

Healthy Connections
MID-STATE

QTIP
Quality Through
Technology and Innovation in Pediatrics

What is QTIP?

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QTIP Team

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SC CHIPRA Quality Demonstration Grant
February 2010 – 2015

**Category A
Core Measures**
Experiment with and evaluate the use of new measures

**Category B
Health Information Exchange/EHR**
Promote the use of HIT and exchange to improve quality

**Category C
Medical Home/ Behavioral Health**
Incorporate Mental health integration/screening within a medical home.

Goal: improving children's health outcomes in SC.

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How QTIP Worked with Practices

Learning Collaborative

- Face-to-face semi-annual learning sessions
- Topic specific expert presentations
- Relationships building

On-Site Visits

- Technical Assistance by QTIP
- Topic specific visits
- Academic Detailing

Pediatric Practices

- Heterogeneous practices
- Identified QI Team
- **Quality Improvement**
- Taught technique and documentation
- **Communication**
- Blog, monthly calls, in-person learning sessions
- **Maintenance of Certification (MOC)**
- Physicians earn Part 4 MOC credit on QI work

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Core Measures

QTIP:

- Introduced various measures over time which cover breadth of pediatrics
- Provided anticipatory guidance
- Promoted grassroots initiatives by letting the practice chose what to work on and how
- Emphasized the importance of data gathering

To provide useful strategies for working with core measures

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QTIP:

- Used AAP resources
- Offered training
- Provided technical assistance
- Assisted in identifying community resources
- Individualized interventions
- Implemented a recommended screening protocol


Behavioral Health
"Integrate behavioral health care within the medical home..."

SC QTIP Recommended Routine Screening Protocol - Introduced Jan 2013

Babies and Preschoolers	Elementary School	Adolescents
Developmental Screening ALL: ASQ-3 or PEDS MCHAT SWYC	All: PSC - parent report	All: PSC-Y 11+
Psychosocial/Environmental Risk Factors - ALL Edinburgh Post-Partum (depression screen for moms) SEER-PSQ SNYC	If indicated: SCARED - 8+ Vanderbilt	If indicated or desired: Modified PHQ-9 CRAFT SCARED Vanderbilt

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What worked...



- Working **directly** with pediatric practices; supporting their multi-disciplinary teams
- **Learning Collaborative sessions** are effective at introducing evidenced based practices, anticipatory guidance and sharing ideas
- **Partnerships/Relationships**
 - > SC AAP
 - > Stakeholders
 - > Practices learning from each other

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What worked...

- Keep practices engaged and activities meaningful:
 - Continuous messaging and technical assistance
 - ABP MOC Part 4 credits
 - Provide focus
- **Coordination and timing important**
 - State, DHHS initiatives
 - Relate to MOC and PCMH
 - Reimbursement
- **Enhancing skill sets**
 - Teach Quality Improvement skills
 - Build on existing knowledge
- **Individualize**

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QTIP Strengths and Achievements

Increased:

1. Focus on quality
2. Use of evidenced based clinical care
3. Interest/involvement in mental health; change in attitudes
4. Sharing among practices
5. Staff empowerment
6. Facilitation with PCMH adoption

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Challenges


Cited by Practices:	Cited by QTIP :
<ul style="list-style-type: none"> • Time • Office support • Competing priorities • Reporting/documenting • Implementing procedures/ maintaining progress • Too many measures 	<ul style="list-style-type: none"> • Data extraction • PCMH applicability • Too ambitious • Uniqueness of pediatric practices

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Overall Impact

- **Pediatricians**
- **State and National AAP**
- **DHHS**
- **Children**
- **YOU**

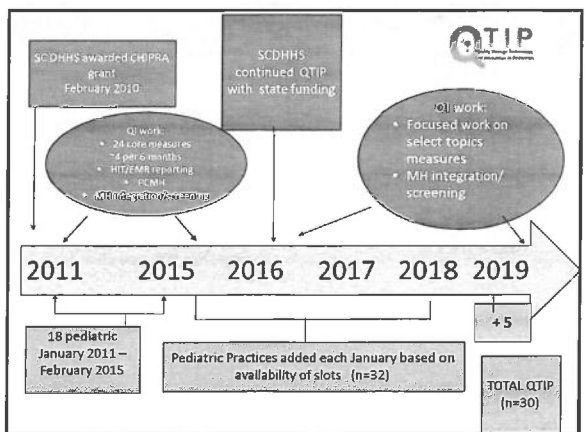


All with the goal of: **improving children's health outcomes**

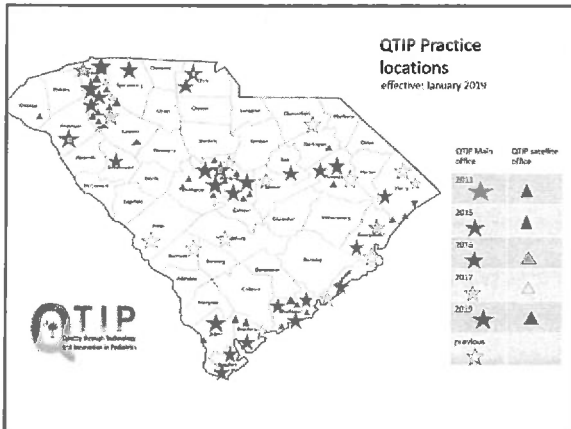


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2019 Components:

QTIP
Quality Improvement
Technology and Innovation in Pediatrics

- Learning Collaborative**
- Technical Assistance:**
 - On-Site Visits
 - Skill Building
 - Communication

Quality Improvement

Mental Health

Measures of Focus

Data Collection

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Components: Pediatric Practices

Identify a quality improvement (QI) team: practitioner, nurse, and office manager

Expectations:

- Participate in Learning Collaborative sessions
- Implement quality improvement projects
- Monthly data entry into QIDA
- Participate in technical assistance meetings
- 2-year commitment

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Component: Pediatric Practices

What Contributed to Practices' Success?

- Formal process/structure
- Commitment of a lead practice champion
- Buy-in from staff
- Identify a person and job tasks to oversee quality
- Review projects over time

HINTS

- Meet regularly (established times)
- Use the on-site visit to get feedback
- Be a peer reviewer
- ASK for assistance
- Start small... pilot with one doctor, with one office
- Display your data

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Component: Learning Collaborative

Two learning collaborative (LC) sessions/year

- Introduce evidenced based practices on core measures
- Promote mental health, quality improvement and medical home concepts
- Provide networking opportunities, discuss strategies, present successes and share lessons learned

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Component: Technical Assistance

Technical assistance to support key messaging/concepts:

- On-site visits
- Webinars/conference calls
 - QI coaching
 - Support with Mental health efforts, including community meetings and resource linkage, etc.


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Component: Quality Improvement

Quality Improvement should:

- Involve entire practice
- Use Data



QTIP will:

- Teach QI techniques
- Help link to other efforts

Practices should:

- Implement Quality Improvement projects
- Explore formal processes and structure (and staff)
- Document your work

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Mental Health

Let the practices set their own priorities with the goal of moving each practice *toward* integration

Help connect grant activities to what practices are already doing

Frame mental health in the context of physical health

Screening protocol and reimbursement

Help identify resources

Provide a framework - along with consistent contact and messaging


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Component: Children's Measures of Focus

Limited number of measures for focus:

- Anticipatory guidance, resources, tools, and evidenced-based best practices
- Practices chose HOW to work on measures
- ABP MOC Part 4 credit



HINTS

- Work on improvements with core measures is; change takes time and is on-going
- Review, Review, Review - monitor your work
- Share and learn from others

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Previous focal topics

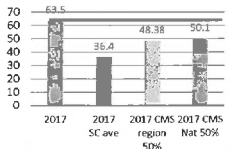

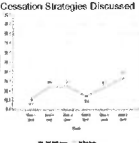
2017	2018
6-9 months <ul style="list-style-type: none"> • Well child visits • Vaccinations • Maternal depression • Socio environmental screening • Family strengths 	24 months <ul style="list-style-type: none"> • Well child visit • Risk Assessments • Screening Special Health Care Needs • Family Strengths • Family Concerns • Oral Health • Social Determinates of Health • BMI
Adolescents <ul style="list-style-type: none"> • Well child visits • Vaccinations • Mental Health assessments & follow-up • Assessment for special health care needs (SHCN) • Family Strengths • BMI 	3- 6 years <ul style="list-style-type: none"> • Well child visits • Positive parenting • Vaccines • Social-environmental screening • BMI • Tobacco Cessation • Oral Health SHCN <ul style="list-style-type: none"> • Assessments/screening • Work with subspecialist • Care plans Asthma Adolescents

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DATA

- 987% increase in fluoride varnish applications since CY 2011.
- 805% increase in Medicaid children receiving Developmental and Mental Health screening since 2011.

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Data Collection

- Data Collection:
 - SC QIDA
 - PDSA cycles
- QTIP will use your data to track and report aggregate data over time ... for information and trends
- Practices will use the data gathered to identify, implement and track QI projects

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QTIP **SC QIDA**
Standardized and Real-time Data

- Standardized data
- Freedom to select what to work on
- Develop run charts, examine data and develop quality projects
- "Real time" data pulled by you

Rate of patients who have had at least one HPV shot

why did the upward trend stop?

QIDA and HEDIS data differ...
 QIDA can show you where you have the **most** room for the **most** improvement, where you could benefit to take a deeper dive and initiate a QI project.

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Quality Improvement in Action

Practice QI team

- Various disciplines
- Regular meetings/huddles
- Champion

Implement

- Standardize your work
- Review
- Evaluate
- and Refine

Know your Data

- Determine your work
- Review
- Monitor

Sustainability

- Finalize process and structure
- Monitor

* Remember change takes time *

Model for Improvement

- What are we trying to accomplish?
- How will we know if change is an improvement?
- What change can we make that will result in improvement?

Healthy Connections **SHARE and Learn from others**

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What is available for you?

- QTIP blog
<https://msp.scdhhs.gov/chipraqtip/>
- QTIP Website
<https://msp.scdhhs.gov/qtip/>
- ABP Part 4 MOC
- A network of practices and supports
- QTIP staff

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