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

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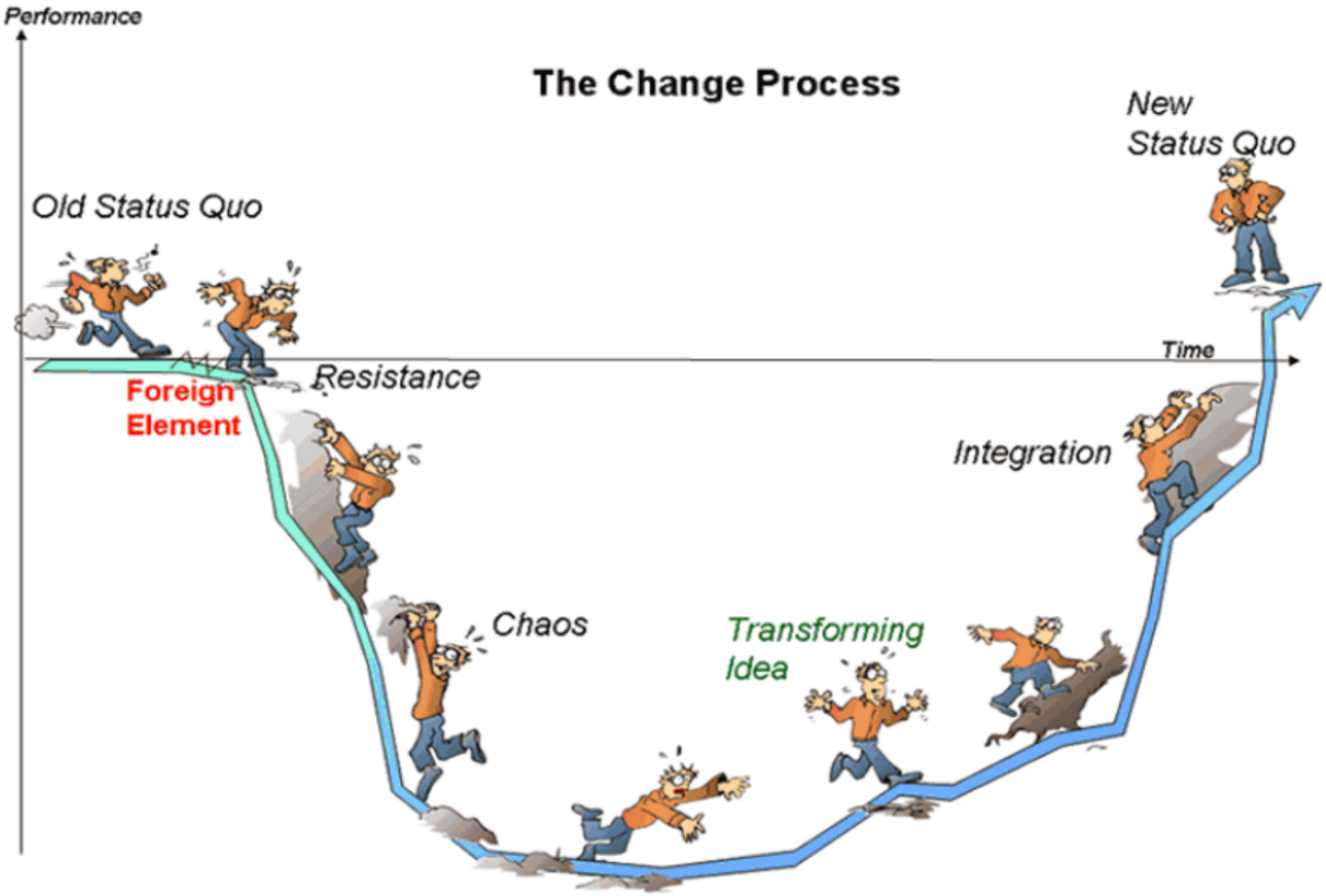

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Ease in Change · Change management and project-planning tool

EXPLORE

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

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

ENGAGE

Ask:

- Who is impacted and has the energy to participate in this idea?
- What do others think/feel about this?
- What do opposing viewpoints say?
- Who are the

EXAMINE

Does this call for a formal proposal? Decide here.

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.

Ask:

- Why is this happening the way it is?

EXECUTE

Use this stage to develop and carry out an action plan.

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

ENSURE EXCELLENCE

Now it's time to ensure excellence. Follow these steps:

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.

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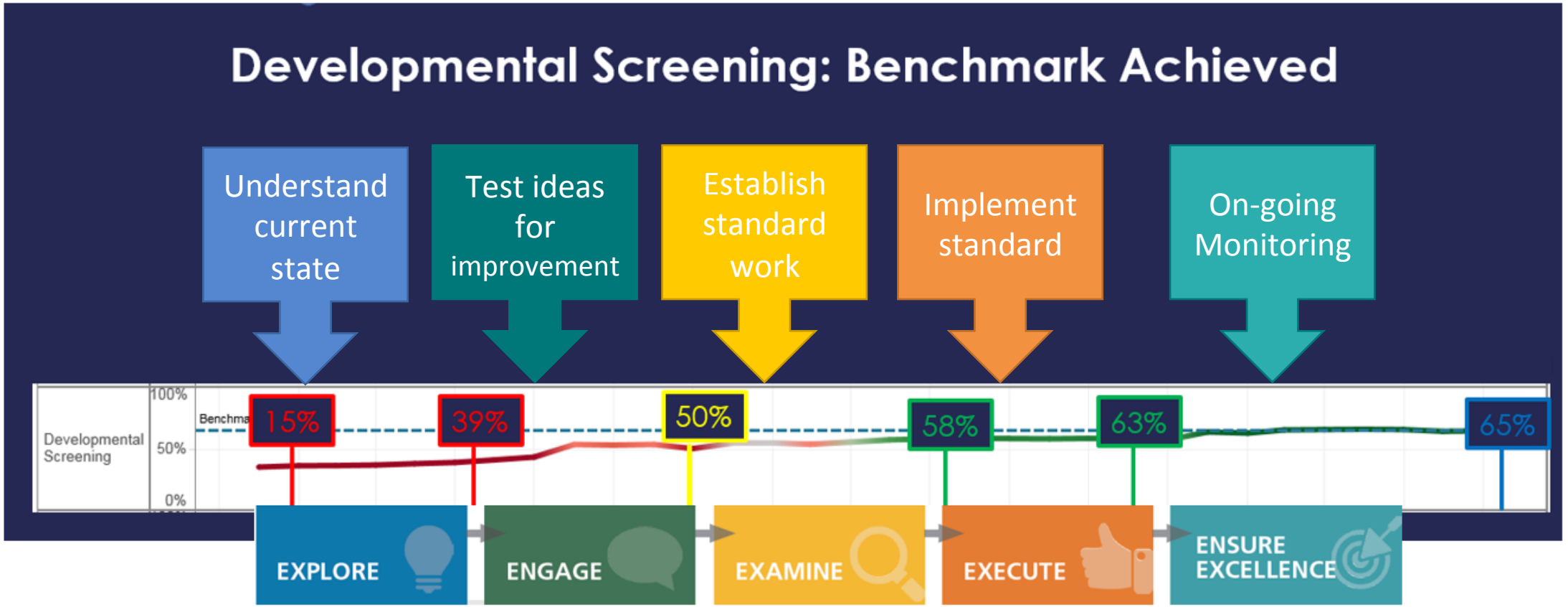
DRIVING IMPROVEMENT



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Improving Outcomes Through Relationships

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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

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Our Patients

*patients with multiple dx are counted in each group

Diabetes	89
SDOH	86
Depressive disorder	70
Circulatory system	66
Housing	60
Complex Care	45
Liver	35
Kidney	24
Cancer	24
Psychotic disorder	23
Urolithiasis	10
Mood Disorder	3
Manic	3
Suicide Attempt	2

Detail	Primary Location (Pa.. Birch Grove Health Center
Non-Adherence	523
SUD	455
Anxiety	366
Nicotine	337
Hypertension	197
Respiratory disease	195
Obesity	192
Bipolar	173
Schizophrenia	152
Chronic Pain	148
PTSD	147
Other mental health disorder	130

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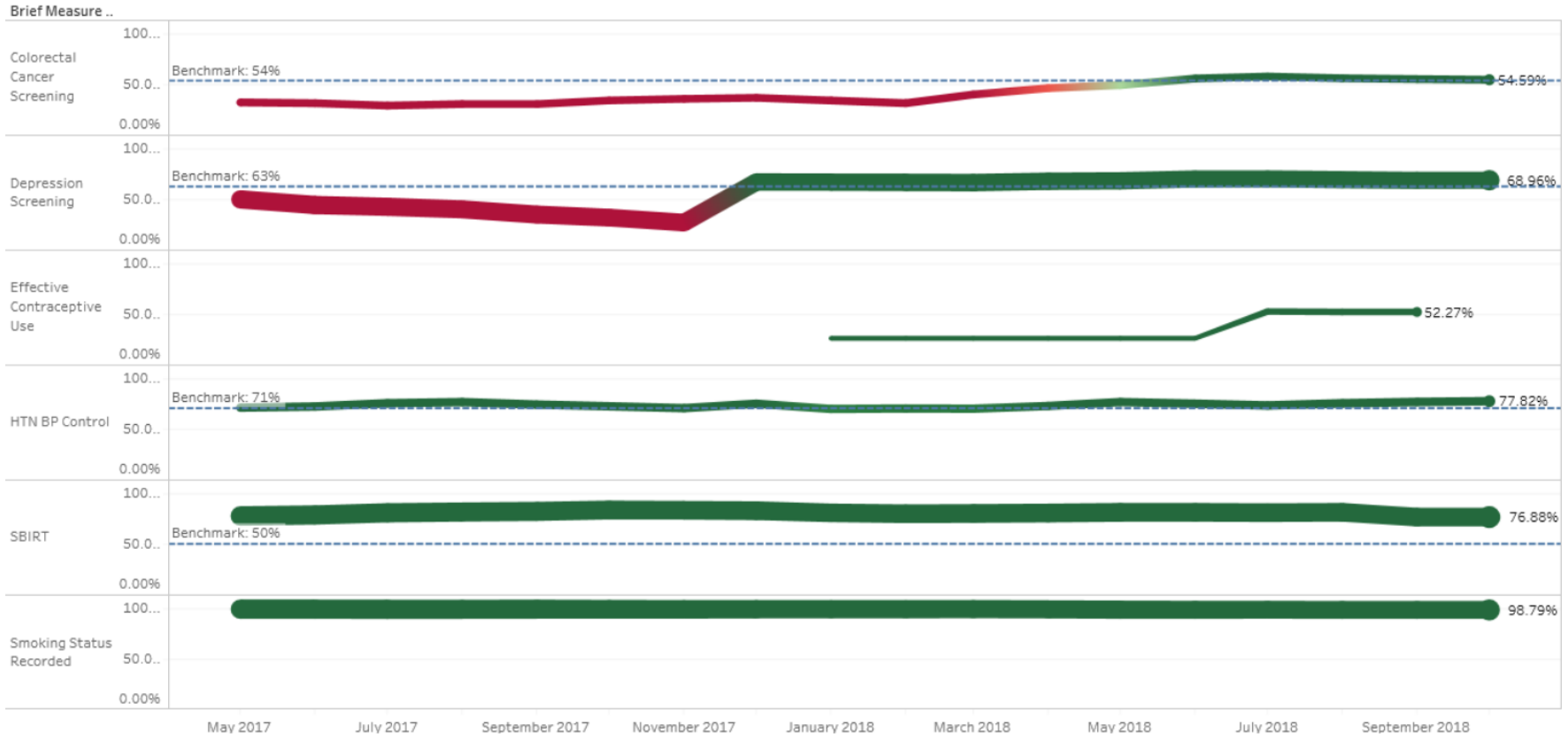
OUR RESULTS - ADULT



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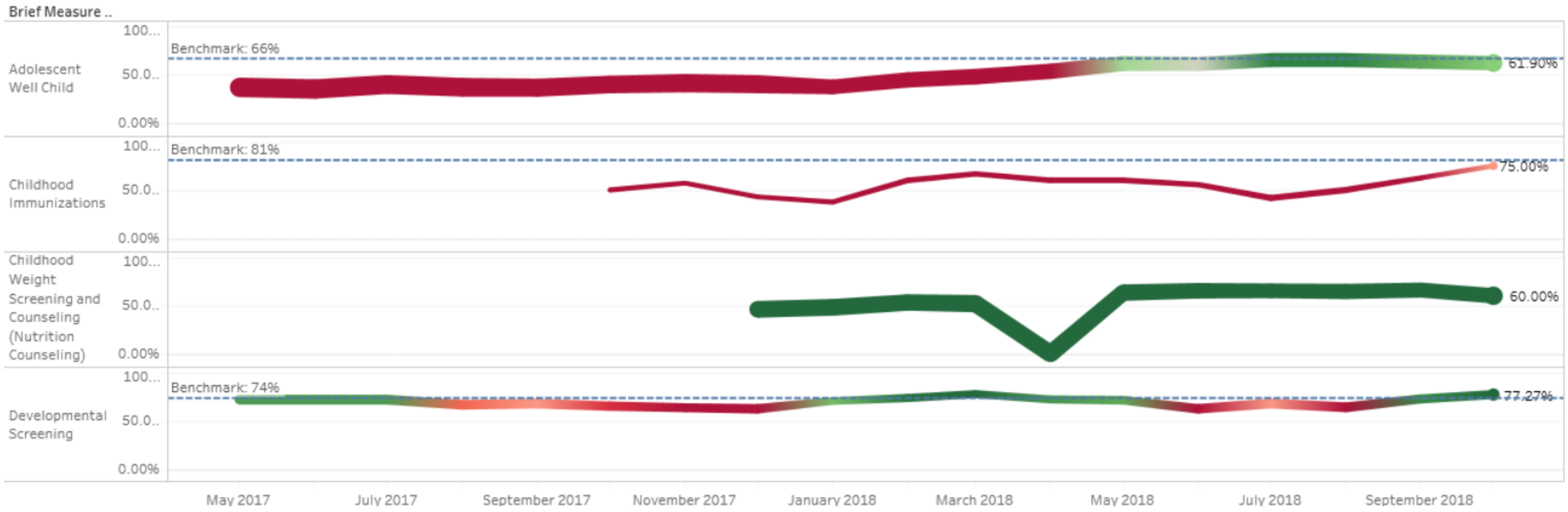
OUR RESULTS - PEDIATRIC



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OUR TEAM

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IT’S ALL ABOUT RELATIONSHIP

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Making Improvement With Large Populations

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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

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Our Patients

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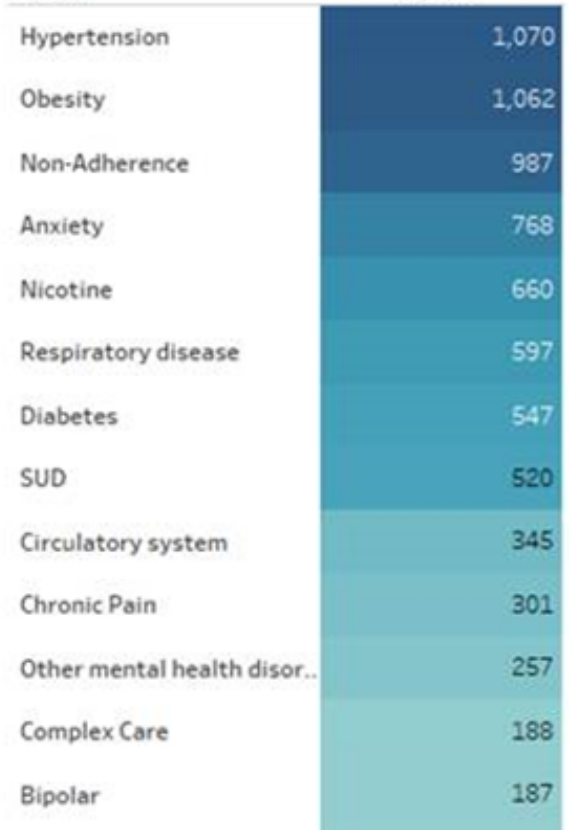

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ENGAGING THE TEAM IN IMPROVEMENT EFFORTS

Meaningful	Awareness	Focus
Make it relevant and meaningful	Create awareness of current performance	Create focus and accountability

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MAKING DATA MEANINGFUL – STAFF EDUCATION

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.

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METRIC CHAMPIONS

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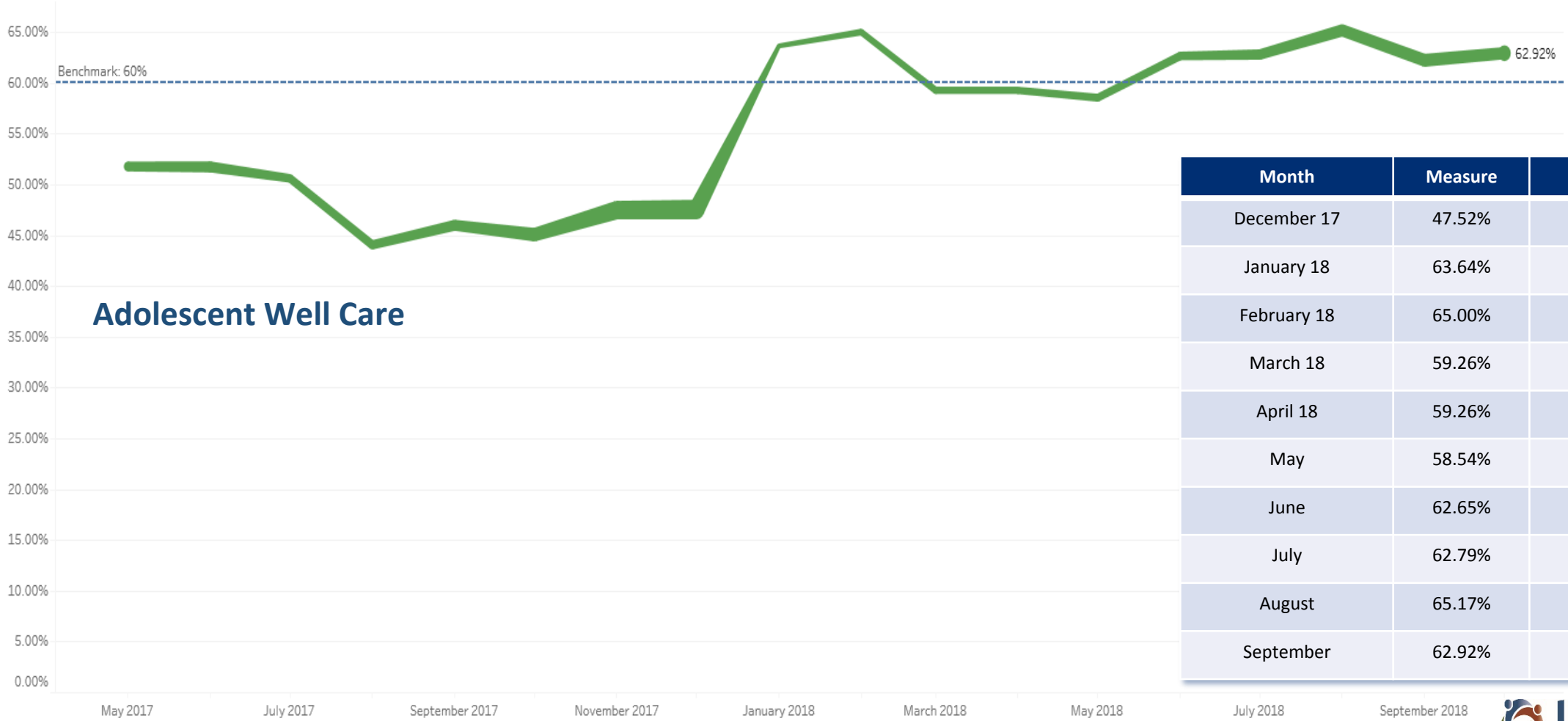
AN EXAMPLE OF SUCCESS



Adolescent Well Care

Month	Measure	# of Patients
December 17	47.52%	101
January 18	63.64%	77
February 18	65.00%	80
March 18	59.26%	81
April 18	59.26%	81
May	58.54%	82
June	62.65%	83
July	62.79%	86
August	65.17%	89
September	62.92%	90

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Metric	May	September	Improvement
Childhood Weight Screening and Counseling (Nutrition Counseling)	34.21%	52.94%	18.73%
Childhood Weight Screening and Counseling (Physical Activity Counseling)	34.82%	53.53%	18.71%
Colorectal Cancer Screening	35.94%	38.40%	02.46%
Depression Screening	65.18%	72.87%	07.69%
Developmental Screening	58.54%	62.22%	03.68%
Effective Contraceptive Use	25.00%	36.25%	11.25%

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Questions?
Comments?
Ideas?

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