AHCCCS Targeted Investments Program

Adult Quality Improvement Collaborative

William Riley, PhD

TIP Year 5: Session #5
March 9, 2021

Disclosures

There are no disclosures for this presentation

Agenda

TIME	TOPIC	PRESENTER
11:30 AM – 11:32 AM	Introduction	Kailey Love
11:32 AM – 11:45 AM	High Performing Organizations	William Riley
11:45 AM – 12:55 PM	Round Table Discussion	Facilitator: William Riley West Yavapai Guidance Clinic: Alisa Montgomery COPA: Michael Franczak Good Health Medical: Stephanie Cook, Payam Zamani, Hailey Duncan Cope Community Services: Jenifer Regan, Rachel Vega
12:55 PM – 1:00 PM	Next Steps	Kailey Love

Learning Objectives

1. Define a high performing organization for population health management.

2. Differentiate between hard infrastructure and soft infrastructure.

3. Critically analyze the role of organizational support from all levels for performance improvement.

How to Achieve TIP Metrics

- Make a commitment to population health
- Create a comprehensively designed system

Features of a High Performing Organization for Population Health Management

- High performance is defined as consistently delivering excellent patient care over long periods of time

- Hard Infrastructure
  - Consists of infrastructure and external relationships necessary to ensure population health performance

- Soft Infrastructure
  - Consists of the organizational support, processes, and the necessary follow through to ensure performance

- Process Audit

Hard Infrastructure Components (Examples)

- Electronic health record
- Accurate and timely patient attribution lists
- Patient registry
- Health Information Exchange (HIE) partnership
- Data reports and dashboards
- Tools like patient risk assessments

Soft Infrastructure Components (Examples)

- CEO Support
- Project Champion
- Performance Improvement Team
- Designated Accountability for Performance Implementation & Improvement
- Allocation of Resources
  - Time for performance meetings
- Performance Improvement Methods
  - Process Behavior Analysis
  - Root Cause Analysis

Discussion Questions

1. How does your CEO and top leadership support the TIP project?
2. How have you been able to allocate time and other resources to support the TIP project?
3. Do you have a performance improvement team or committee?
4. What are some successes and challenges you've faced in securing IT support?
5. How does your organization foster a culture of improvement?

Discussion Question #1

1. How does your CEO and top leadership support the TIP project?

- Has your top leadership vocalized support for TIP, reviewed performance, and provided feedback to the TIP team?

- How could the senior leadership show value and support for the TIP efforts?

Discussion Question #2

2. How have you been able to allocate time and other resources to support the TIP project?

- How has your organization assigned accountability for the TIP as well as committed time necessary to achieve the tasks?

- What are the successes and challenges to consistently accomplishing the needed tasks?

Discussion Question #3

3. Do you have a performance improvement team or committee?

- Is it an informal or formal team/committee?
- Are the team members provided time to attend meetings?
- Is it interdisciplinary (provider, clinical staff, IT, front-line personnel, and business personnel/managers)?
- Did your team have process improvement expertise prior to TIP?
- Have you sought consultation with the ASU QIC team?

Discussion Question #4

4. What are some successes and challenges you've faced in securing IT support?

- Describe the IT support your organization currently has for the TIP.

- What is still needed for IT support?

- How have you overcome IT resource barriers?

Discussion Question #5

5. How does your organization foster a culture of improvement?

- How do you make performance improvement a part of employees' jobs?

- How do you demonstrate commitment to performance improvement?

- What types of empowerment do you provide the staff?
    - No blame
    - Stop the line authority

Next Steps

- Post-Event Survey: 2 Parts
  - General Feedback Questions
  - Continuing Education Evaluation

- Continuing Education for 2021 will be awarded post all 2021 QIC sessions (December 2021)

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

Thank you!

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