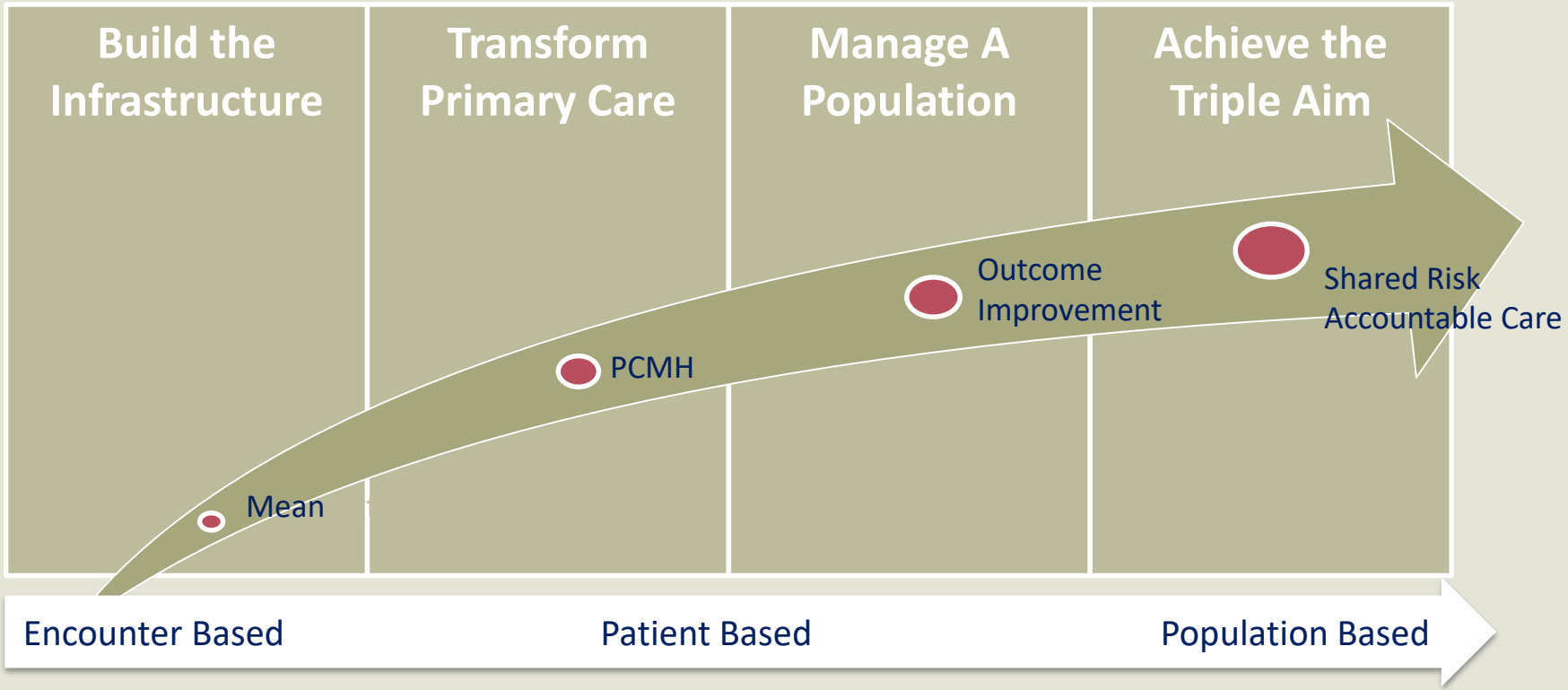
Population Management Through Transformation

Yakima Valley Farm Workers Clinic
Mission of Continuous Improvement

Presented by:
Juan Carlos Olivares, Executive Director

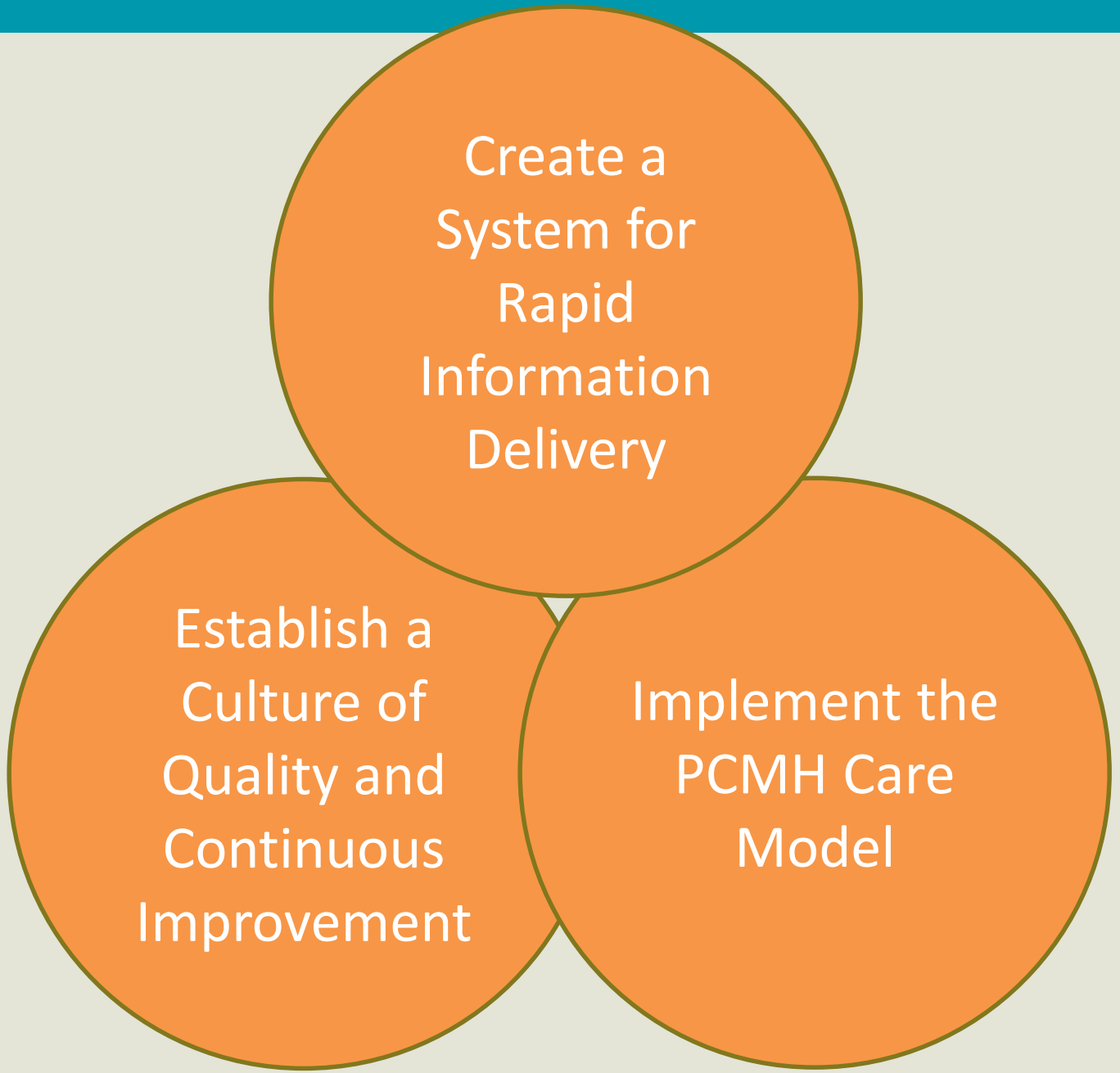
Care delivery organizations are being pushed to adopt new care models that drive quality while payment reform lags behind.

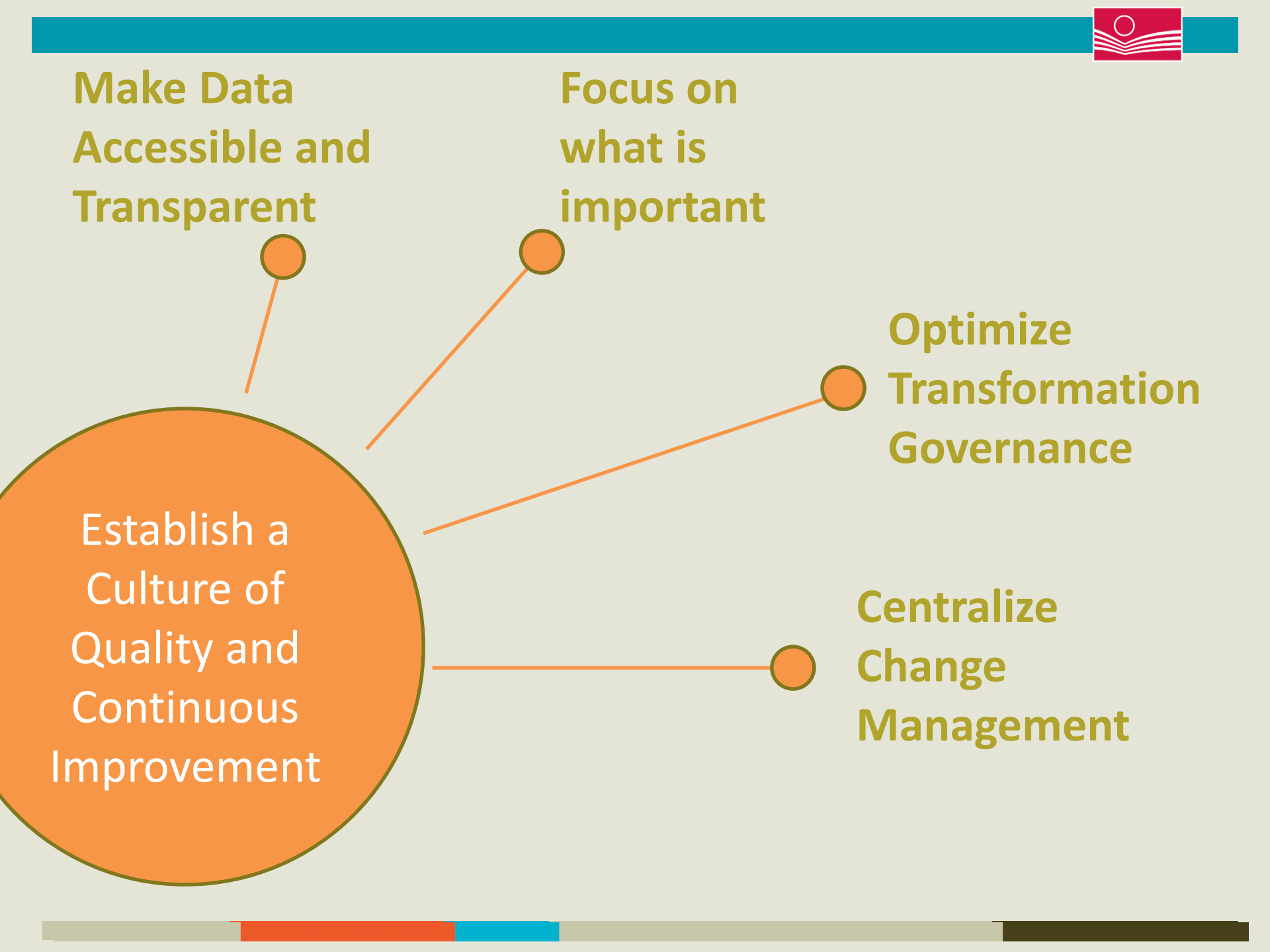


Direction in the Face of Change

Our focus has been preparing the organization to change rapidly by creating culture of continuous improvement and data-driven decision making

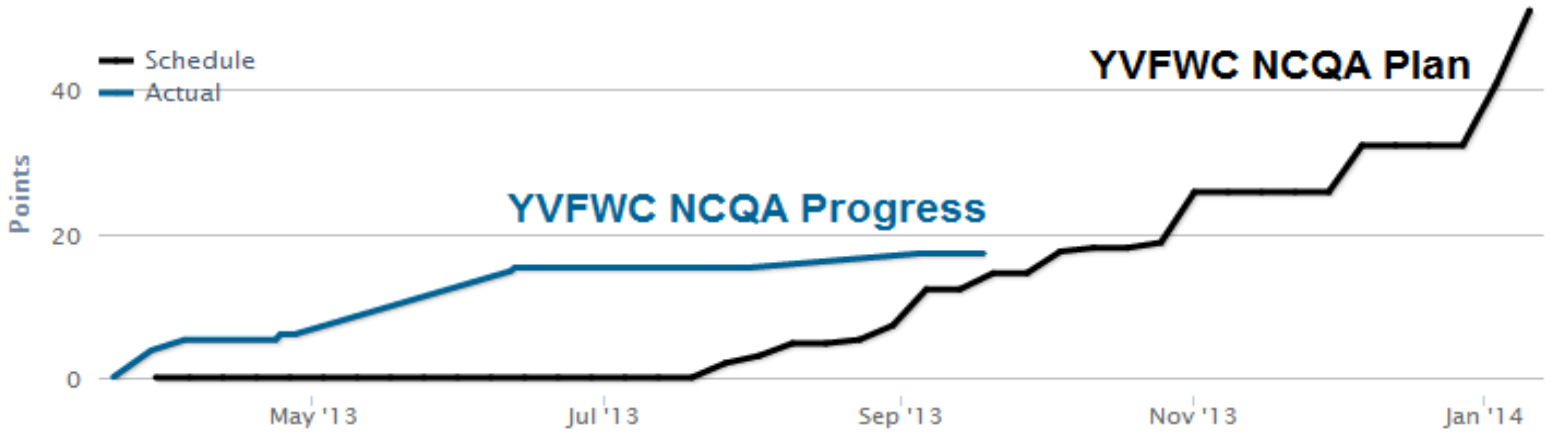
1. Build an organization that is ready to adapt to changing demands quickly and scalably
2. Build a data infrastructure that helps us make the right decisions quickly
3. Focus on practice efficiency and quality


Create a System for Rapid Information Delivery
Establish a Culture of Quality and Continuous Improvement
Implement the PCMH Care Model


Make Data Accessible and Transparent
Focus on what is important
Optimize Transformation Governance
Establish a Culture of Quality and Continuous Improvement
Centralize Change Management

Overall Progress Hide

09/19/2013: Plan ends in 4 months, 68 points to Level 3



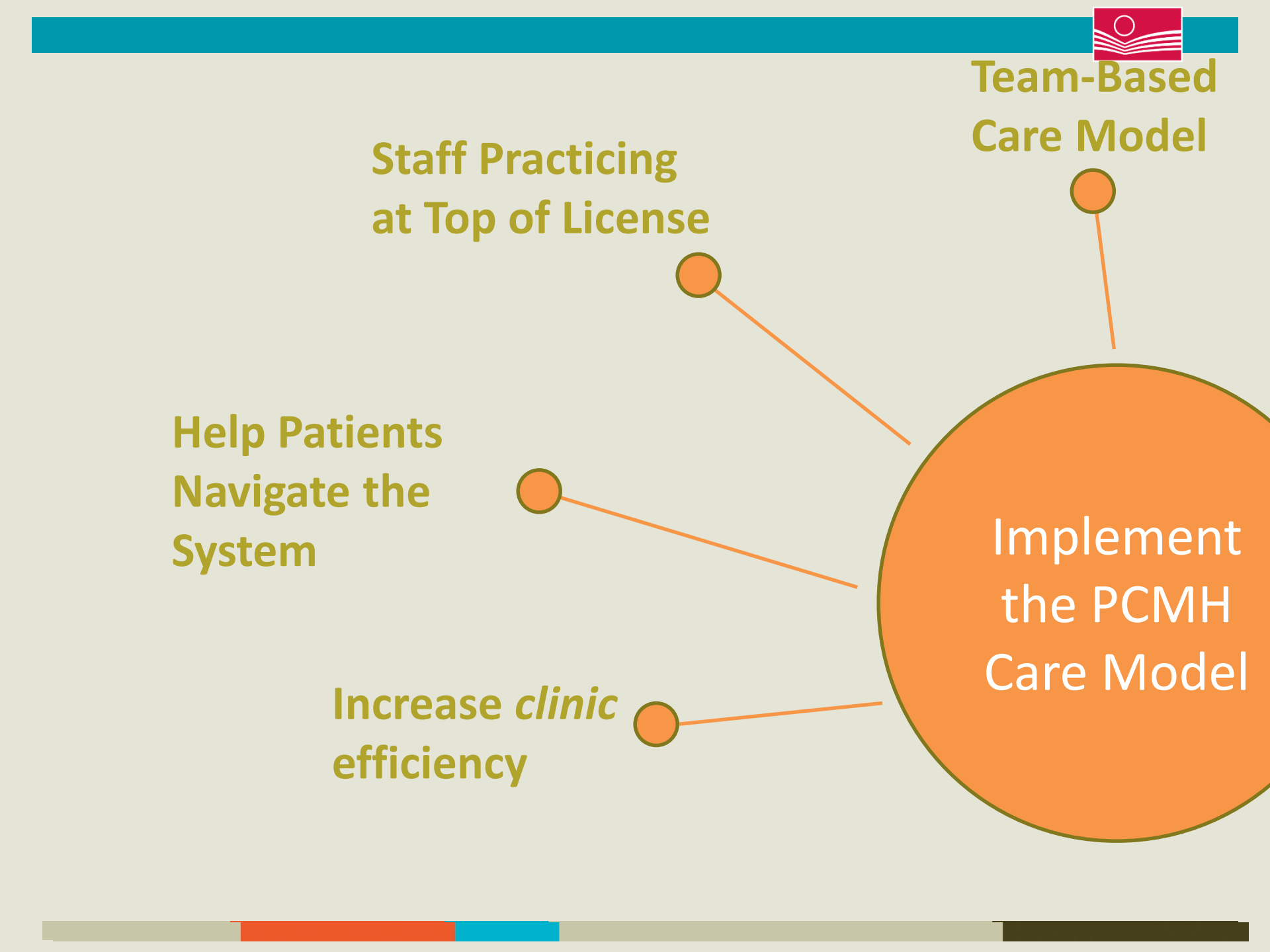
Elements | *Factors*

Showing 152 out of 152

Search...

Factor	Start	Finish	Owner	Status
1.G.2 - Having regular team meetings or a structured communication process	03/29/13 *25 weeks ago*	09/06/13 *2 weeks ago*	Unassigned	Ready
1.F.4 - Practice provides printed materials in the language of its population	04/26/13 *21 weeks ago*	08/23/13 *4 weeks ago*	Unassigned	Ready

YVFWC uses tools provided by Arcadia Solutions to manage its progress towards achieving NCQA PCMH Recognition


Team-Based Care Model
Staff Practicing at Top of License
Help Patients Navigate the System
Increase *clinic* efficiency
Implement the PCMH Care Model

YVFWC's partner has developed PCMH support tools that enable our clinicians to plan their activities in advance and provided in-clinic coaching throughout our transformation

Disease Registries

Diabetes Mellitus Registry
Toppenish Medical
From 8/1/2010 to 8/1/2013

Patient Name	Age	MRN	Last Visit Date	Next Visit Date	Disease Risk	Self Management Date	BP Value	A1c Date	A1c value	A1c Value < 9	Insulin	UACR Date	UACR Value (mg/g)	UACR Value <30 mg/g	ACE-I or ARB	Statins	Eye Exam Date	Eye Exam F/U	Foot Exam	Foot Exam Date	Pneumovax Date
Smith John	54	12345	02/06/2013		D1 Routine care		122/78	04/18/2012	6.2	Yes	No				Yes	Yes			Normal	05/08/2012	12/18/2012
Stormgood Alexa	34	45134	05/01/2013		D1 Routine care					Yes	Yes				Yes	No			Normal		
Doe John	21	1341	01/03/2013		D1 Routine care	05/08/2013	134/65	05/23/2013	8.4	Yes	No	08/01/13	28.2	Yes	Yes	No			Normal		05/04/2013
Schneider Glen	48	3143	07/24/2013		D2 Disease Risk	07/24/2013	140/90	07/24/2013	9.8	No	Yes				Yes	Yes	04/09/13	04/11/13	Normal	07/24/2013	
Lovera Vic	65	12341	05/14/2013		D1 Routine care				7.5	Yes	No	05/12/13	25	Yes	Yes	Yes			Normal		8/1/2013
Breisemeist Angie	23	74213	06/30/2013		D1 Routine care				6.2	Yes	No				Yes	Yes			Normal		

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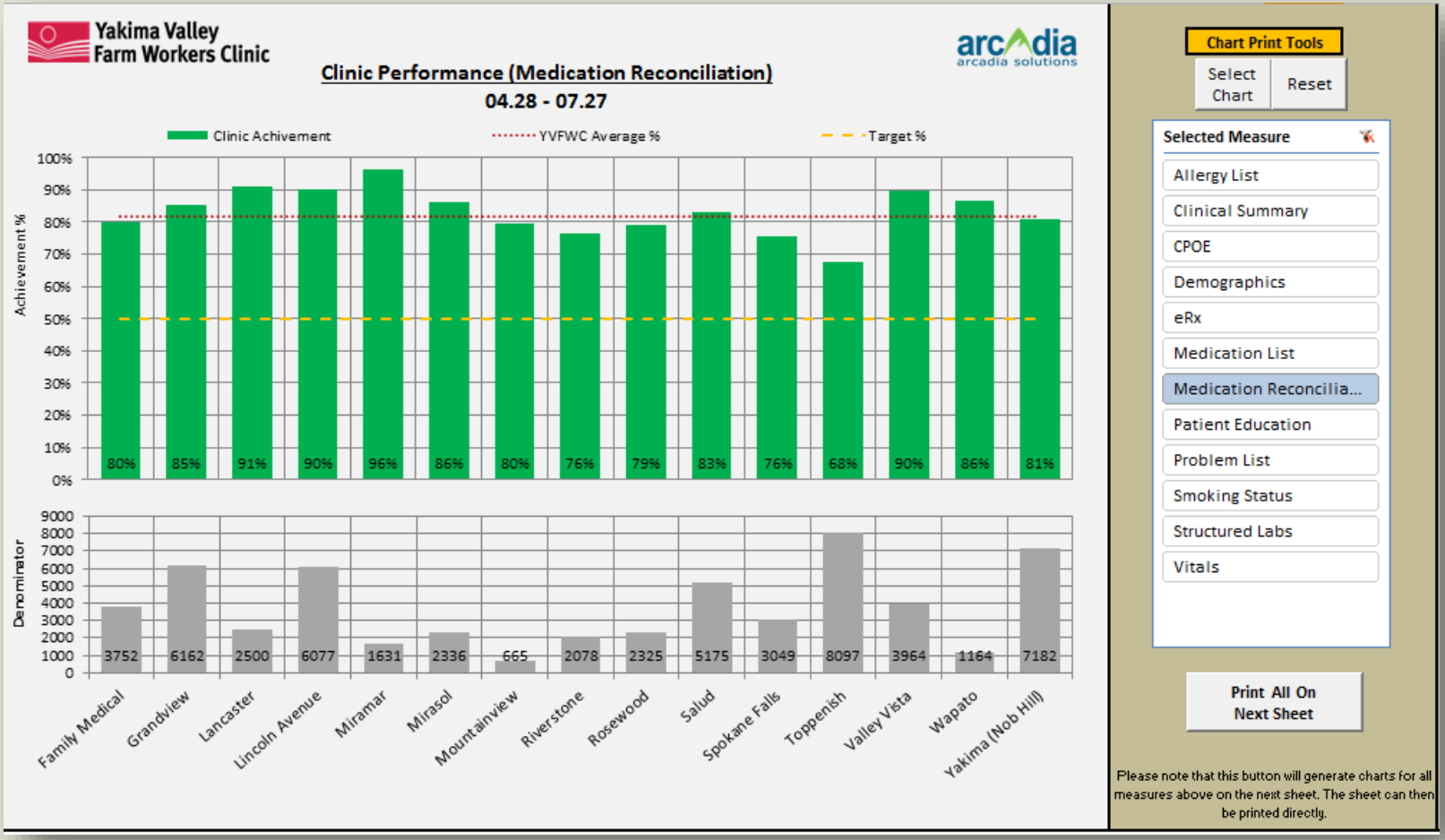
Performance Dashboards



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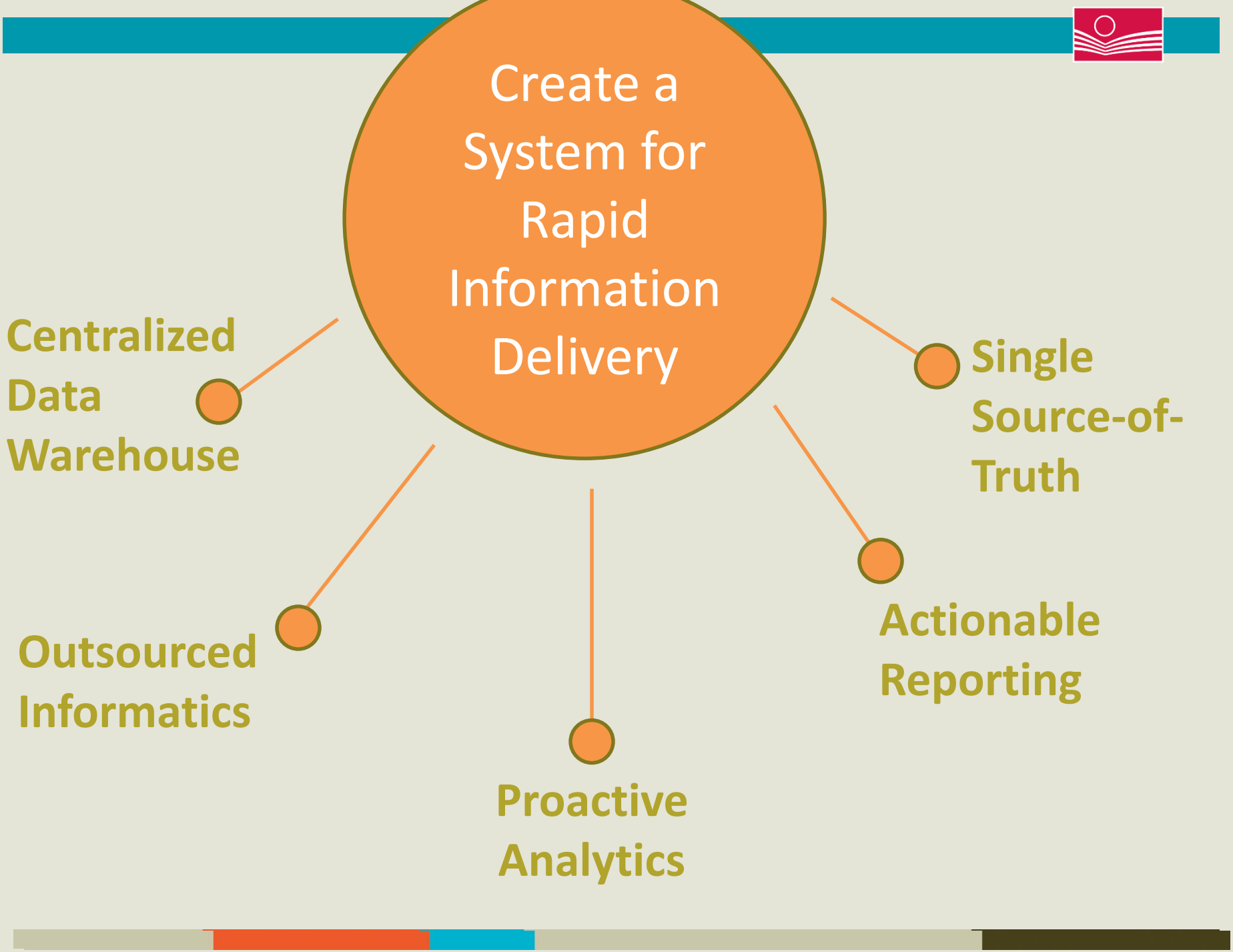
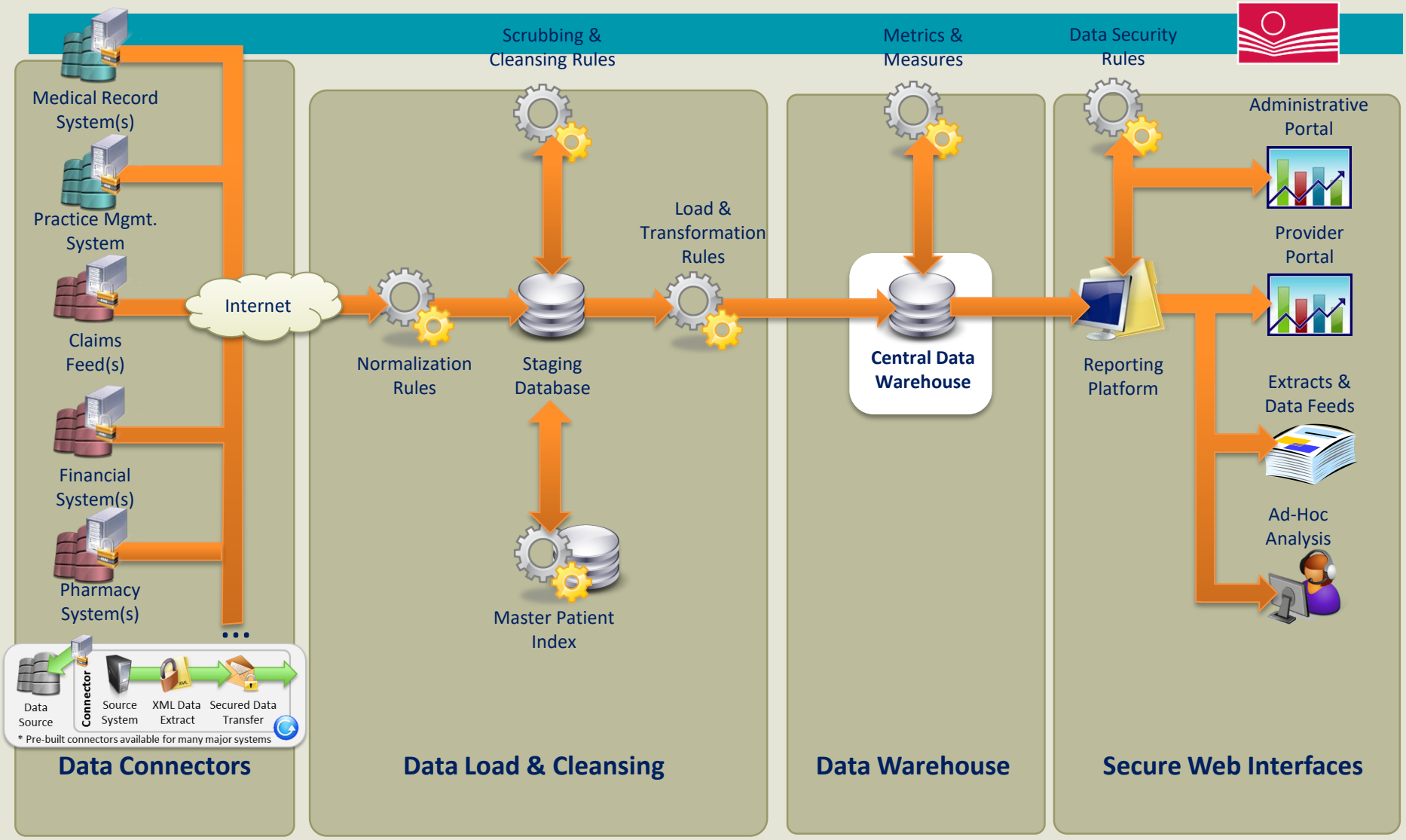
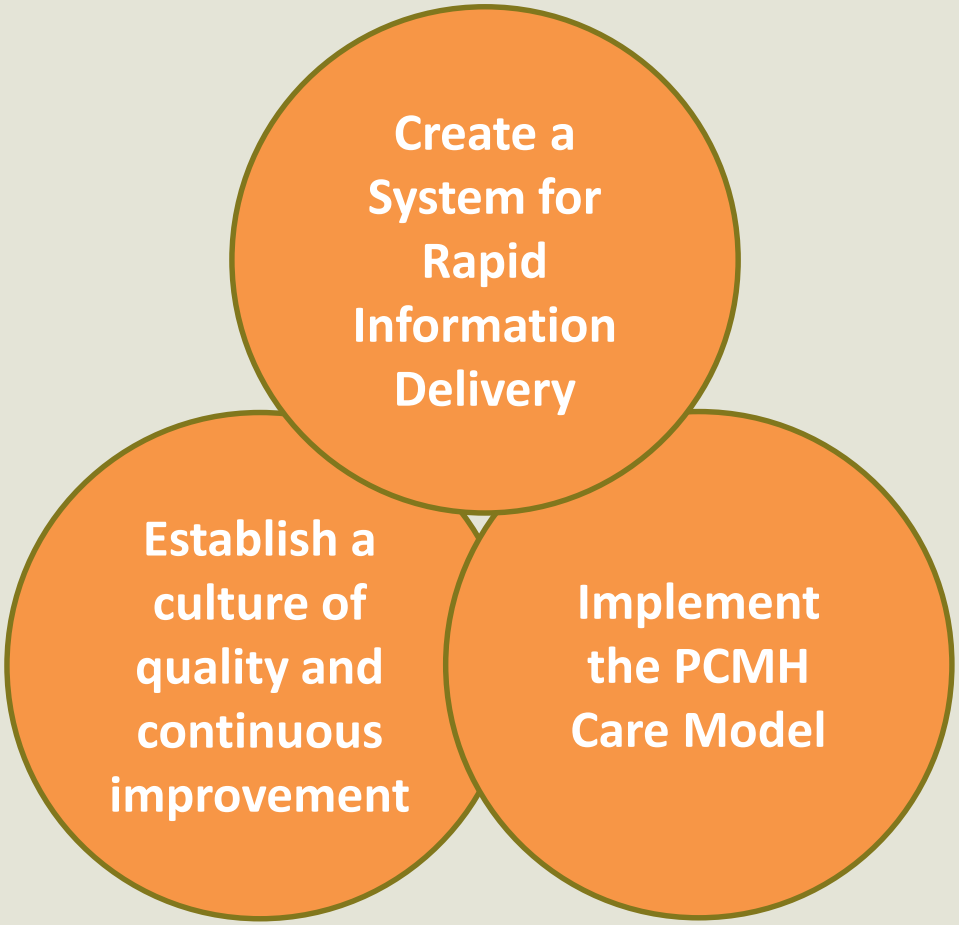

Create a System for Rapid Information Delivery
Centralized Data Warehouse
Outsourced Informatics
Proactive Analytics
Actionable Reporting
Single Source-of-Truth



Working with Arcadia Solutions, YVFWC has developed a complete analytics and reporting solution that specifically aligns with our needs

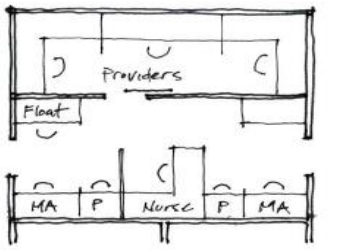


"I don't know what you guys are doing differently there but it's so great! A year ago, no offense, your clinic was a mess. I couldn't get a call back for days, no one would contact me with results, I couldn't get an appointment and now everything is easy and organized. I can tell that you guys are working to make everything better and I wanted to let you know it's working."

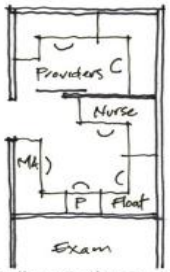
- YVFWC Patient

Facilities Infrastructure for Transformation

Facilities Infrastructure for Transformation



Bullpen Option 1 - 1/8" = 1'-0"



Bullpen Option 2 - 1/8" = 1'-0"

Scheme 1.1 - First Floor

YVFWC Toppenish Medical - Dental Clinic

Scale 1/30" = 1'-0"

10/01/2013

Results

	Before	After
Measure of Productivity	Provider Encounters	Practice Encounters
Speed to Change	(Unknown)	4-6 weeks
Time to Useful Data	Data was months behind, inaccurate, and untrusted	<5 days for all standard, agreed-upon measures
Information Delivery	Monthly or quarterly reporting, mostly ad-hoc	Real-time accessible data and proactive analysis

Results

	Before	After
Implementation of Meaningful Use (First Attestation)	September 1, 2013	December 31, 2013
NCQA Accreditation Level 3	Unknown	December 31, 2013

Questions