

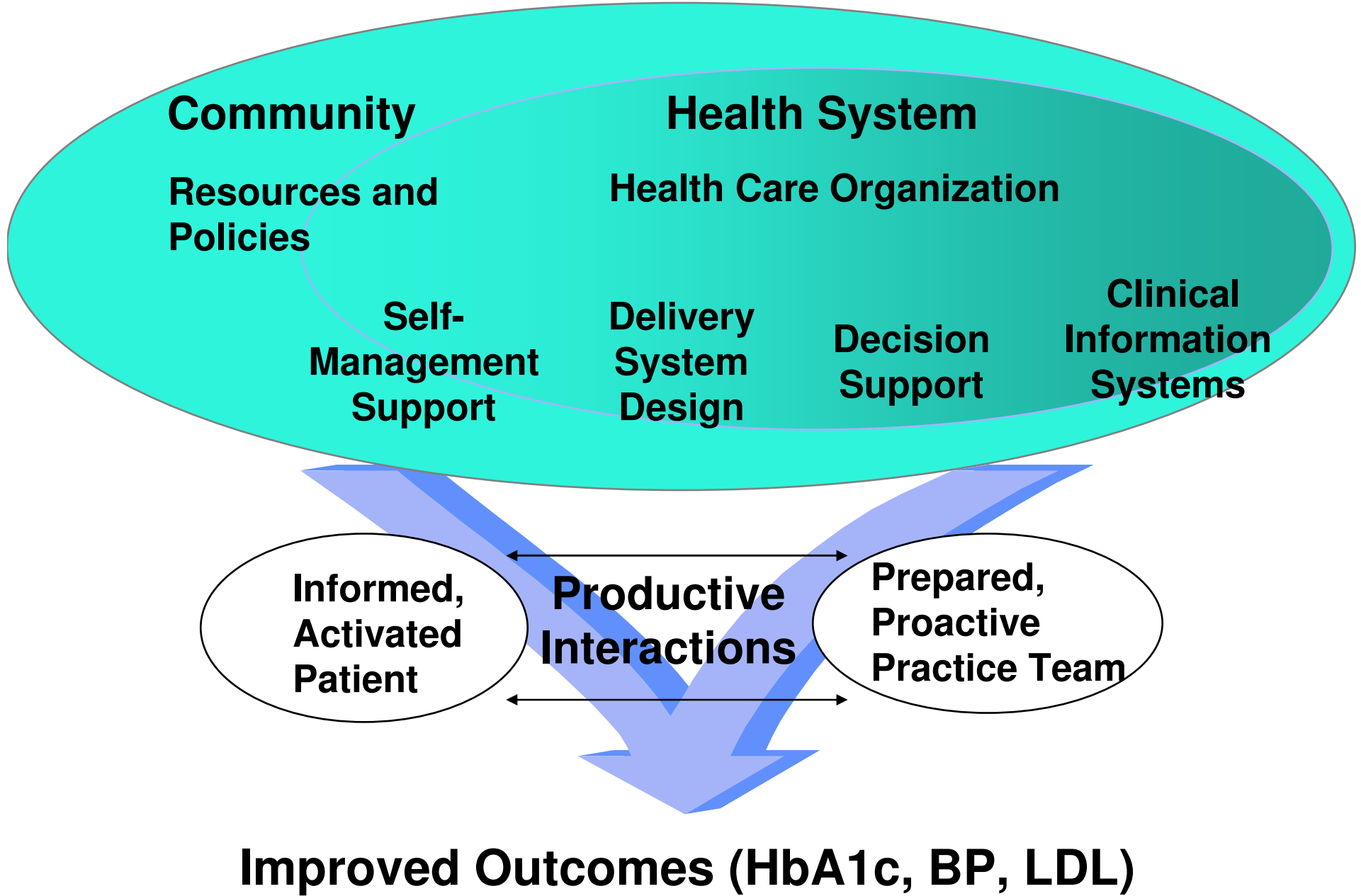
**11:30-12:15**  
**Team Meeting I**



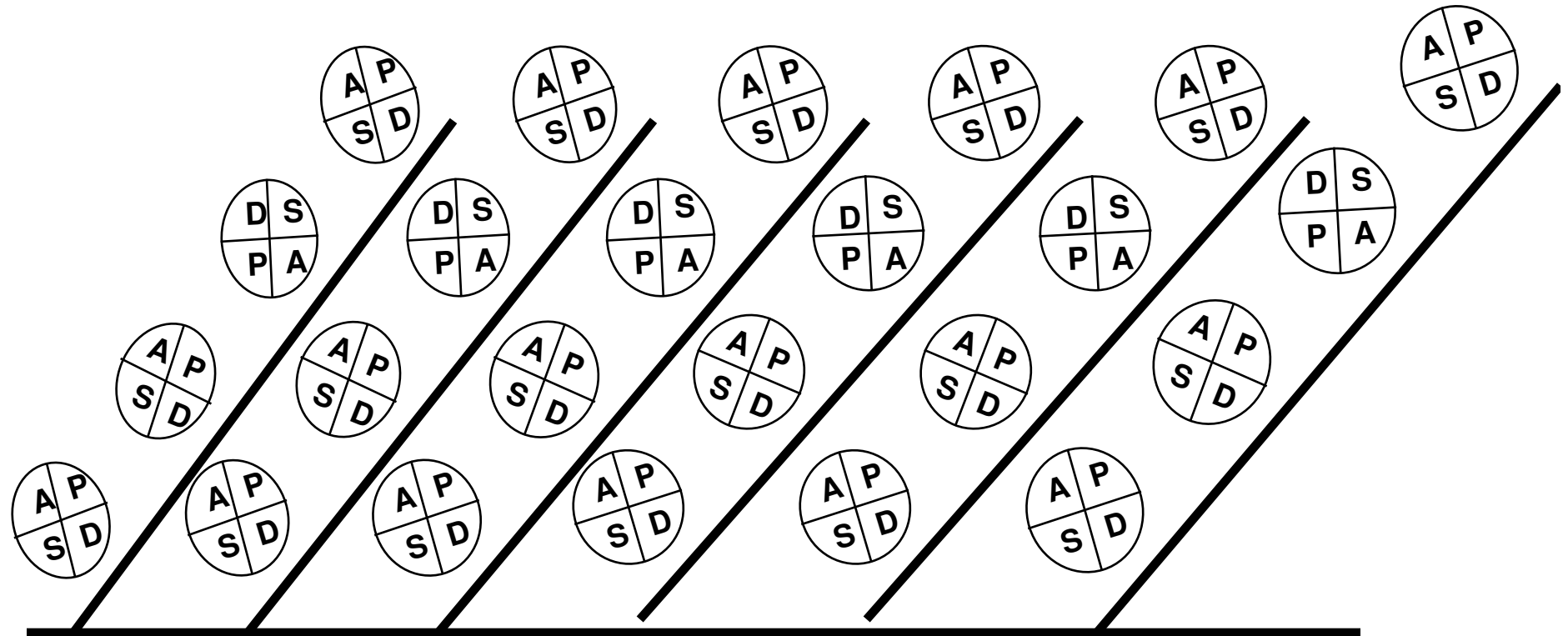
Northern California

LS 2

# Chronic Care Model



# Overall Aim: Implement the Care Model for Patients with Diabetes



Self-  
Management  
Support

Delivery  
System  
Design

Clinical  
Information  
Systems

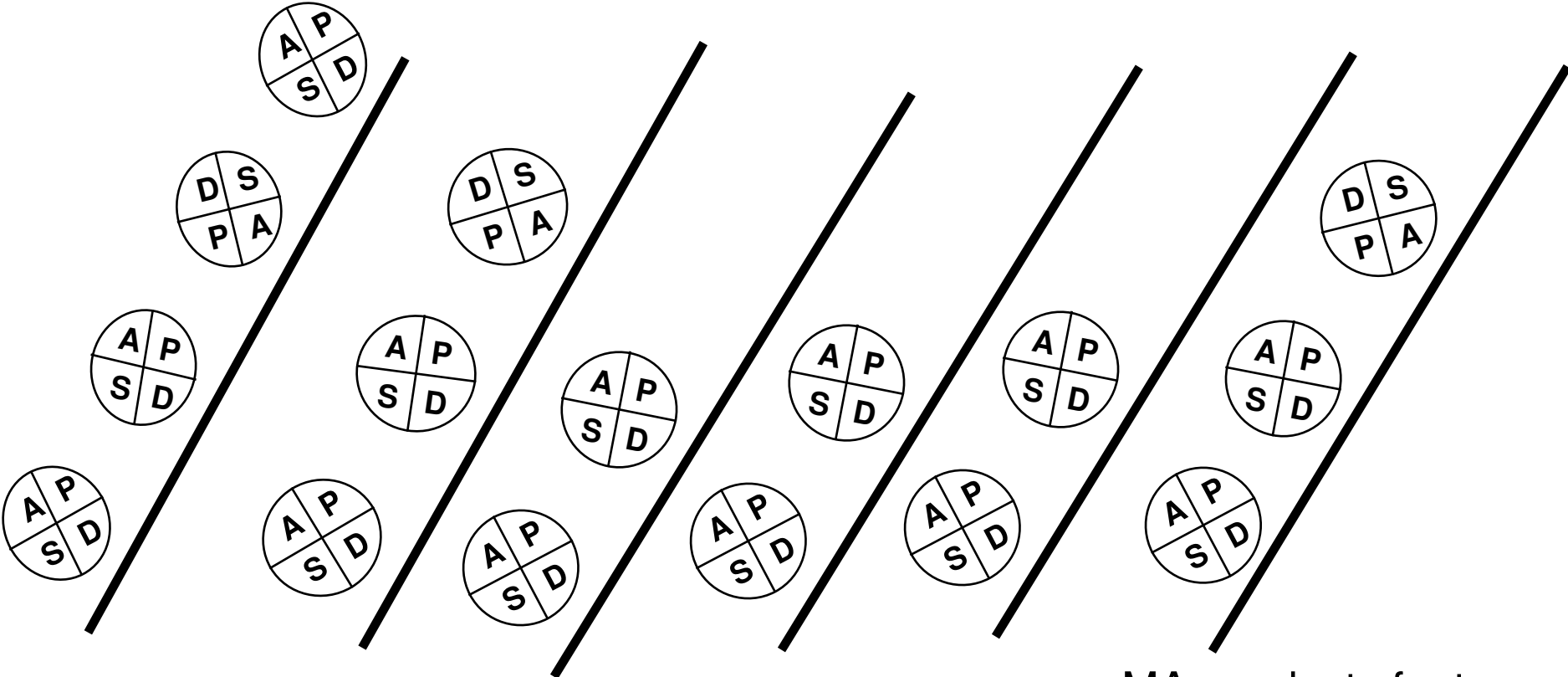
Decision  
Support

Community  
Resources

Health Care  
Organization  
(Leadership)

***Test, Implement, and Spread Key Changes  
for Each Component of the Care Model***

# Fair Oaks Example



Medication  
Adjustment  
Algorithm  
(Decision  
Support)

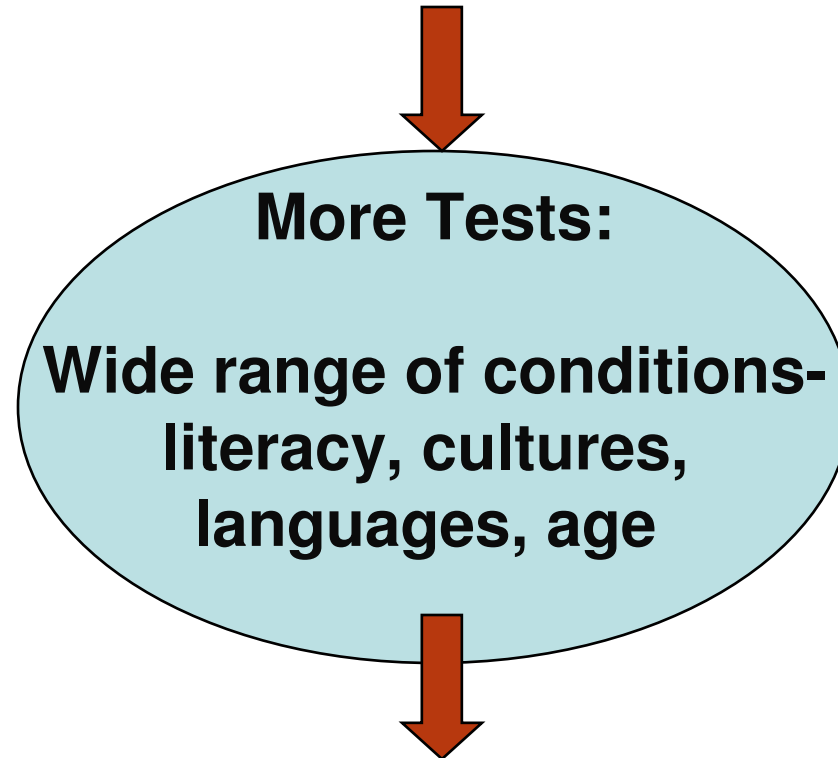
ID patients  
overdue care  
(Clinical Info)

Action Plan, follow up,  
document (SMS and  
DSD and Clinical Info  
System)

MA conducts foot  
exam (Delivery  
System Design)

# Testing vs. Implementing

- Testing – Trying and adapting existing knowledge on small scale. Learning what works in your system.



- Implementation – Making this change a part of the day-to-day operation of the system in the pilot site. Usually not after just one test!

# Implementation Strategies

- Establish and document standard processes - Is there a way for it to happen the same way every time and is it happening?
- Make changes to job descriptions
- Pay attention to orientation and training

# Items to Consider as You Implement a Change

Changes Needed	Lead	June	July	August	September	October	November
		24	1 8 15 22 29	5 12 19 26	2 9 16 23 30	7 14 21 28	4 11 18 25
Policies							
Documentation							
Hiring Procedures							
<i>Staff education/training</i>							
Job descriptions							
Information Flow							
Equipment Purchases							







# Improvement Action Plans

Consider having all team members in charge of at least one PDSA cycle or ramp

Try to have cycles outlined in at least 3 components of care model

Will continue with these plans after lunch tomorrow.

Will report out on your action plan with another team or teams tomorrow after 2<sup>nd</sup> team meeting.

# PDSA Worksheet – One step at a time

## A Good way to manage each PDSA cycle

### **PLAN:**

Objective for this PDSA Cycle:

QUESTIONS:

PREDICITONS:

Details of Plan: Who, What, When, Where, How (Including any data collection)

**DO:** CARRY OUT THE CHANGE OR TEST; COLLECT DATA AND FEEDBACK.  
DESCRIBE WHAT HAPPENED INCLUDE REPORTING OF ANY UNEXPECTED  
EVENTS. BEGIN ANALYSIS.

**STUDY:** COMPLETE ANALYSIS OF DATA; SUMMARIZE WHAT WAS LEARNED.

**ACT:** ARE WE READY TO MAKE A CHANGE? PLAN FOR NEXT CYCLE.