

WPCC meeting Design for WPCC

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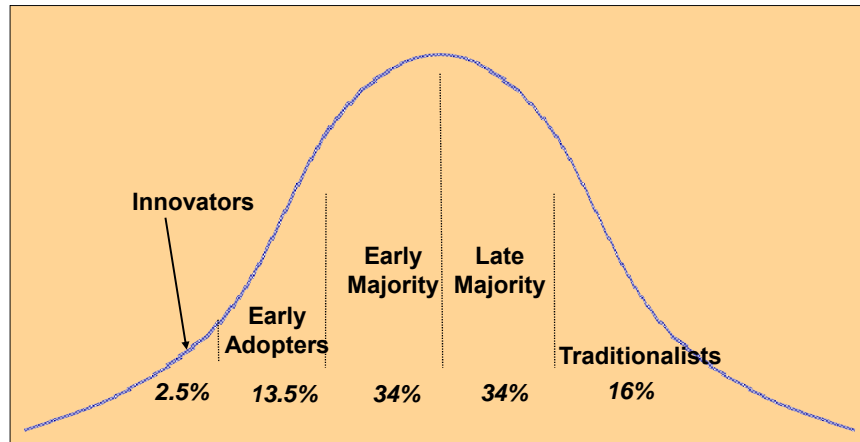
Quadruple Aim



-image by Denielle Wiebe, CCMI

Why a collaborative?

Everett Rogers Diffusion of Innovation



from Rogers, 1995

Evidence Base:
14-17 Years to move new
work to the mainstream

PCMH-A results



Organizations are columns

Leadership	6	11	6	9	6	5	5	10	10	8	7	6
	7	12	5	10	5	7	4	11	9	9	12	6
	5	10	7	9	7	3	9	9	9	8	6	7
	6	9	7	10	7	8	5	9	9	5	4	2
QI strategy	5	11	7	9	7	7	7	10	10	6	2	3
	7	12	7	10	4	6	10	12	10	10	7	7
	6	11	6	9	5	5	6	10	9	8	5	3
	6	12	9	9	5	9	10	12	9	10	8	9
Empanelment	4	11	5	8	5	11	12	12	12	11	10	5
	5	11	5	9	4	5	8	11	10	8	6	8
	7	11	8	8	1	4	8	11	11	10	10	8
	6	12	6	6	3	1	2	12	9	9	5	5
Team-based care relationships	6	11	11	8	10	8	12	12	8	11	10	9
	6	11	10	10	7	6	7	11	10	11	11	11
	7	10	3	8	3	3	8	12	9	11	9	6
Organized Evidence-Based Care	5	9	10	8	2	6	7	9	10	11	8	11
	4	8	9	9	6	3	7	12	9	11	6	10
	3	11	8	8	4	5	7	10	7	6	6	10
	5	6	6	8	2	1	3	10	6	6	7	5
	4	8	7	8	7	4	8	10	9	10	10	9
Person-centered interactions	6	10	7	8	7	4	8	10	8	11	8	9
	5	7	9	3	6	9	8	11	8	11	8	9
	5	9	9	6	1	9	9	10	10	11	11	9
	6	7	6	5	5	4	6	11	9	10	9	3
	6	7	7	7	2	3	10	12	11	10	10	11
	7	6	5	5	5	3	6	7	9	9	11	11
Enhanced Access	9	12	8	10	9	7	10	12	10	11	11	11
	3	5	9	9	10	5	5	11	10	10	9	9
	4	7	6	8	2	3	7	8	11	6	9	9
	5	9	10	8	6	7	10	11	12	11	10	9
Care Coordination	7	11	9	7	8	4	7	7	8	9	9	12
	4	12	4	6	7	1	4	11	10	11	10	3
	8	8	8	9	8	2	7	12	10	9	10	9
	8	8	5	9	6	5	6	12	12	11	9	11
	4	6	5	8	4	10	3	7	9	8	10	6
	5	8	8	9	10	4	8	10	8	10	8	11

Site visits

- Leavenworth
- Wenatchee
- Chelan
- Moses Lake
- Brewster

We saw some really great stuff



- It's a very busy time in primary care and behavioral health
- We want to learn from each other
- We have expertise to share
- We know _____ (VBP, BHI) is coming, help us get there
- Don't tell us what we already know
- Don't send us coaches with rigid scripts
- Don't waste our time
- We need resources
- We are dedicated to serving our unique community

Learning activities for a learning community

- **Learning community:** a group of individuals with a common goal who create and participate in opportunities to share and learn from each other for the purpose of taking action on what they learn in order to achieve the common goal.

Who participates?

Team from each funded organization

- Clinical champion
- Day-to-day leader
- Front line staff (1-3)
- Senior leader

Variable depending on size of clinical site

What do they do?

- Describe a goal
- Set up a measurement strategy so they know what success is
- Learn ideas from each other and outside experts
- Test ideas locally
- Share what they learn
- Implement the thoroughly tested ideas
- Measure progress
- Learn how to spread and sustain
- Move on to the next topic, test and learn, then implement and monitor

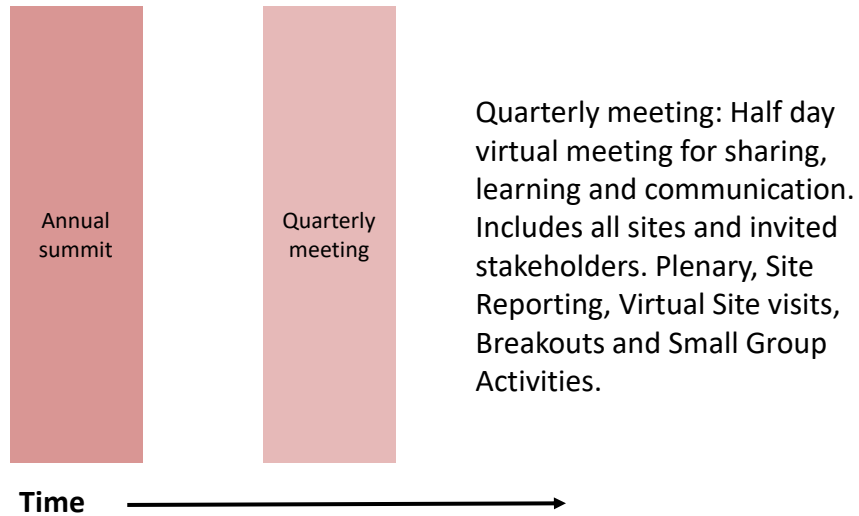
Learning activities: Foundation of periodic meetings



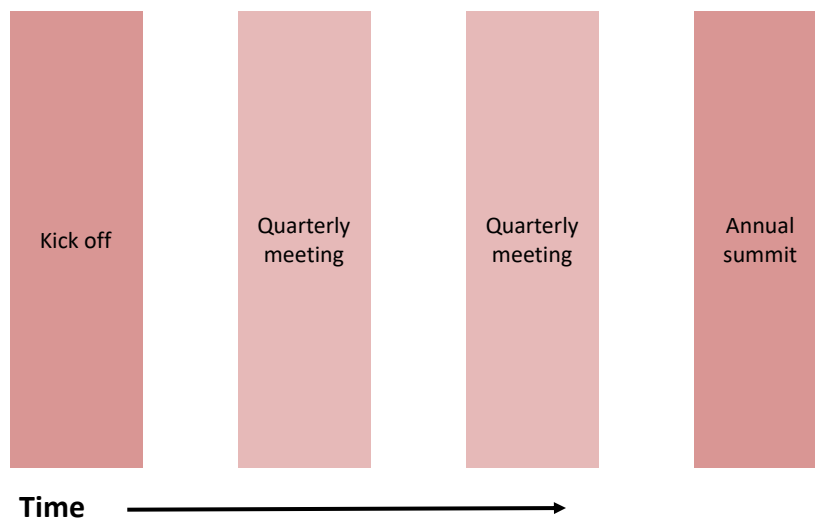
Annual
summit

Convening stakeholders for sharing, learning and communication. Includes all sites and invited stakeholders. A full day or 10-3:30 in person. Plenary, Storyboards, Virtual Site visits, Breakouts and Small Group Activities. Kick-off includes portal unveiling.

Learning activities: Foundation of periodic conferences



Learning activities: Foundation of periodic conferences



Learning activities: Learning and Action Network



An opportunity to learn from each other with a faculty expert guide about a specific well-developed content area. Faculty host periodic webcasts featuring new content and sharing what each team is learning. Each organization commits to taking action in between webcasts and reports on what is learned. 3-6 month timeline.

Examples: Change Plan development, Behavioral Health measurement

Time →

Learning activities: Sprint



An opportunity to **rapidly** learn from each other with a faculty expert guide about a **very** specific well-developed content area. Faculty host weekly webcasts featuring new content and sharing what each team is learning. Each organization commits to taking **weekly** action in between webcasts and reports on what is learned. **4-6 week** timeline.

Examples: Empanelment, Social Determinants Screening and Action

Time →

Learning activities: Idealized Design

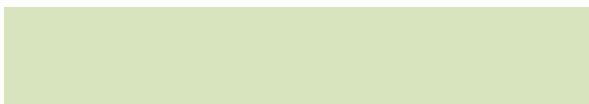


Peer learning around a topic without as strong an evidence base or examples. Apply specific methods to visualize the desired future and work backwards to achieve it. Virtual or in-person learning sessions and action periods. 9-12 month timeline.

Examples: Addressing Social Determinants of Health across the community

Time 

Learning activities: Knowledge and skill building opportunities



Variety of methods for knowledge and skill building - face to face trainings; webinars; online learning; and blended learning. 3-4 month timeline.

Examples: Quality improvement methodology, Health literacy skills, Behavior change support skills, measurement skills

Time 

Learning activities: Breakthrough Series



Specific topic learning collaborative. Three Learning Sessions, Action periods in between working on a change package of concepts. Coaching support provided by expert faculty. The BTS is a trademarked approach developed by the Institute for Healthcare Improvement. 9-12 month timeline.

Examples: PCMH, Primary Care in BH settings

Time →

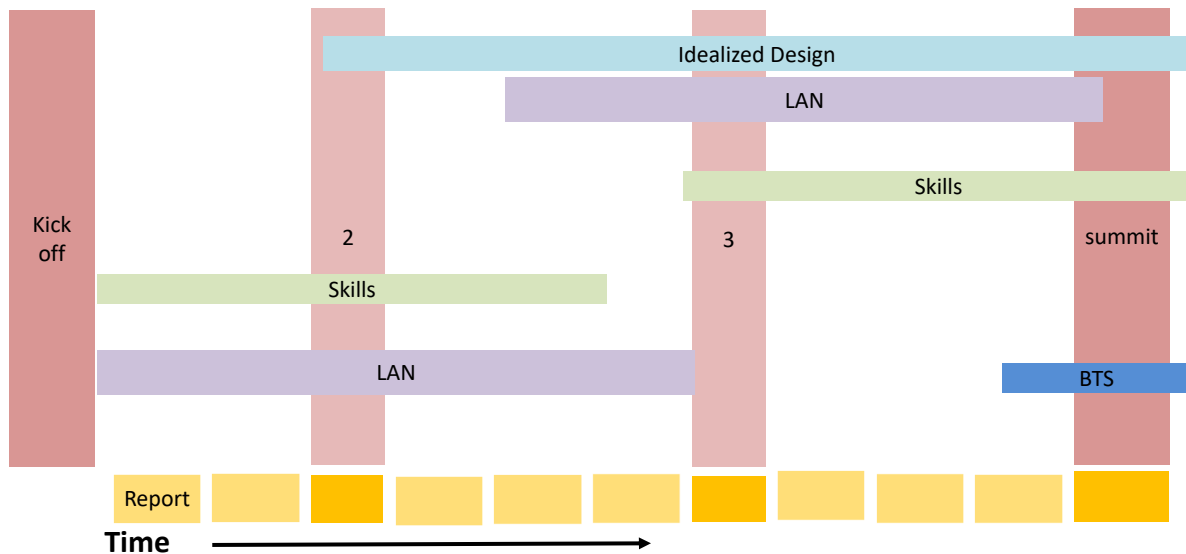
Reporting



Monthly reporting to learning community and quarterly reporting to Board via a portal.

Time →

Putting it together



Learning Community

Pros

- Move together toward a shared goal
- Consistent approaches across the region, customized to location and community
- Customizable to participants in timing and topic
- Choice of intensity of participation
- Peer learning

Cons

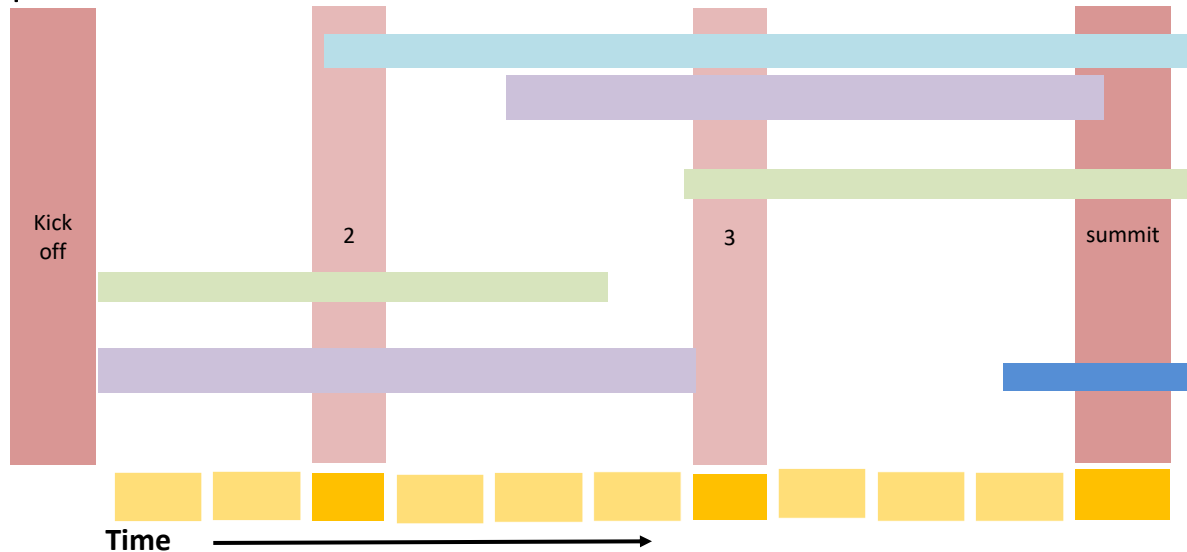
- Complex
- Requires centralized management

Portal Basic Functionality

- Master Community and sub-communities
- Content management system with searchable library
- Calendar
- List serves and social networking support
- Levels of secure access control based on permission rights
- Help Desk capacity
- Public and Private work space



Each learning activity has a group on the portal



Screen shot of Sample Community of Practice, Zoomed in version

Communities > My Communities > QIO 10th SOW > QIO LAN Driver

Wednesday, December 04, 2013

My Communities

- HC
- IHS
- Partnership for Patients
- QIO 10th SOW
 - BFCC
 - CRISP
 - DNCC
 - ICPC
 - IHPC
 - IIPC
 - IIPC-ADE
 - IIPC-HAI
 - Nursing Home Quality
- QIO LAN Driver
 - Calendar
 - Forums
 - Documents
 - Listservs

QIO LAN Driver

Quality Improvement Organizations
Sharing Knowledge, Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

The QIO LAN (Learning and Action Network) Driver Community is a resource to anyone who is part of a Learning and Action Network, who would like to begin one or who is looking for support in the area of Quality Improvement.

Submit your best practices and/or patient stories to the LAN NCC!

Community Tags

Data
Success
Webinar

Announcements

Page Size: 5

National QIO Learning and Action Network Call/Webinar Series

National QIO Learning and Action Network (Read More)

Listserve Rules of Engagement

Listserve Rules of Engagement Welcome (Read More)

Upcoming Events

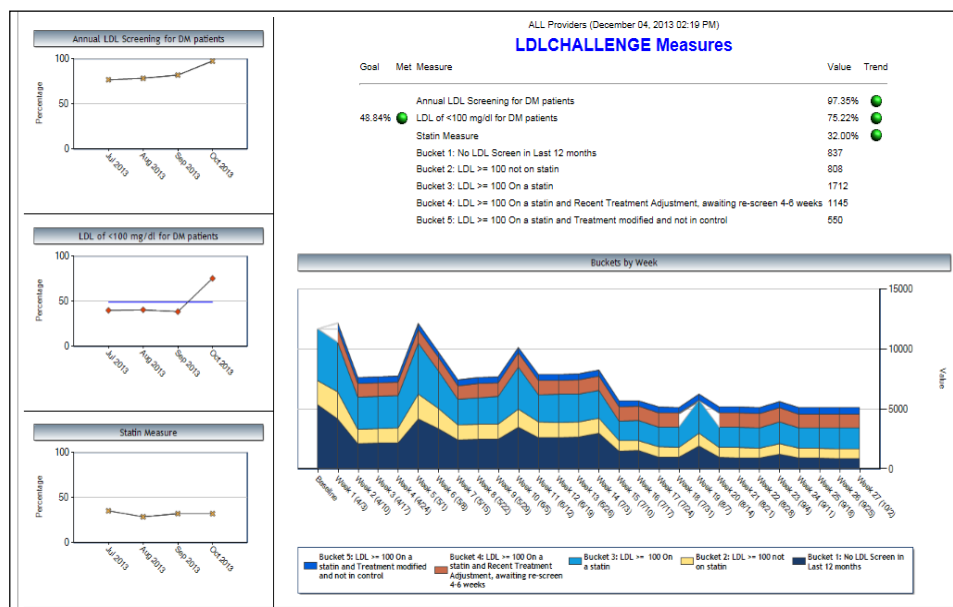
Month	Event	When
DEC 10	LAN NCC Virtual Transformational Event #3 - Driving Action	When: 12/10/2013 3:00 PM - 5:00 PM
DEC 18	LAN NCC VTE Follow-up Event	When: 12/18/2013 3:00 PM - 4:00 PM
JAN 8	Discovery Learning Session - TRD	

http://www.healthcarecommunities.org/Communities/MyCommunities/QIO10thSOW/SubmityourBestPracticesorPatientStoriesothet 100%

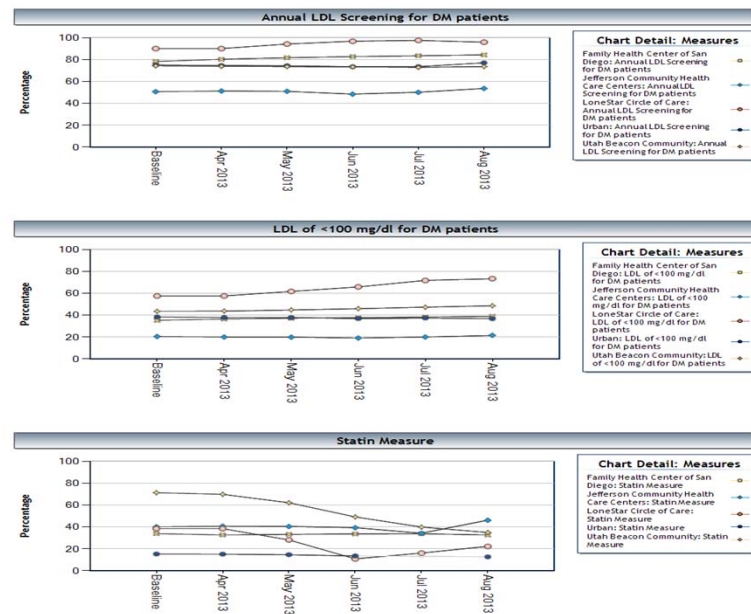
Reporting is done through the portal

- Narrative report
- Required metrics
- Location specific metrics
- Learning activity specific metrics
- All can see and learn from each other

Sample of a Clinical Measures Dashboard



Sample of one of the options available for a Run Chart



Questions and Discussion





for more information,
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CCMI
Centre for Collaboration
Motivation & Innovation

