

AHCCCS Targeted Investments Program

Adult B Quality Improvement Collaborative

William Riley, PhD
Charlton Wilson, MD

Session #5
June 10, 2020

Disclosures

There are no disclosures for this presentation

Updates

- Data through January of 2020 will become available mid-June
- No QIC sessions in July, will resume QIC's in August
- If any questions, please email us at TIPQIC@asu.edu

Agenda

TIME	TOPIC	PRESENTER
11:30 AM – 11:35 AM	Overview <ul style="list-style-type: none">• Agenda	Kailey Love
11:35 AM – 11:45 AM	Quality Improvement Technique <ul style="list-style-type: none">• Cause and Effect Analysis	Bill Riley
11:45 AM – 12:30 PM	Peer Learning Presenter <ul style="list-style-type: none">• Cause and Effect Analysis Applied	Little Colorado Behavioral Health Center
12:30 PM – 12:45 PM	Discussion	Charlton Wilson
12:45 PM – 1:00 PM	Next Steps	Kailey Love

Learning Objectives

1. Create a Cause and Effect Diagram
2. Critically analyze and interpret a Cause and Effect Diagram
3. Apply a Cause and Effect Diagram to improving performance on a TIP milestone.

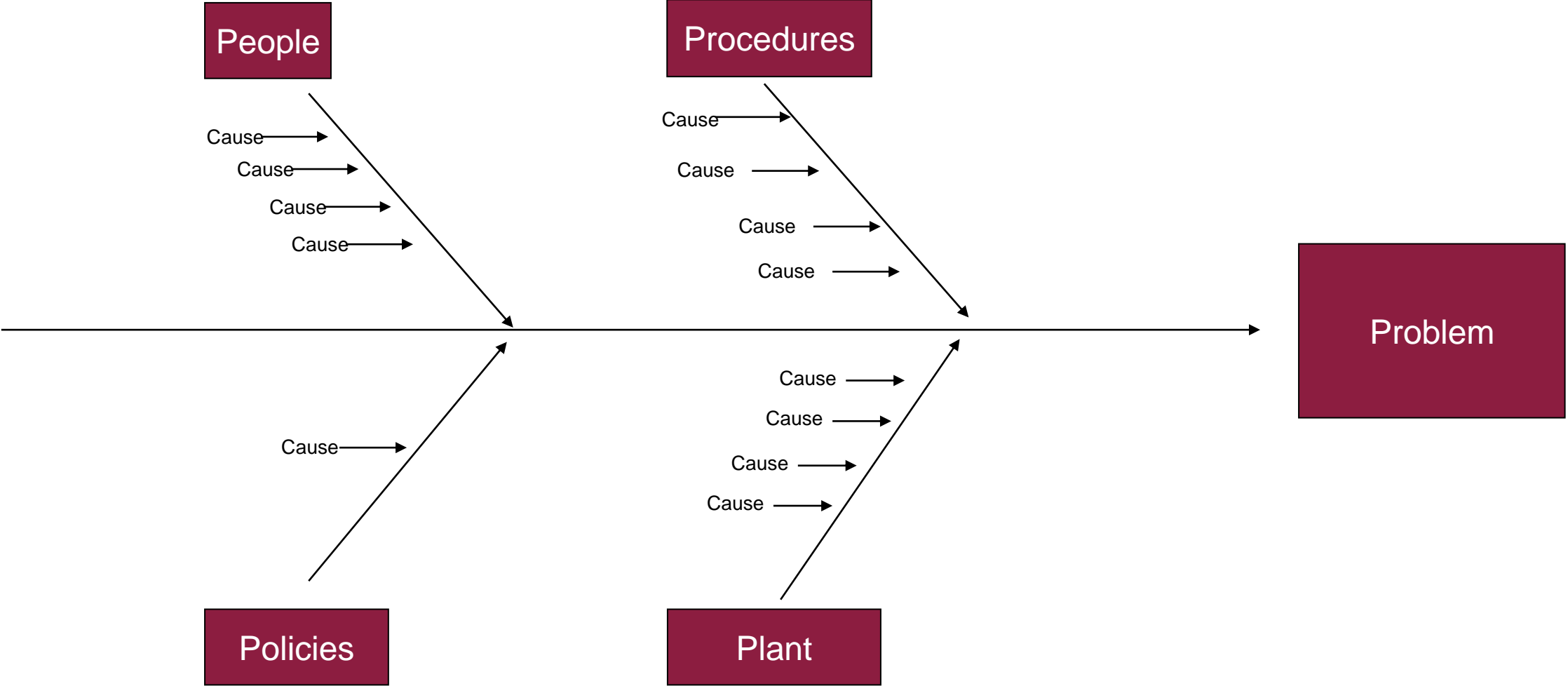
Cause and Effect Analysis

- If special cause:
 - Identify the signal
 - Root Cause Analysis (cause and effect analysis and hierarchy of causes)
- If no special cause:
 - There is only random variation, process is stable and capable
 - If the process capability is not what you want
 - Reengineer the process
 - Cause and Effect Analysis

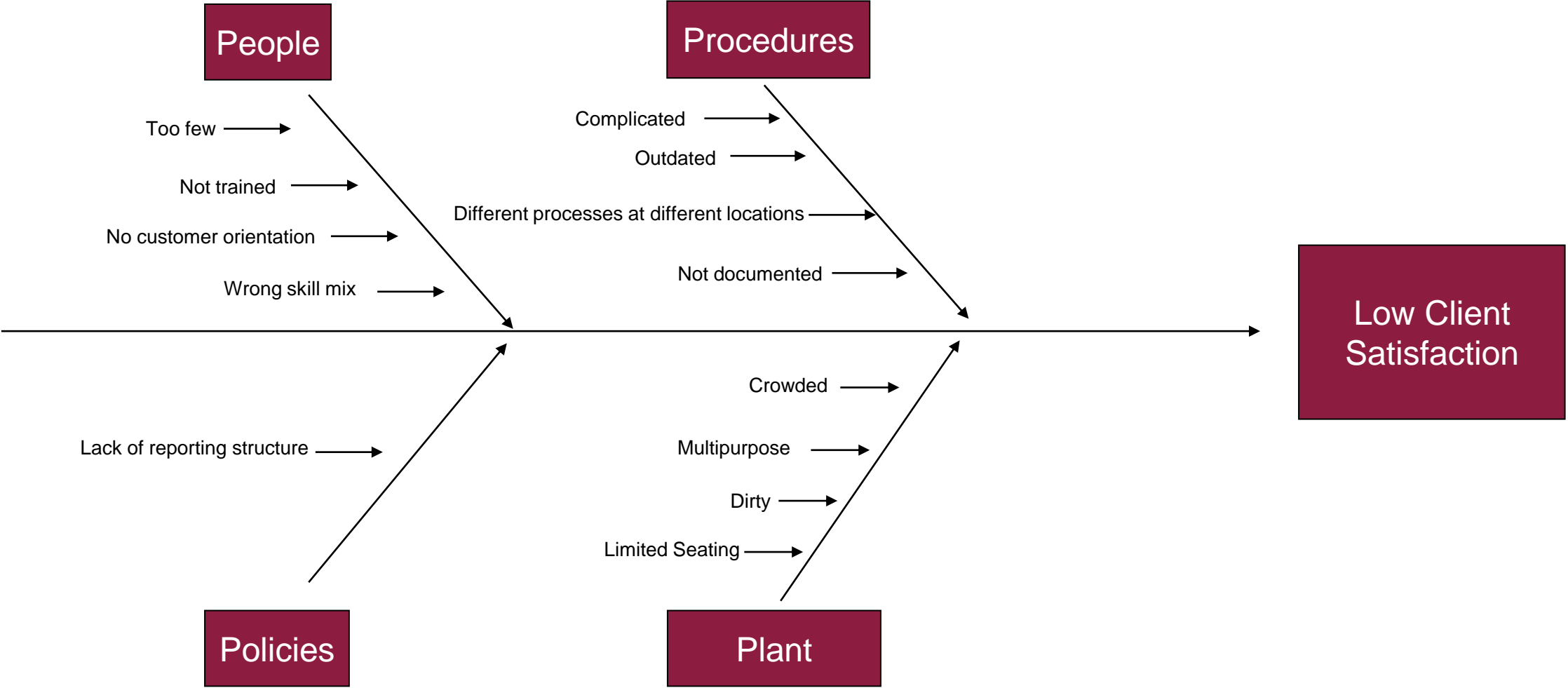
Case Study

- Surveys indicate that client satisfaction at the Main Street Counseling Center are 20% below the industry benchmark
- Therapist and staff expressed concern regarding their client satisfaction rates
- They believed they were providing high quality service

Cause and Effect Diagrams (4 P's)



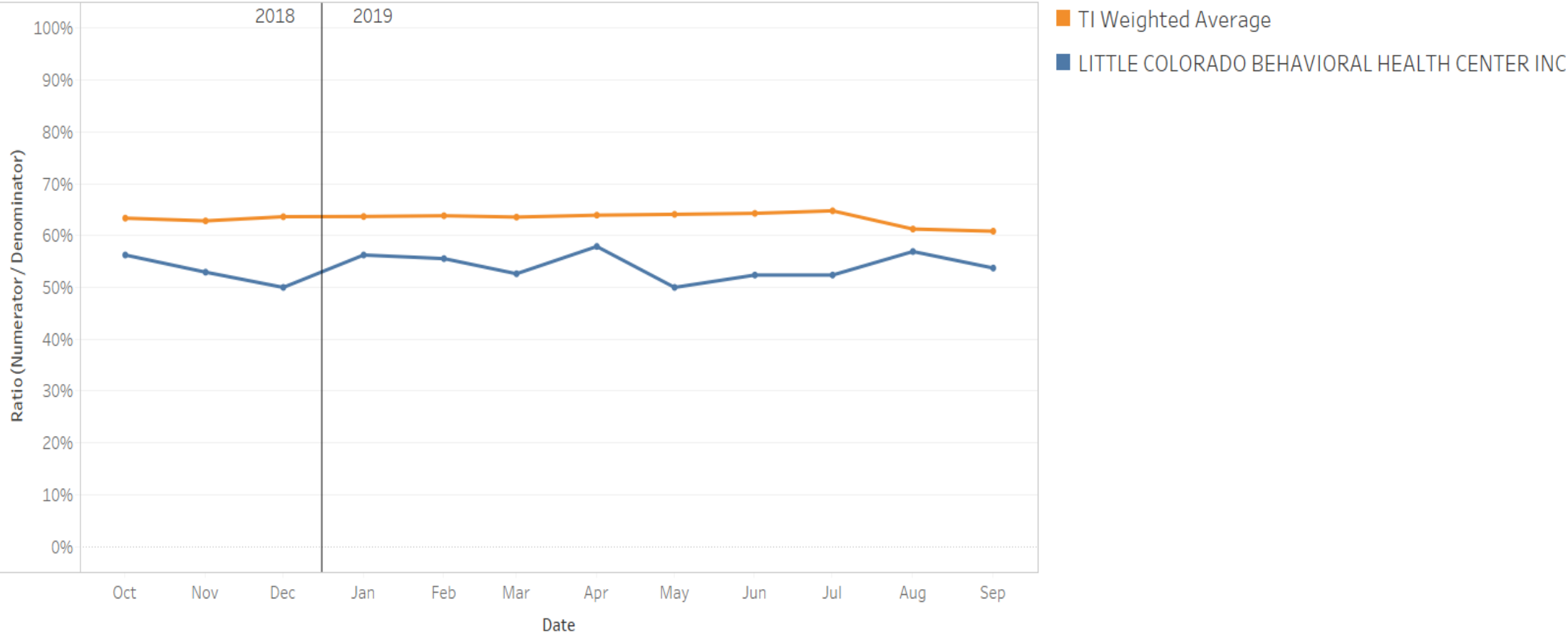
Cause and Effect Diagrams (4 P's)



BH Performance

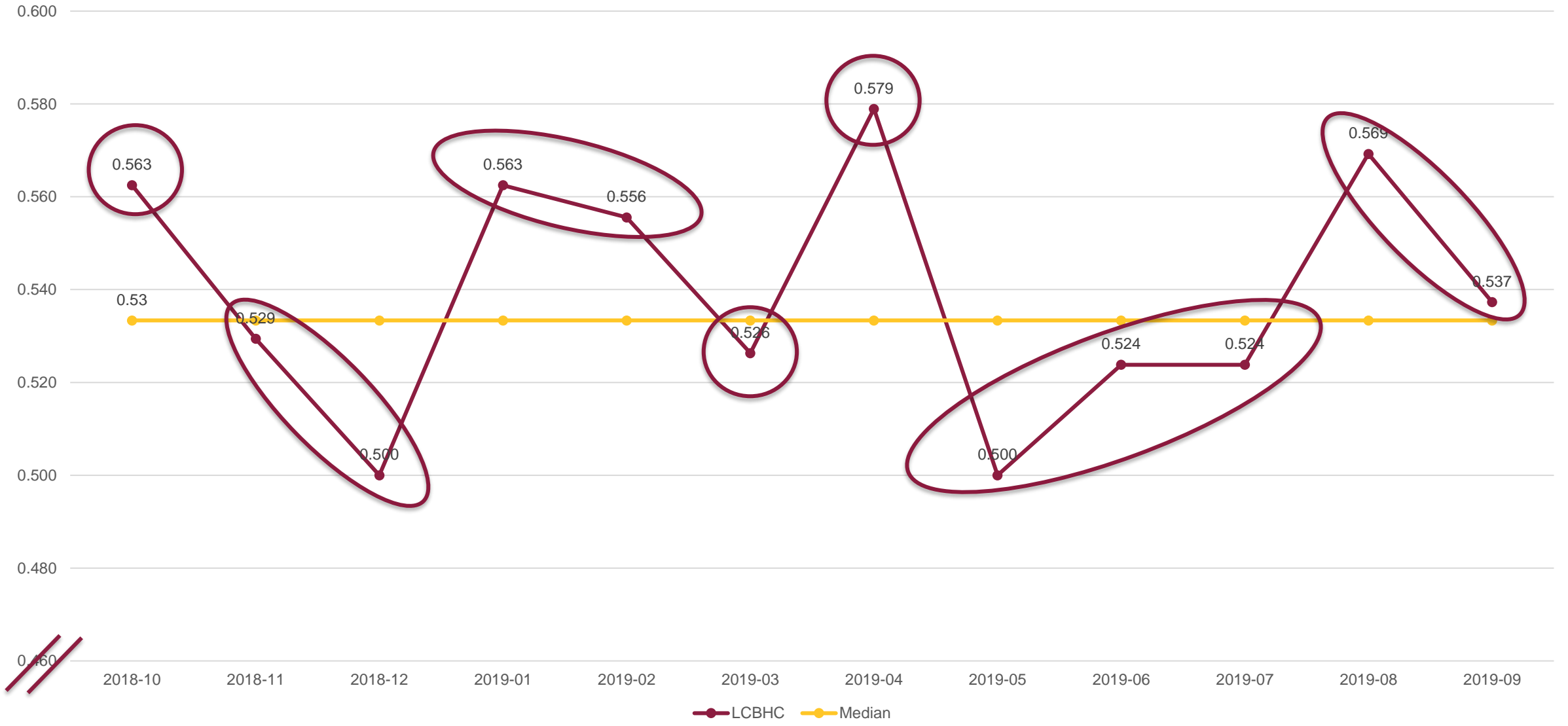
Diabetes Screening for Patients on Antipsychotic Medication

Data were calculated using BH attribution methodology, and represent a 12-month rolling average ending on the last day of the month of each data point



LCBHC Run Chart (FY Oct 2018 - Sept 2019)

Diabetes Screening for People with Schizophrenia PCP Performance



Little Colorado Behavioral Health Center

Scott Poche, CEO

Paul Otto, Clinical Director

Presentation Questions

- Please provide an overview of your organization
 - Organization founded in 1969
 - Non-profit organization
 - Currently: 2 Clinics with 40+ employees
- When did you learn about needing to do complete this measure?
 - When it became a measure during TIP year 4
- Please describe your current process for this measure. Have you changed your process? How so? If not, what are you considering on implementing moving forward?
 - At this time, we do not have a process in place, and we are working on implementing one
 - We have not yet changed our process but we are looking into the capability of our electronic medical record to track diabetes screenings
 - We are also considering other alternatives for tracing and for process oversight

Presentation Questions

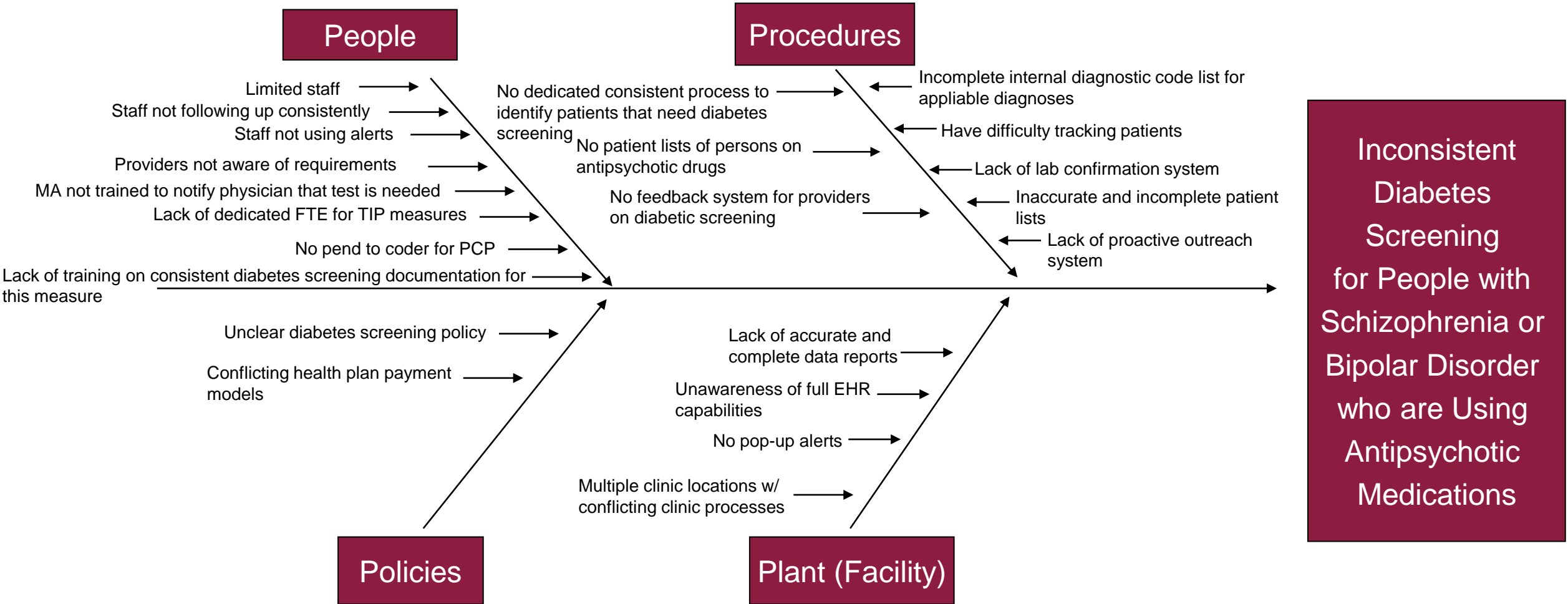
- How much deliberate design has been done to engineer this process to achieve the outcomes that you want? (Prior to and following the establishment of this measure)
 - Prior to establishment – none
 - Following establishment of the measure – work in progress
- Who led this effort? Who was on the team for this effort? Did you have the correct representation of team members from your organization?
 - Scott Poche CEO
 - Team included: Scott Poche CEO, Paul Otto Clinical Director, Marti McDaniel QA Manager and Toni Phillips Integrated Care Manager.
 - Plans for increasing team: Dr. Sara Gibson

Presentation Questions

- How often do you get feedback regarding your performance? (Before this metric and currently)
 - Before this metric – none
 - Currently – information from the score-card from TIP
- What staff training have you done?
 - None. Currently we are gathering information for specific planning that will lead to training

HYPOTHETICAL – LCBHC

Cause and Effect Diagram ~ 2019



Discussion Questions

- Based on your cause and effect analysis, was it helpful to identify multiple causes rather than a single cause?
 - Yes, this has been helpful with plans for further information gathering and for plan development
- Did this approach help you to better understand the process steps to achieve this metric?
 - Yes, this approach provides the opportunity to brainstorm and to get the full team quickly involved in identifying not only causes and effects but also solution-based plans
- What do you plan to do moving forward?
 - Create a plan with the medical team and design a process that is consistent with both offices and all providers. The plan will include alerts for tracking and assign one point-person.

Q&A

- Please insert any questions in the Q&A box

Next Steps

- Next Steps
 - Post-Event Survey: 2 Parts – New Questions!
 - General Feedback Questions
 - Continuing Education Evaluation
 - Continuing Education will be awarded post all 2020 QIC sessions (November 2020)

- Questions or concerns?
 - Please contact ASU QIC team at TIPQIC@asu.edu if questions or concerns regarding performance data

Thank you!

TIPQIC@asu.edu