

AHCCCS Targeted Investments Program

Peds B Quality Improvement Collaborative

William Riley, PhD
Charlton Wilson, MD

Session #5
June 24, 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	Southwest Network
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.

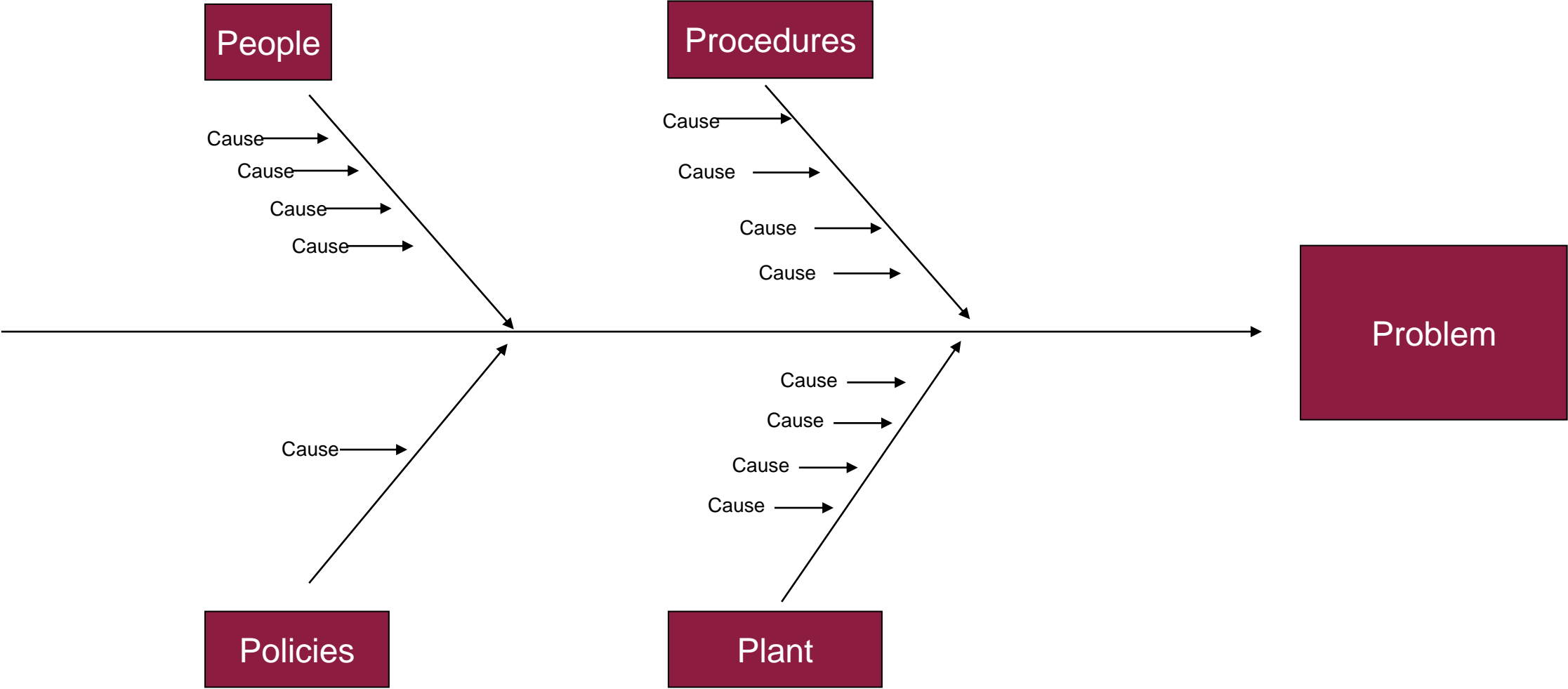
Cause and Effect Analysis

- 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

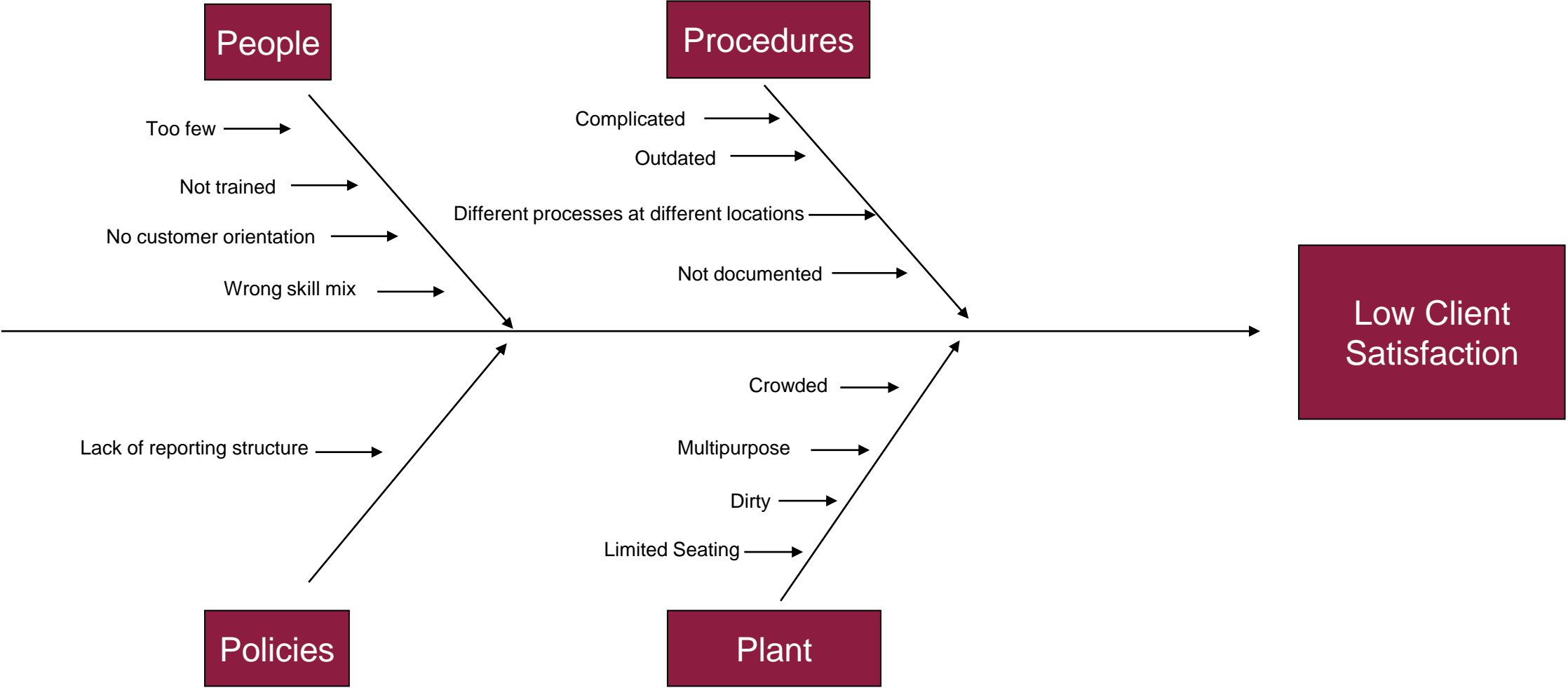
Case Study

- 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)

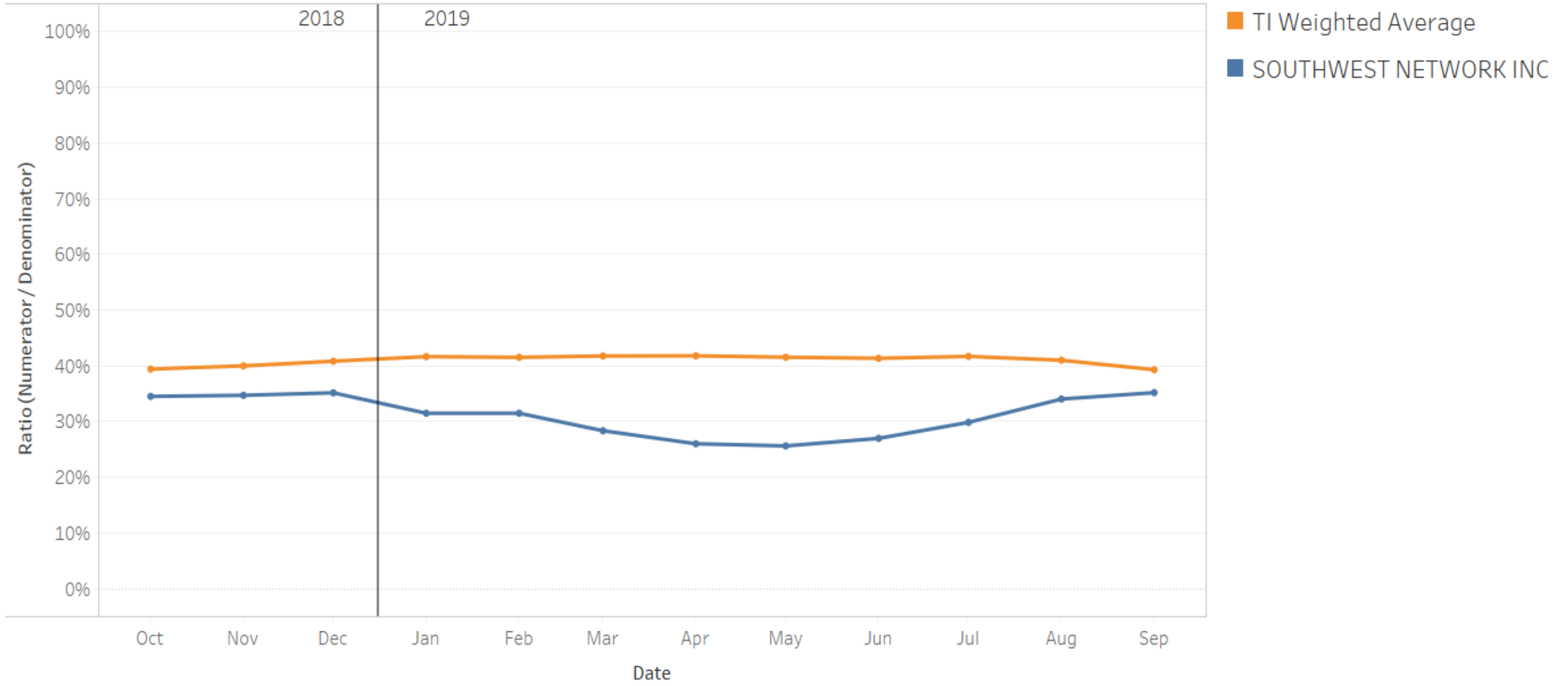


Cause and Effect Diagrams (4 P's)

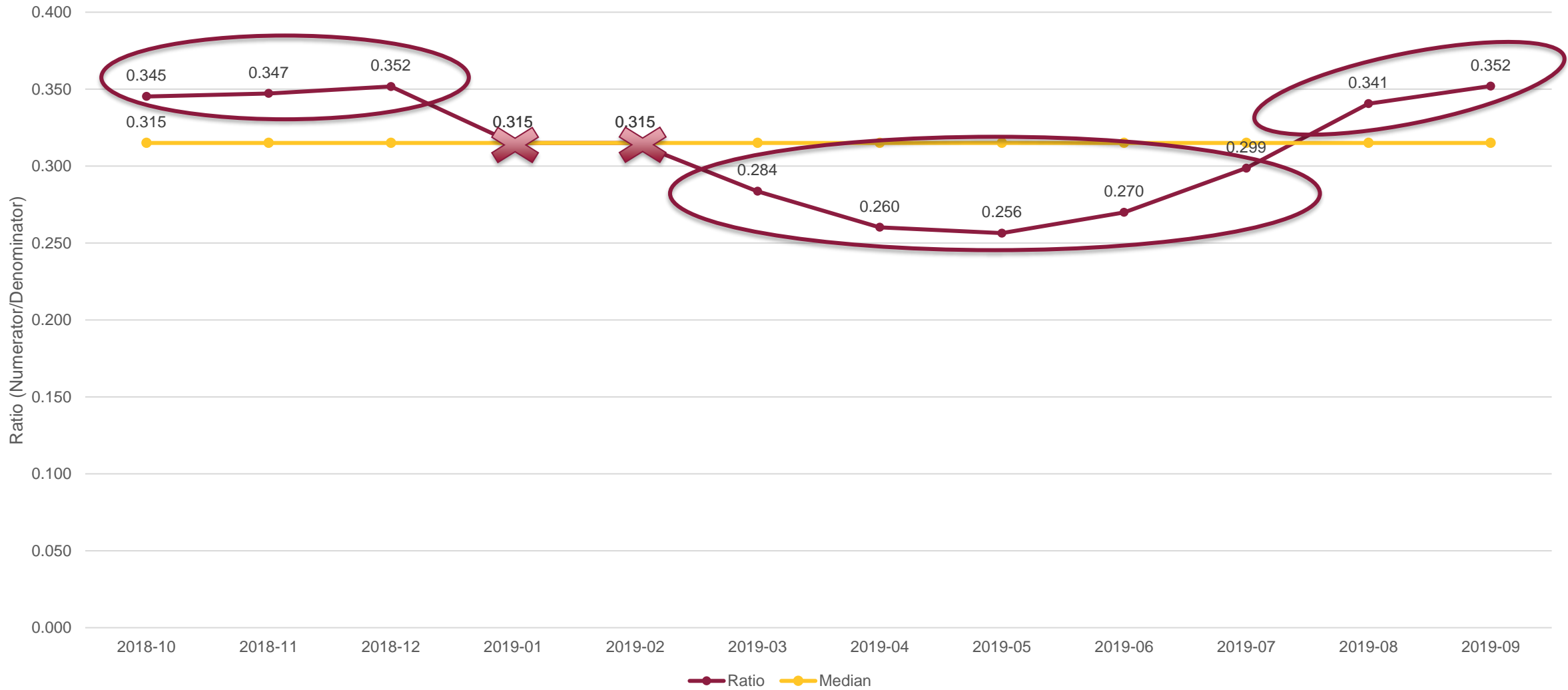


Metabolic Monitoring for Children and Adolescents on Antipsychotic Medication

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



Southwest Network Run Chart (FY Oct 2018 - Sept 2019) Metabolic Monitoring for Children and Adolescents on Antipsychotics



Southwest Network

Katrina Noyes

Crystal Domblisky-Klein

Please provide an overview of your organization

- Southwest Network is a not for profit organization that provides healthcare services to children and adults who live with mental illness.
- Southwest Network serves over 8,000 child, GMH, and SMI members throughout the state with 7 sites located within Maricopa County.
- Services include but are not limited to, ACT (Assertive Community Treatment), medication monitoring, therapy/counseling, case management, family support, and TIP (Transition to Independence Program).

When did you learn about needing to do metabolic monitoring?

- Metabolic testing has been acknowledged as a best practice, specifically by medical professionals, however, knowledge of tracking and outcomes associated with this measure were first identified in January when TI milestone were released.

Please describe your process to monitor metabolic status for children and adolescents on antipsychotics.

- Based on medication and age, the electronic medical record produces a report with all members requiring metabolic testing each month and indicates whether the testing was requested by the medical professional.
- The Medical Assistant reviews the list and engages the medical professional on any members who have not had testing requested ensuring the request is submitted.
- Case management/clinical teams are notified of the test request by the MA and conduct follow up to ensure the family/member attends the testing appointment.

Have you changed your process? How so?

- Yes, the follow up by the clinical team was recently added based on an internal RCA which identified a gap in family follow through with the appointment.

Who led this effort? Who was on the team for this effort? Did you have the correct representation of team members from your organization?

- Southwest Network has a TI team responsible for the oversight of member outcomes. Team members worked together in collaboration with IT, MA staff, and clinical operations to ensure a fully functioning plan was implemented.

How often do you get feedback regarding your metabolic monitoring performance? (Before this metric and currently)

- Currently, internal data is collected monthly. Prior to the TI milestone release, this data was not consistently monitored.

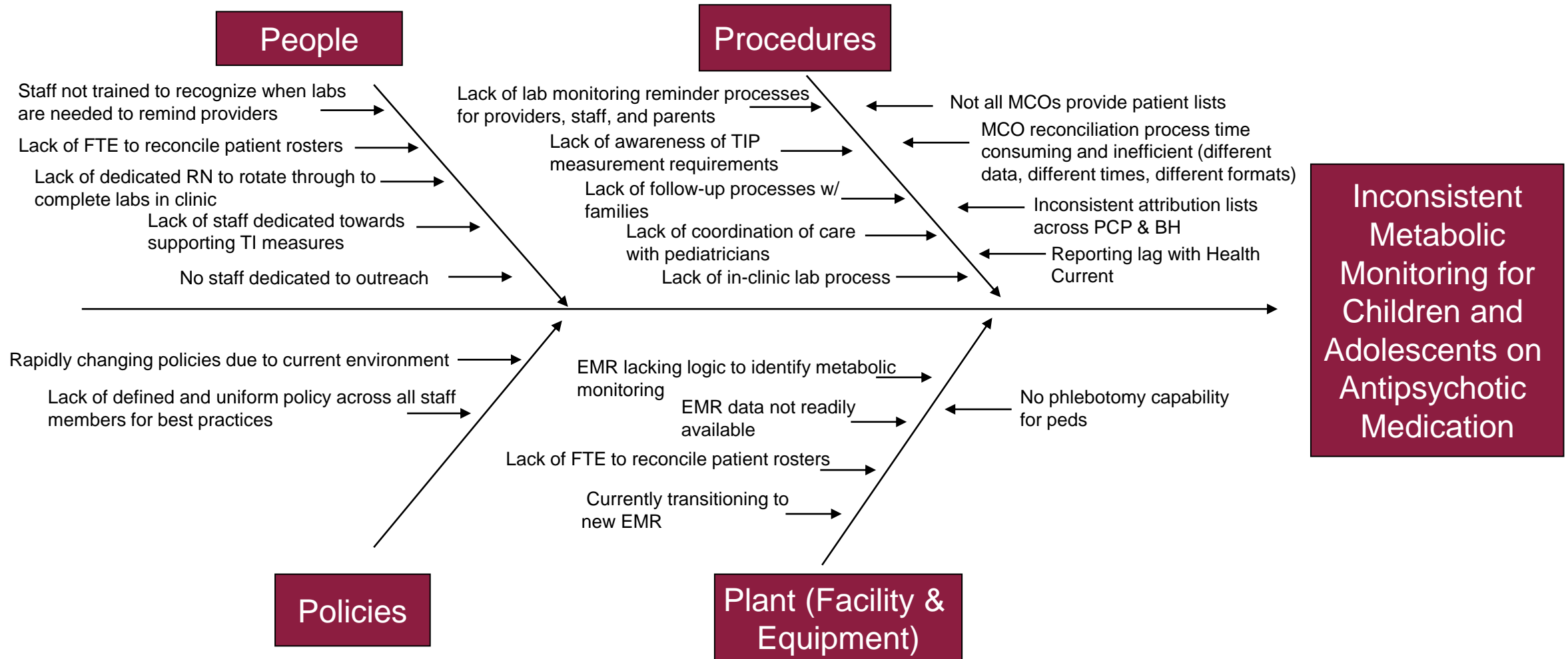
What staff training have you done?

- 1:1 technical assistance with our child MA occurred related to collaboration needed with the medical professional. Children's directors were engaged in a RCA that lead to the development of the plan and the case management teams received coaching from their team leads to fully understand their role on follow up.

What are your next steps in the improvement process?

- Southwest Network continues to monitor outcomes on a monthly basis. Thus far, the plan is showing promise. Continued efforts to engage families to ensure the testing occurs is at the forefront of intervention at this moment.

Southwest Network 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?
- Did this approach help you to better understand the process steps to achieve this metric?
- What do you plan to do moving forward?

Q&A

- Please insert any questions in the Q&A box

Next Steps

- Next Steps
 - Post-Event Survey: 2 Parts
 - General Feedback Questions – New 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