

How QTIP Worked with Practices?

Pediatric Practices

- Heterogeneous practices
- Identified QI Team Quality Improvement
- Taught technique and

documentation

Communication
Blog, monthly calls, in-person

Maintenance of Certification (MOC)

learning sessions

Physicians earn Part IV MOC credit on QI work

Learning Collaborative

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

On-Site Visits

Technical Assistance by QTIP

Behavioral

Health

"Integrate behavioral health

care within the medical home...

- Topic specific visits
- Academic Detailing

Core Measures

To provide

strategies for

useful ...

reviewing

quality data

QTIP: • Intro

- 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

QTIP: Used

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

Babies and Preschoolers	Elementary School	Adolescents
Developmental Screening ALL:	All:	All:
ASQ-3 or PEDS	PSC - parent report	PSC-Y 11+
MCHAT		
sychosocial/Environmental	If indicated:	If indicated or desired:
Risk Factors - ALL	SCARED -8+	Modified PHQ-9
dinburgh Post-Partum	Vanderbilt	CRAFFT
depression screen for mans		SCARED
SEEK-PSO		Vanderhilt

HIT/EMR Promote the use of HIT to improve quality

To share key clinical data through a statewide electronic quality improvement network

To automate the data collection at the point of care delivery... to collect quality measures...



QTIP:

- Worked to integrate clinical (EMR) and administrative (Medicaid) data for reporting
- Developed measure-specifics suggestions for improvement to EMR data capture and storage
- Produced closed –loop quality reports

Medical Home

OTIP:

- Developed a PCMH Toolkit (2011 standards)
- · Certified PCMH Consultant
- Focused and linked quality improvement work

To improve children's quality of care by promoting the pediatric medical home...



What worked

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



What worked ...

- · Keep practices engaged and activities meaningful:
 - Continuous messaging and technical assistance
 - ABP MOC Part IV 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

TIP Strengths and Achievements

Increased:

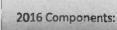
- 1. Focus on quality
- 2. Use of evidenced based clinical care
- 3. Interest/involvement in mental health; change in attitudes
- 4. Sharing among practices
- 5. Staff empowerment
- 6. Facilitation with PCMH adoption

Challenges

Cited by Practices:

- Time
- Willingness and support
- Competing priorities
- Reporting/documentation
- Implementing procedures/ maintaining progress
- QTIP learned from our mistakes:
- Thinking data extraction from EMRs is would be easy and quick
- Overly optimistic about state level exchange adoption.
- · PCMH applicable to all
- Underestimated the uniqueness of pediatric practices
- Too ambitious





Learning Collaborative

Quality Improvement

Technical Assistance:

· On-Site Visits

• Skill Building

Communication

Mental Health

Core Measures

Data collection

Components: Pediatric Practices

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



Expectations:

- Participate in Learning Collaborative sessions
- Implement quality improvement projects
- Participate in technical assistance meetings/year
- 2 year commitment



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
- · Gather and use your data

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

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.

Component: Quality Improvement

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

Quality Improvement should:

- · Involve entire practice
- Use Data



Compenent: 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

QTIP 101

Çomponent : Children's Core Measures

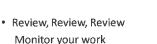
Limited number of measures for focus: concentrated focus on 2-3 measures over 24 months

- Anticipatory guidance, resources, tools, and evidenced-based best practices
- Practices chose HOW to work on measures
- American Board of Pediatrics Maintenance of Certification (MOC) Part IV credits

Component: Children's Core Measures

HINTS

 Work on improvements with core measures is; change takes time and is on-going



 Share and Learn from others



Data Collection

- Data Collection:
 - PDSA
 - · Reports with administrative claims
 - Senior Leader report
 - PDSA
 - QIDA (Bright Futures)
- QTIP will use your data to track and report aggregate data over time ... for information and trends
- Use the EMR to generate data reports or may perform chart audits (10 or greater).

QTIP blog
https://msp.sodhhs.gov/chipreqtip/.
Discussion
News
QI and PDSA notes

QTIP Website
Learning Collaborative
Mental Health
QI
List of practices

MOC handouts

