new cases of colon cancer.

43,030 new cases of rectal cancer.

This could be 2 of us in this room.
METRIC CHAMPIONS
AN EXAMPLE OF SUCCESS

Adolescent Well Care

<table>
<thead>
<tr>
<th>Month</th>
<th>Measure</th>
<th># of Patients</th>
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<tbody>
<tr>
<td>December 17</td>
<td>47.52%</td>
<td>101</td>
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<tr>
<td>January 18</td>
<td>63.64%</td>
<td>77</td>
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<tr>
<td>February 18</td>
<td>65.00%</td>
<td>80</td>
</tr>
<tr>
<td>March 18</td>
<td>59.26%</td>
<td>81</td>
</tr>
<tr>
<td>April 18</td>
<td>59.26%</td>
<td>81</td>
</tr>
<tr>
<td>May</td>
<td>58.54%</td>
<td>82</td>
</tr>
<tr>
<td>June</td>
<td>62.65%</td>
<td>83</td>
</tr>
<tr>
<td>July</td>
<td>62.79%</td>
<td>86</td>
</tr>
<tr>
<td>August</td>
<td>65.17%</td>
<td>89</td>
</tr>
<tr>
<td>September</td>
<td>62.92%</td>
<td>90</td>
</tr>
<tr>
<td>Metric</td>
<td>May</td>
<td>September</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------</td>
<td>---------</td>
<td>-----------</td>
</tr>
<tr>
<td>Childhood Weight Screening and Counseling (Nutrition Counseling)</td>
<td>34.21%</td>
<td>52.94%</td>
</tr>
<tr>
<td>Childhood Weight Screening and Counseling (Physical Activity Counseling)</td>
<td>34.82%</td>
<td>53.53%</td>
</tr>
<tr>
<td>Colorectal Cancer Screening</td>
<td>35.94%</td>
<td>38.40%</td>
</tr>
<tr>
<td>Depression Screening</td>
<td>65.18%</td>
<td>72.87%</td>
</tr>
<tr>
<td>Developmental Screening</td>
<td>58.54%</td>
<td>62.22%</td>
</tr>
<tr>
<td>Effective Contraceptive Use</td>
<td>25.00%</td>
<td>36.25%</td>
</tr>
</tbody>
</table>
SHARING DATA WITH OUR PATIENTS – CURRENT REALITY
Questions?
Comments?
Ideas?
How to contact us:

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