

# Best Practices Launchpad

A program for Best Practices members to share initiatives and prove their impact on clinical, financial, and operational outcomes.

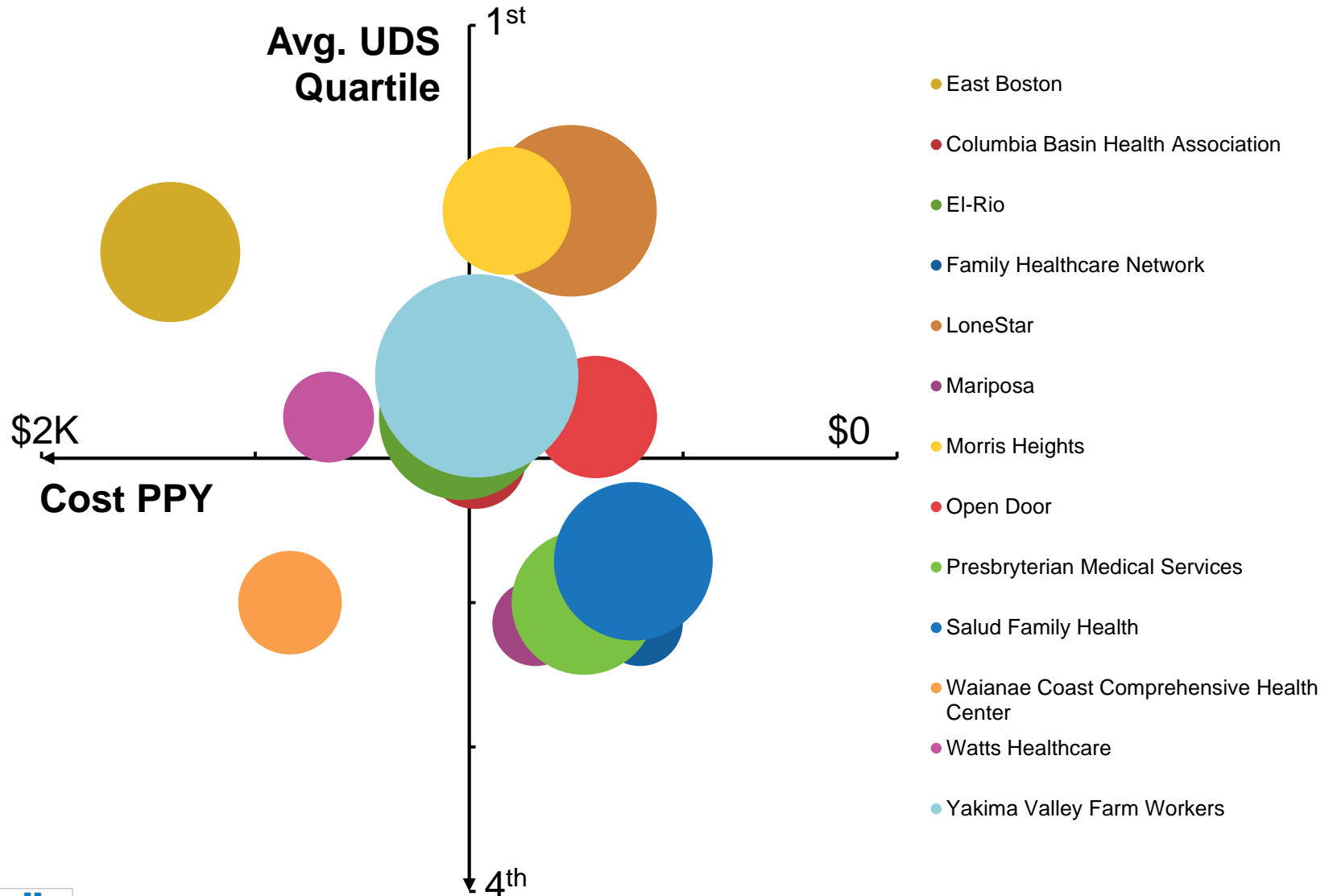
November 2013



*The members of CHBP share a vision of “establishing optimal evidence-based processes, policies, and protocols to manage their patient populations and deliver the highest value of clinical quality outcomes and service per medical expense dollar.”*

# 2012 Challenge

*There is a lot we can learn from each other. How do we leverage our varying strengths to improve care and impact national policy?*



# Leveraging Group Strengths



*The Launchpad program will help Best Practices Members understand and gain recognition for the innovations in care delivery being pioneered across the group.*

What goals should we establish?

What can we do to reach that goal?

Is this working?

What effect will this initiative have?

Is this a difference-maker?

- **Share** cost, quality, and operational measures across members to compare current performance
- **Develop** a library of blueprints and executable plans for initiatives run by other members overlaid on the measurements they impacted
- **Leverage** a shared tool to track, manage, and share QI experiences while in-flight
- **Prove** which initiatives caused real improvement in cost, quality, and operational outcomes



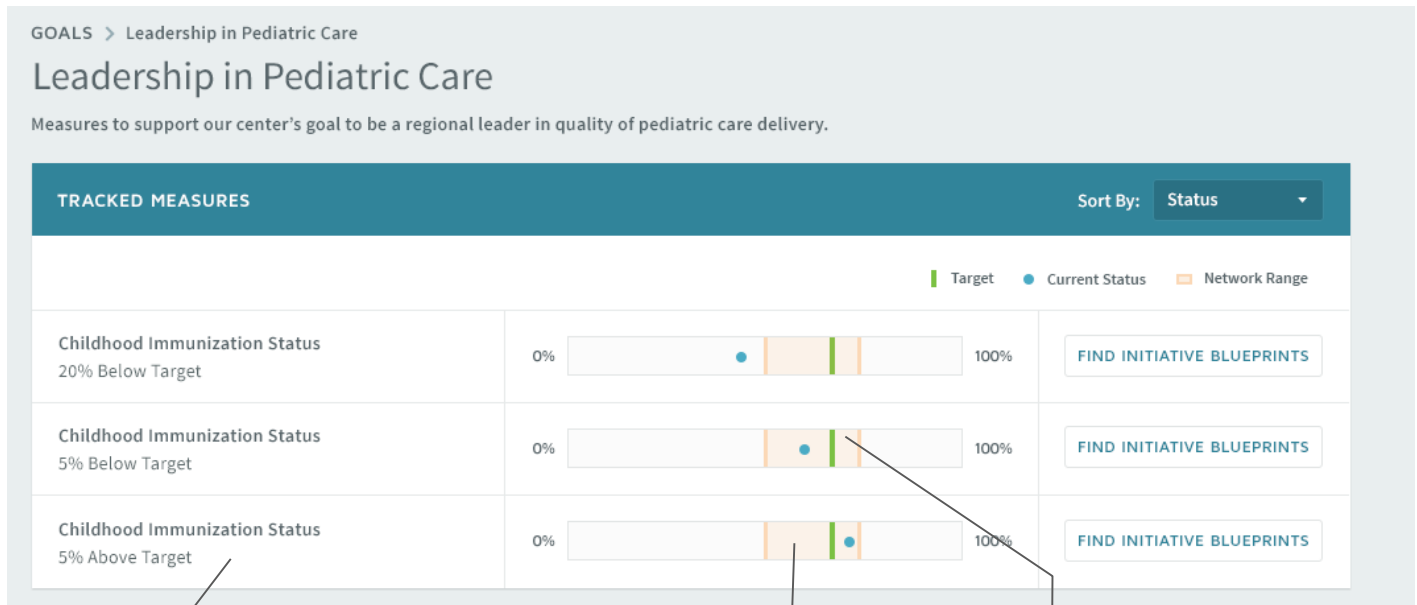
# Best Practices Launchpad

# Launchpad: Goals



The Best Practices Launchpad allows CHCs to set goals and compare performance on clinical, financial, and operational measures to others Forum members

## What goals can we establish?



All measures harvested from analytics system(s)

Range of performance for Best Practices members

CHC sets targets

# Launchpad: Plans

A user can compare past implementations and variations of a blueprint to identify impacted areas, success factors, and possible roadblocks

What can we do to reach our goals?

Every blueprint illustrates specific measures that have been improved by running it.

Specific plans and tasks required to make the plan actionable at other centers

The screenshot displays the 'Well Baby v1a' blueprint interface. At the top, it shows 'INITIATIVES > Blueprint: Well Baby v1a' and a 'START INITIATIVE FROM THIS BLUEPRINT' button. Below this are two tabs: 'BLUEPRINT DETAILS' (selected) and 'RESULTS HISTORY'. The 'BLUEPRINT DETAILS' section includes:

- Key Outcome Measure:** Percentage of babies who have completed 5 Well Baby Visits in the first 15 months of life.
- Summary:** The VIP Project: Letters generated by i2i registries are sent to patients needing Well Baby visits and giving those who respond priority scheduling so they are immediately seen.
- Expected Timeframe:** 4 to 6 Months to Impliment
- Process Measures:**
  - Number of letters generated by i2i software sent to patients
  - Total patient responses to letters
  - Priority scheduling given to responding patients
  - Total appointments kept

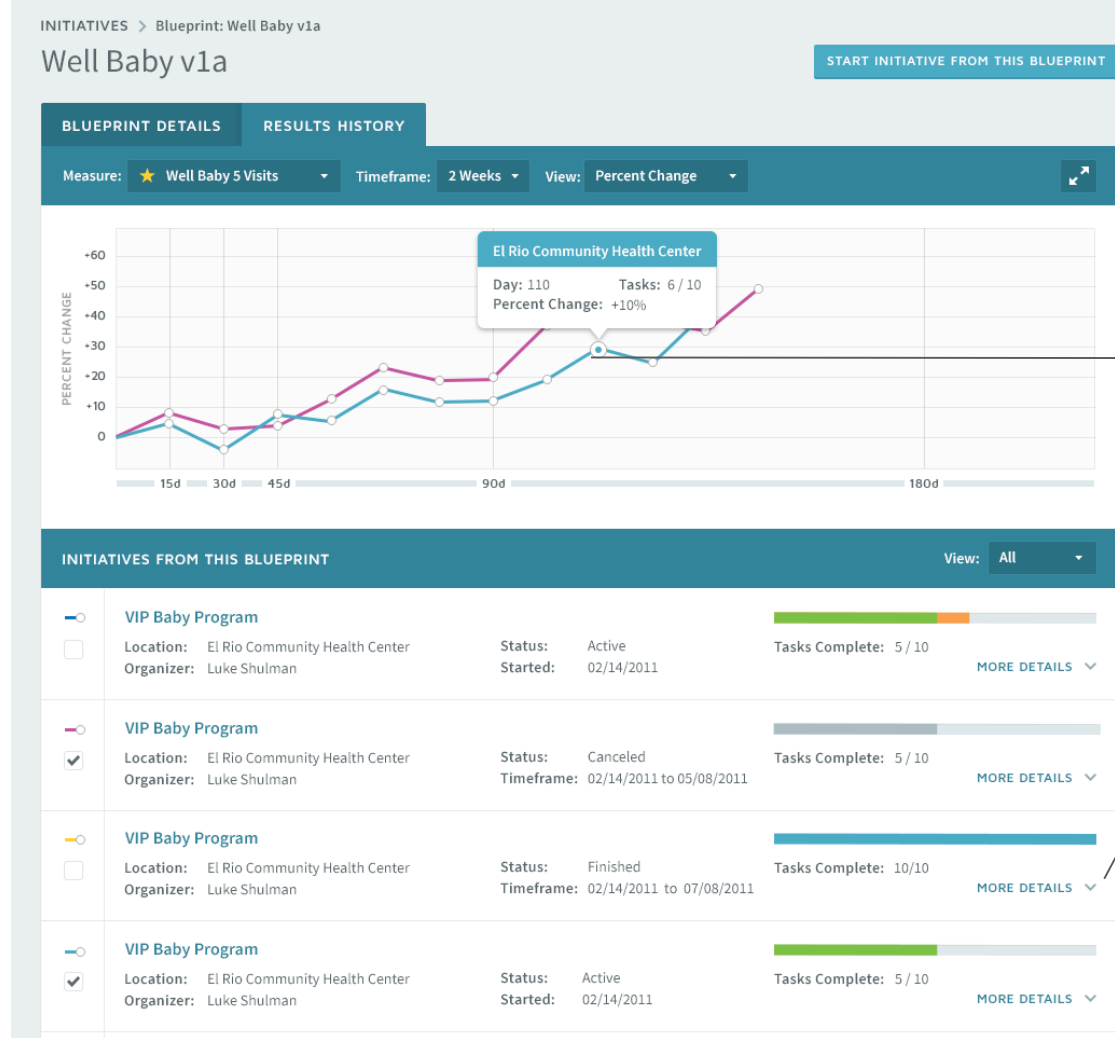
On the right side, there is a section for 'Initiatives Based on This Blueprint' with 3 Active, 3 Finished, and 3 Cancelled initiatives. Below that, it lists the 'Creator' as Erin Wnorowski and the 'Created' date as 8/22/2012. There are also 'Tags' for Pediatrics, Tag Title, and another Tag Title.

The 'ACTION PLAN & TASKS' section is divided into three main categories:

- A ADMINISTRATIVE SETUP** (4 Tasks, 1 Document):
  - Review Best Practices for this Action Plan
  - Schedule Kickoff meeting with Clinical Team (File: Sample-Agenda.doc)
  - Third Task Name Displayed Here
  - Fourth Task Name Displayed Here
- B PATIENT OUTREACH** (4 Tasks, 2 Documents):
  - First Task Name Displayed Here
  - Second Task Name Displayed Here (File: Sample-Agenda.doc)
  - Third Task Name Displayed Here (File: Sample-Agenda.doc)
  - Fourth Task Name Displayed Here
- C PATIENT OUTREACH** (4 Tasks, 2 Documents)

# Launchpad: Tracking

While an initiative is in-flight, the Best Practices Launchpad gives QI managers all the tracking tools they need to manage the rollout and visualize progress.



What effects will this have?

Comparison of in-flight blueprint case studies

Lesson's learned from past implementations and stumbling blocks can be easily recognized/leveraged.



# Launchpad: Measurement

*The Best Practices Launchpad includes analytical features tailored to help identify improvement trends based on actions in QI initiatives.*

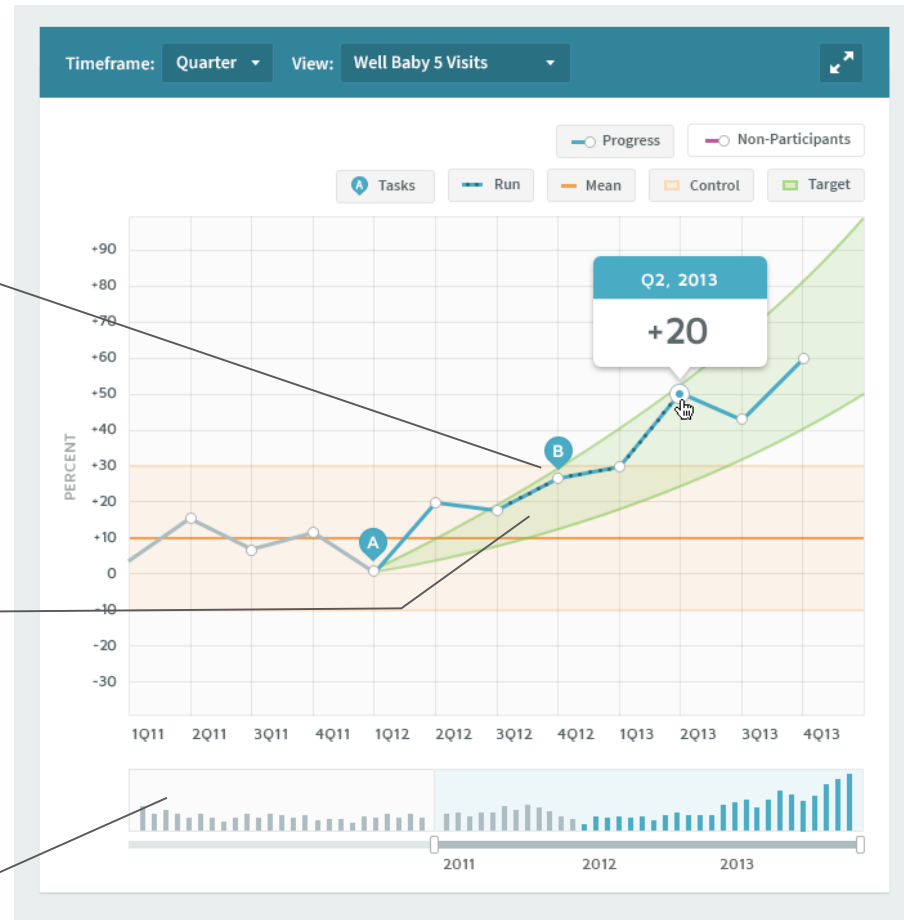


## Is this working?

Compare completion of QI milestones with changes in measure performance

See target ranges based on other CHCs running a similar initiative

Illustrate comparative performance between participants and non-participants



## Is this making a difference?



# Value for Best Practices Members

# Library of Improvements



*As the library of blueprints and interventions expands, Best Practices members will have the ability to identify, evaluate, and prove “true” best practices in community care. Some examples of the initiatives gathered from participating centers are:*

CHC	Initiative	Description	Outcome Measures Impacted
CBH A	<b>UDS Incentive Plan</b>	Monetary incentive program for providers and care team staff to move prioritized quality measures (UDS) and promote behavioral change across the organization to shift focus from productivity to quality	UDS Quality Measures
PMS	<b>Diabetes Education - Walking Trails Handbooks</b>	Overcome lack of exercise by having an MA hand out a handbook on walking trails during visits.	Diabetes A1 Control
PMS	<b>Exercise and nutrition counseling initiative for children</b>	Overcome parent resentment of referencing overweight in children by referring to growth charts instead of focusing on weight during the visit	Child/Adolescent (BMI) Assessment and Counseling
PMS	<b>Financial assistance for Medications</b>	Have MA work with patient to sign up for NeedyMeds and promote use of generics to improve medication compliance	Diabetes A1C (control)
EI Rio	<b>VIP Baby Program</b>	Send letters to patients needing Well Baby visits which give respondents priority scheduling	Well Baby Visits

# Outcomes for Best Practices Members



*This program will help position the Best Practices LLC and each CHC to impact local and national decision making while also gaining access to a shared toolset for managing and tracking QI programs across the group.*

**Impact local and national policy**

**Access new funding sources**

**Increase the transparency of QI**

**Improve Quality & Outcomes**

**Position with local payers**