What Changes Can We Make That Will Lead To Improvement?

The Change Package

Learning Session 1

Objectives

- Introduce Change Package
- Know how to use Change Package

- What you need for this session:
- **SEED Change Package**

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Fundamental Questions for Improvement

1. **What are we trying to accomplish? – (**Your aim or Project Charter – a written statement of accomplishments expected from improvement effort)

2. **How will we know that a change is an improvement? –** (Measures-data over time from registry)

3. **What changes can we make that will result in an improvement? -** Good Ideas for Improving Care for Patients with Diabetes

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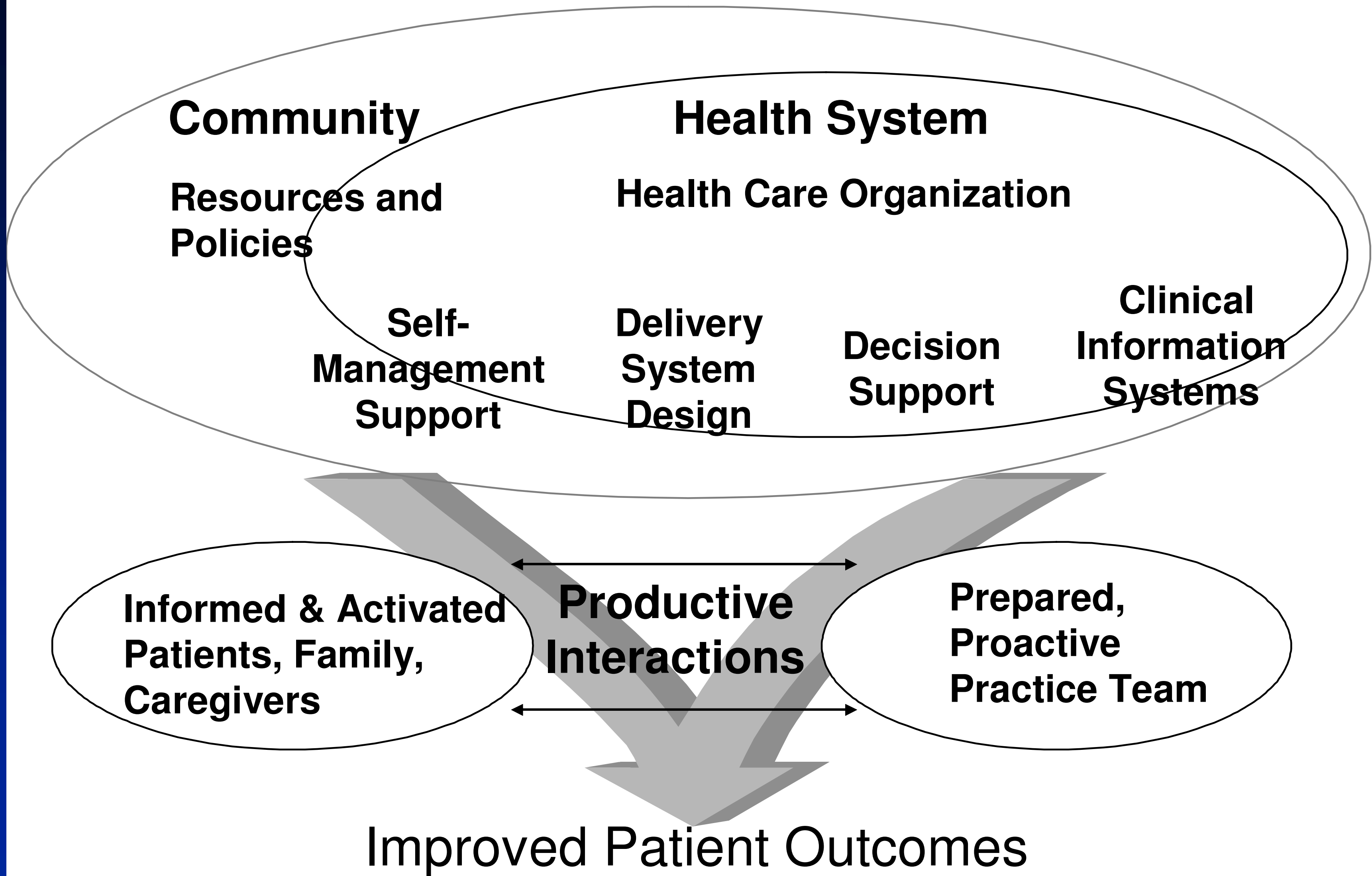
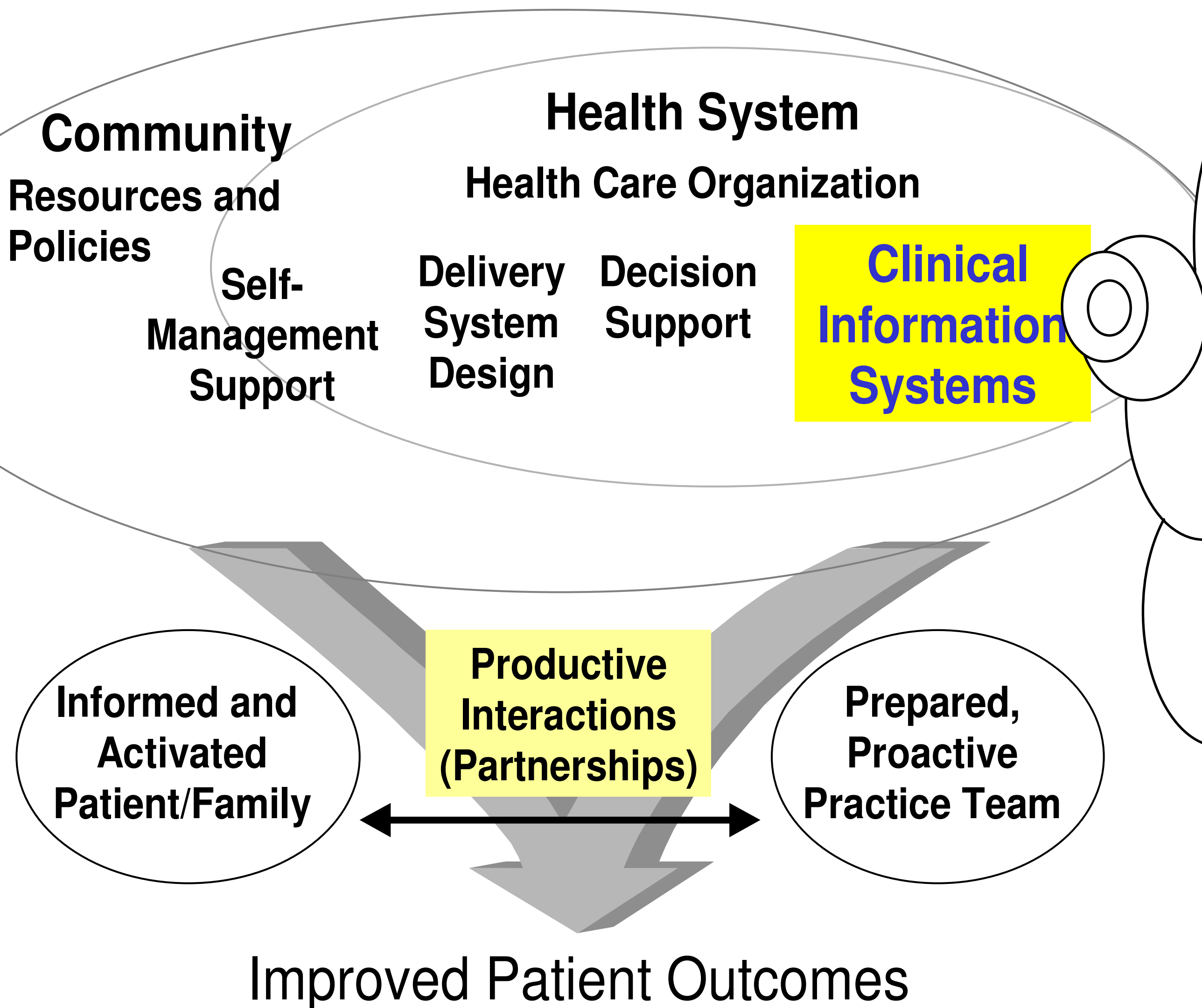


Chronic Care Model developed by Dr. Ed Wagner et al McColl Inst.

Clinical Information Systems – How can we organize and use patient and population data to facilitate efficient and effective care?



Create easy access to all clinical and patient-oriented information….

Create capacity to identify and contact relevant subpopulations for proactive care.

Monitor and share SMS performance data.

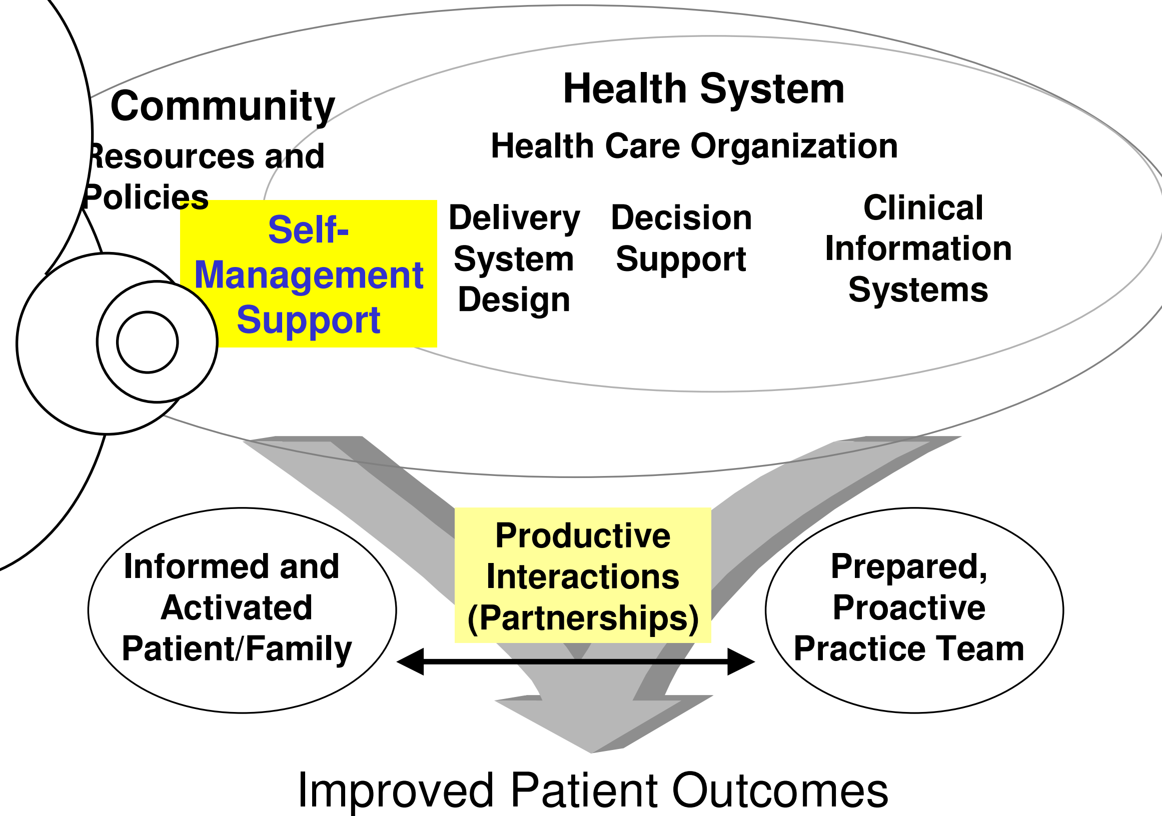
* Chronic Care Model developed by Dr. Ed Wagner et al McColl Inst

Supporting Self-Management – What can we do at every interaction with patient/family to recognize and promote the patient as the expert in managing his or her health and care?

Emphasize the patient's central role in managing their health.

Assess knowledge and preferences and provide education and resource referral accordingly.

Assist patient in setting patient goal with action, problem-solving, and follow-up.



Chronic Care Model developed by Dr. Ed Wagner et al McColl Inst.

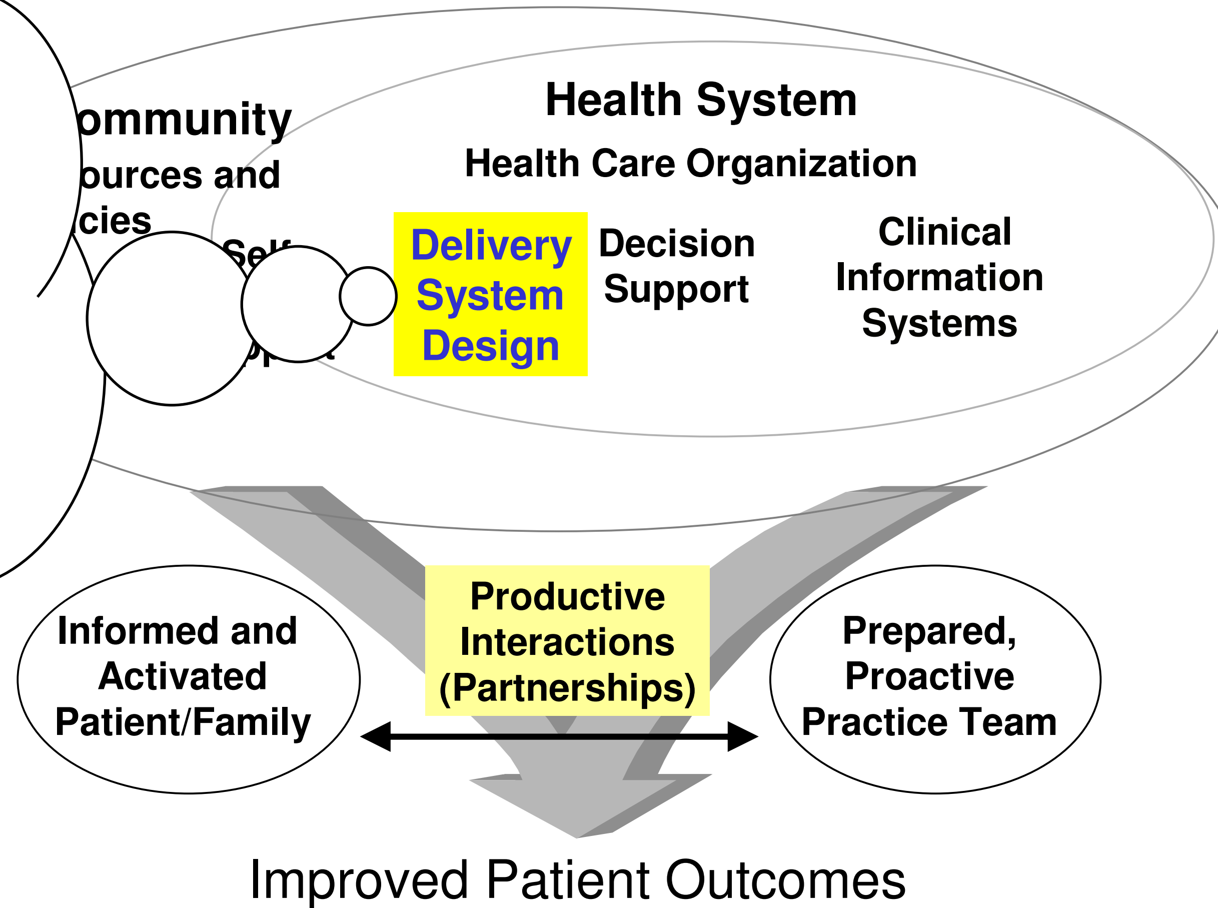
Delivery System Design – How can we assure the delivery of effective, efficient clinical care and who can do it?

Develop team as a unit- determine process and define roles.

Use planned interactions...

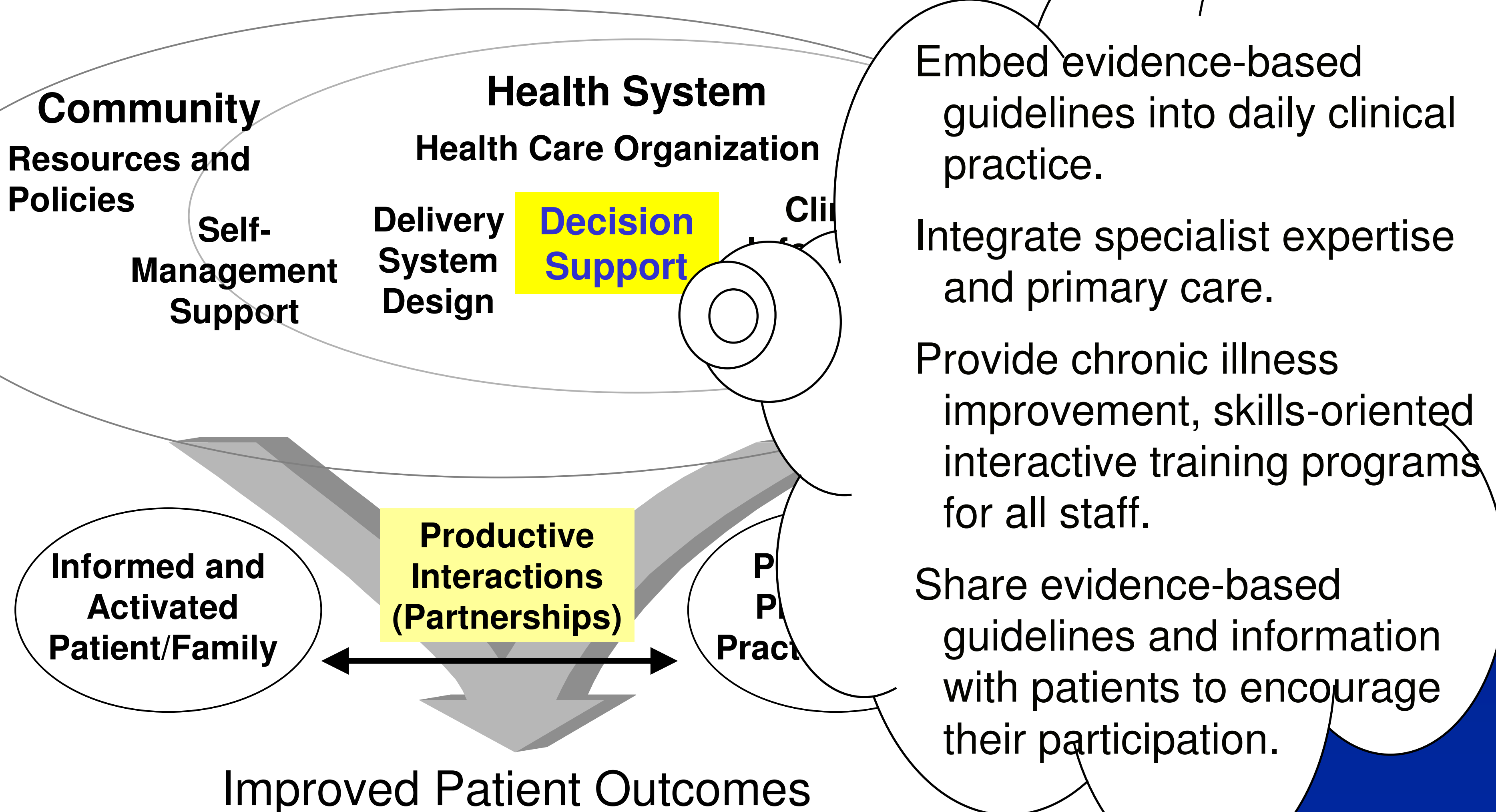
Provide services according to complexity of care.

Give care that patients understand and that fits with their cultural background.



Chronic Care Model developed by Dr. Ed Wagner et al McColl Inst.

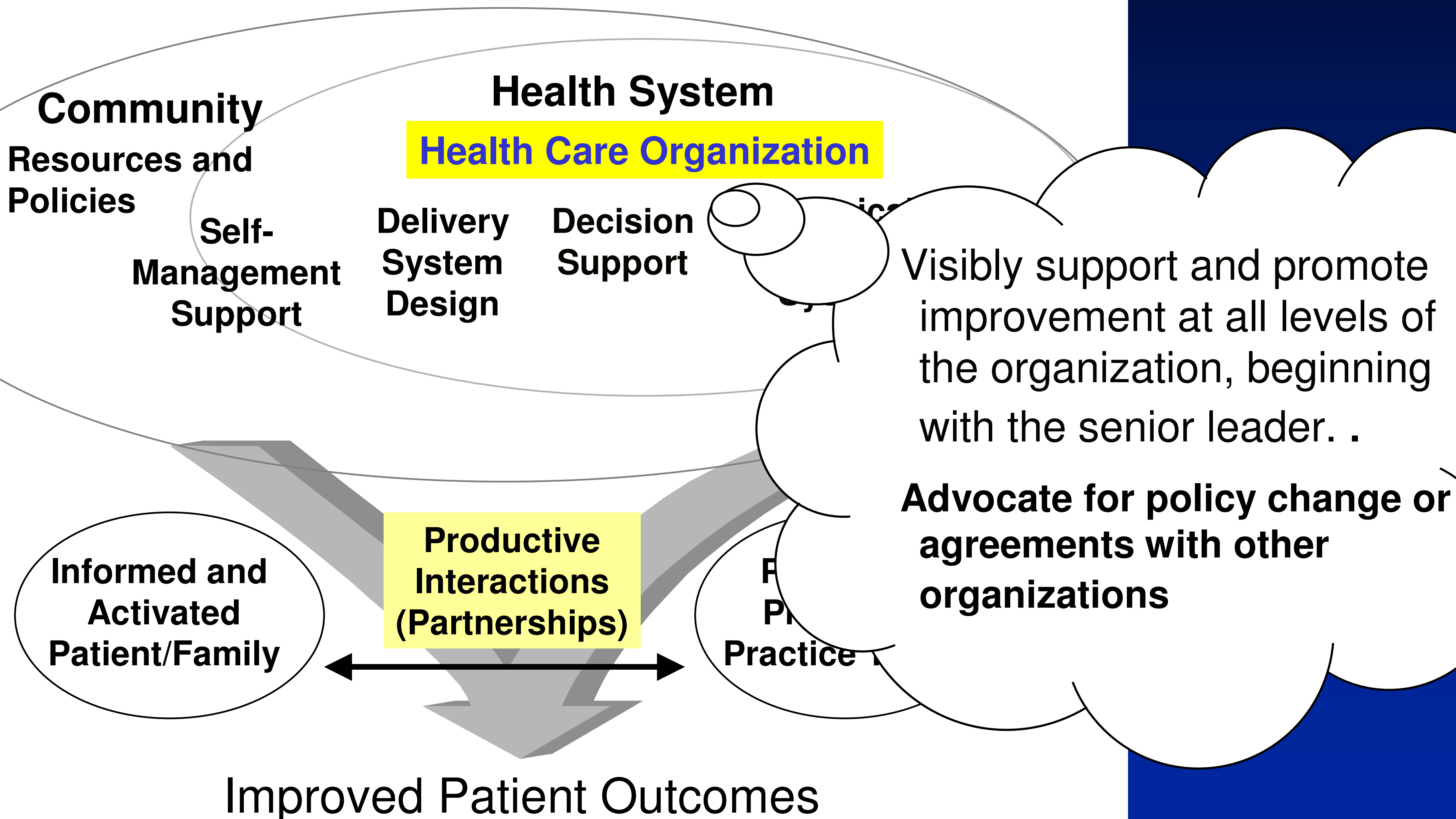
Decision Support – How can we promote care that is consistent with scientific evidence and patient preferences?



- Embed evidence-based guidelines into daily clinical practice.
- Integrate specialist expertise and primary care.
- Provide chronic illness improvement, skills-oriented interactive training programs for all staff.
- Share evidence-based guidelines and information with patients to encourage their participation.

* C odel developed by Dr. Ed Wagner et al McColl Inst

Health Care Organization – How can we create a new culture - an organization that promotes and requires comprehensive system change for the most effective, safe, and high-quality care?



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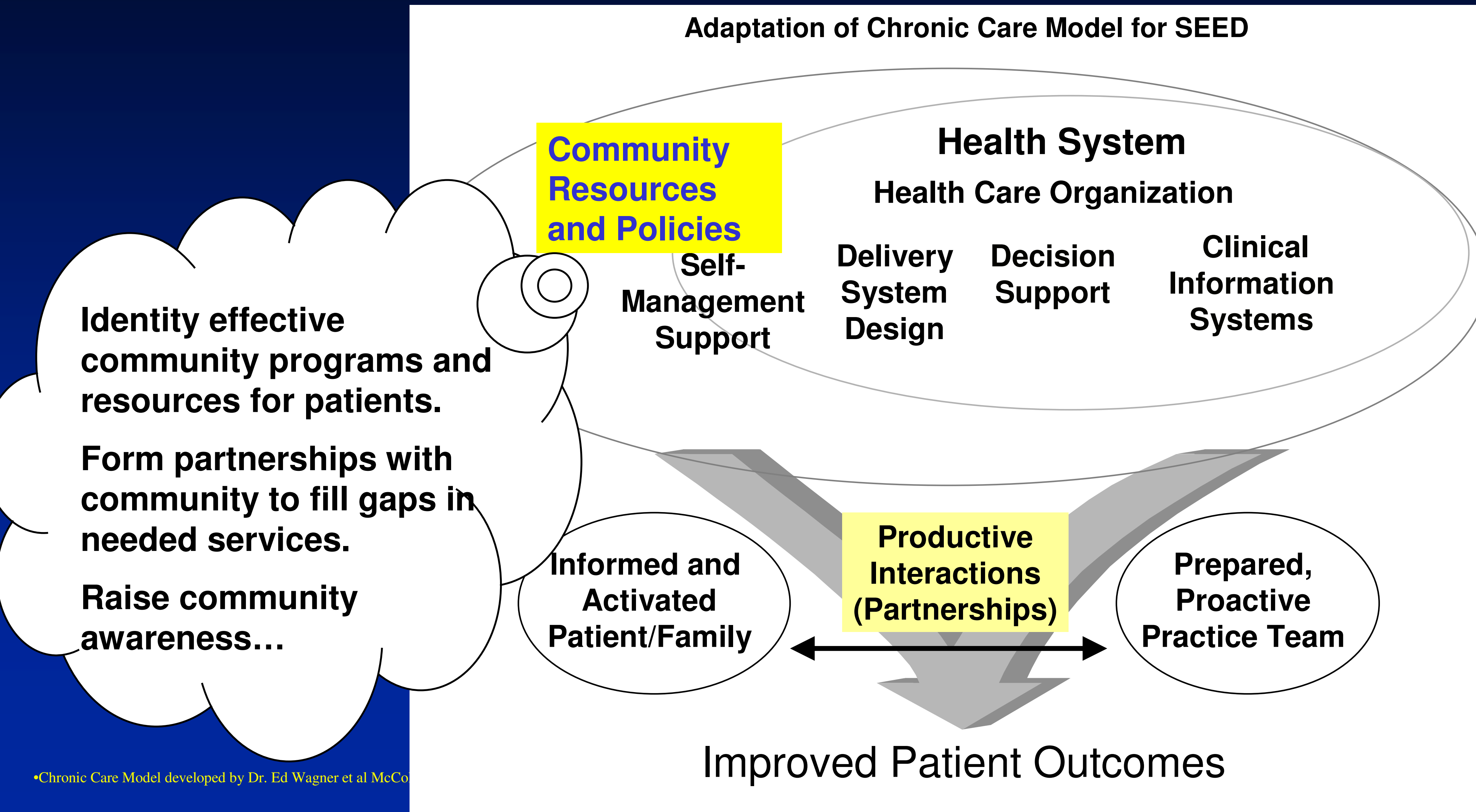
Community – How can we mobilize the community to help meet needs of patients?



How a Change Package is Organized

- Diagram
- Summary of Key Concepts and Changes
- Repeat of Concepts and Changes with more detail as example

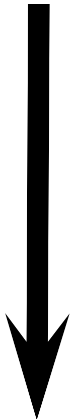
Using the Change Package :
Example from Clinical Information Systems

CHANGE CONCEPT: Organize patient and population data to facilitate efficient and effective care.

KEY CHANGES	EXAMPLES of Ideas to Try *(Insert your own examples here.)*
Create easy access to all clinical and patient-oriented information to facilitate individual care planning and care coordination.	Populate and use ___________registry at each visit. Educate/train staff on use of registry. Test process to update registry with new patient data in timely way. Test handy location of computers with registry for ease of use.
Identify relevant subpopulations for proactive care.	Use registry to get a list of patients who have out of range lab values and are overdue care, (e.g. have not been seen in over 6 six months and whose HbA1c >9).
Monitor and share performance of practice team and care system.	Use diabetes registry to generate data that is graphed over time for process and outcome measures Use graphs to discuss where there is room for improvement and help guide improvement Share graphs with leadership and others in system to help tell story of your improvement journey

Change requires Action:
Moving from Concepts to Specific Ideas to Try (Test)

Vague, Strategic,
<u>Conceptual</u>



Specific Idea to try
<u>Actionable</u>

Create easy access to patient information

Use a registry

Use CDEMS and populate with patient data

Select CDEMs fields, way to select patient for registry and clerk will populate with 10 patients and MD will verify

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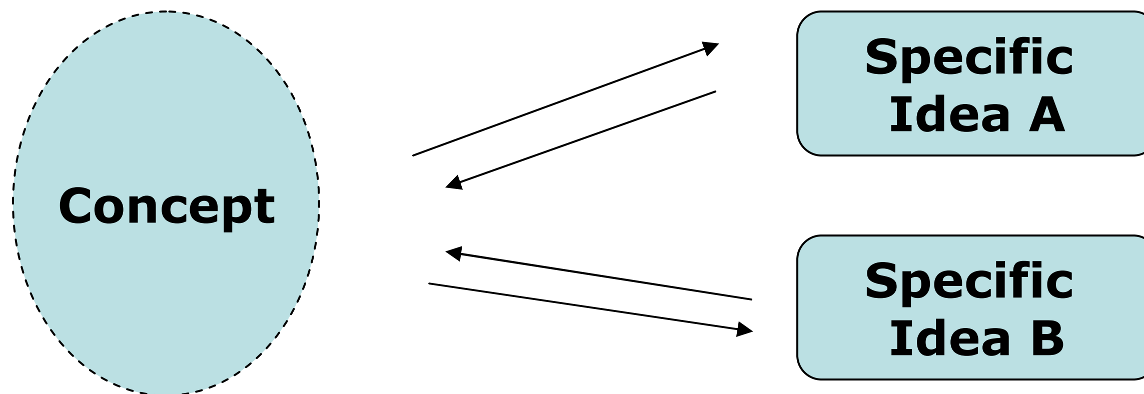
What change can we make that will lead to improvement?

Concept: A general notion that is useful for generating specific ideas to try

An opportunity to create a new connection



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