



# RAPID

Reporting Assistance and Process  
Improvement Discussion

**3 Month Success Session**

**Vision: Healthy Communities, Healthy People**





# Agenda

1. Welcome back!
  - a. Recap of measure and planned improvements
2. Sharing progress in the past 3 months
  - a. Successes
  - b. Challenges
  - c. Recommendations
3. Where to go next
  - a. Adopt, Adapt, Abandon
4. Harvest and spread results
  - a. Embedding change
  - b. Sustaining success
5. How will we continue





# Recap of Planned Improvements



## Where did we leave it?

- 1 Each group **selected an intervention that addressed a specific problem or barrier** identified for their clinic's performance on the measure.
- 2 Forces that might **support or hinder** the selected improvement were identified.
- 3 SMARTIE goals were discussed.
- 4 A **plan to monitor and measure** the outcomes of the test of change was created for each clinic.
- 5 Everyone shared how a **successful change** would impact their work.

## Summary of planned changes

Develop and document a workflow for completing the PHQ9 and consistently documenting follow up

Train team on workflow – if in person, needs to be in flowsheet; if in MyChart needs to be attached to upcoming visit

Set up dotphrase for follow up and monitor use of that.

We need to improve the provider documentation at the time of visit including when and if a PHQ9 and PHQ9 are completed and entered. We are doing this through the EMR system and training.

We decided to put a pop up alert when there is an abnormal PHQ9

Implement a new protocol for clinical team to ensure that patient completes all questions and a score populates to the progress note before the provider goes into the patient's room.

Provide education to the providers that a score must be present then addressed using a template to refer to counseling, place on medications, or provide another intervention or treatment for depression.

still in the review process step of determining which workflow is the preferred, depending on the role

utilize structured algorithms for follow ups

Setting up new work flows and encounter plans

## Monitoring plans

Auditing a % of charts

Review of UDS reports and smart data

Monitor use of smart data

Population health and QI team will review weekly to start and then monthly.

Chart reviews for follow up documentation

## How did it go?

Drop an emoji (from below or of your own choosing) that describes how your planned changes have gone thus far.



And do the same for how your monitoring plan went—were you able to monitor your change specifically? Did that go well or not?





# Rose, Thorn, Bud

## What it is

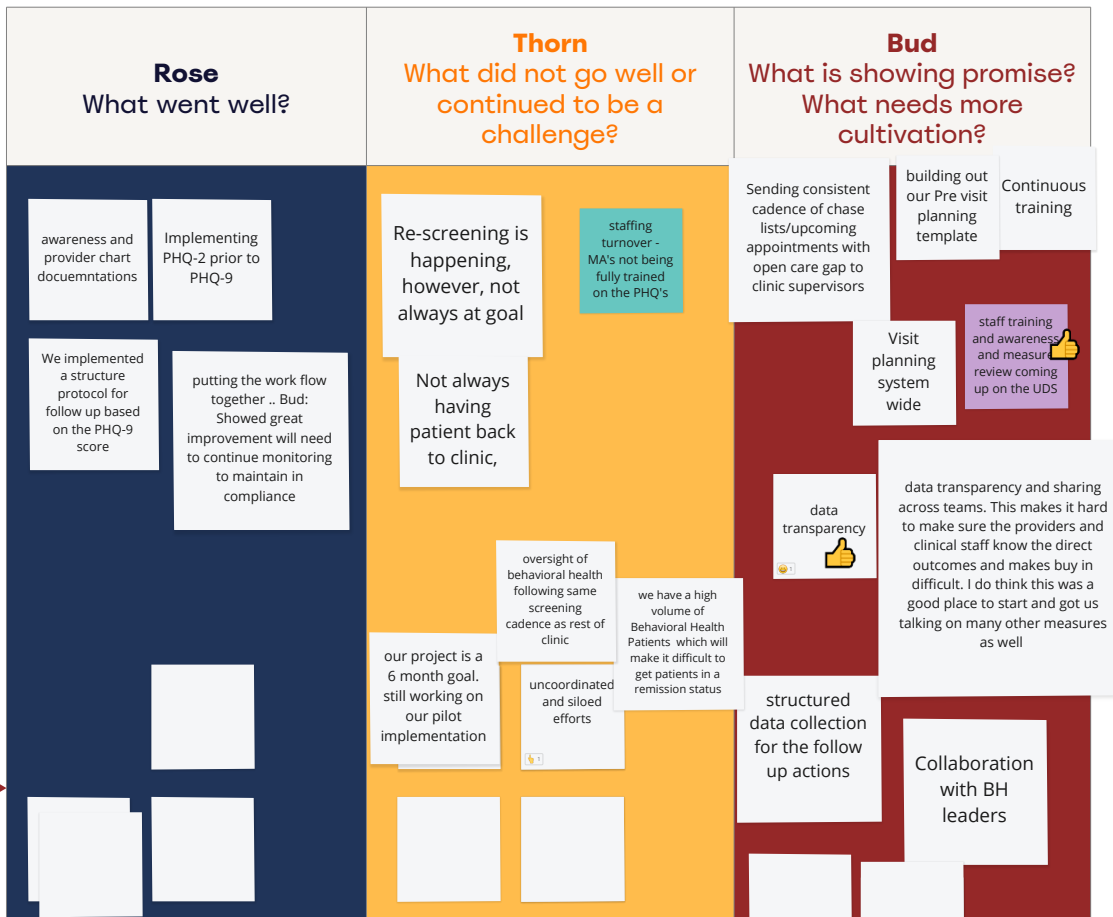
Rose, Bud, Thorn is an exercise to help understand what's working, what's not, and areas of emerging opportunity. The goal is to find commonalities among what you and your peers experiencing, and share more about those areas where people are having diverging experiences.

## How to do it

### Steps:

- Our work on this today focuses on this CQM specifically in your health center's workflows and serves both providers and patients.
- We'll work from left to right together, identify Roses, Thorns, and Buds - taking a few minutes on each before moving on to the next.
- Once done with the exercise, we'll cluster similar stickies together to surface patterns and use the theme sticky notes to give them a name.

Grab a sticky here at the bottom, drag it to the top of the column and type into it. Add at least one sticky to each column.





# RAPID

**Where to go next  
and sustaining success  
when you find it.**

**Vision: Healthy Communities, Healthy People**





## **Review qualitative and quantitative data related to the change.**

Seek to understand experiences of those involved (e.g., focus groups or interviews). Compare the information you have to predictions and goal.

## **Did the change/ improvement work?**

Did it have the intended effect? Did it progress you toward your goal? Did it do so without making people's work notably harder?



# Act



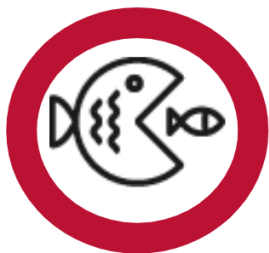
## **ADOPT**

1. When the test resulted in the desired outcomes
2. Expand test, and begin embedding into health center systems and processes



## **ADAPT**

1. When the test resulted in some positive outcomes, or some improvement, but not exactly the goal
2. Tweak the tested enhancement and test again



## **ABANDON**

1. When the test did not result in desired outcomes
2. Discontinue the change tested; ensure that it has not remained embedded in systems or processes



# Principles Driving Sustained Improvement

## Embedding Change

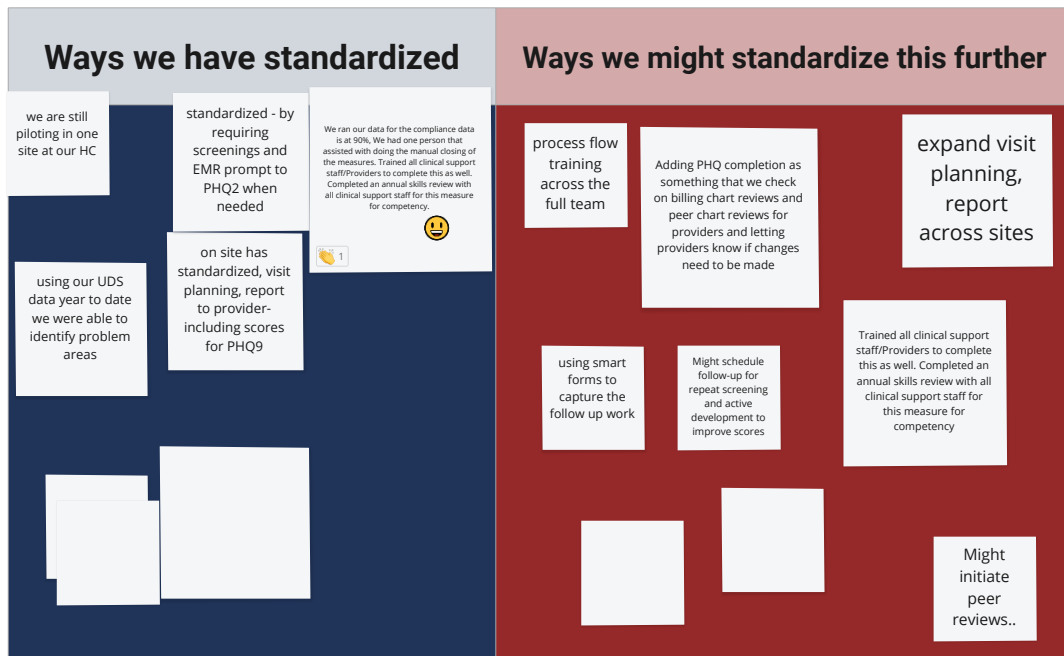
- ☐ Standardize what makes sense
- ☐ Ensure accountability
- ☐ Visual management
- ☐ Have problem solving tools
- ☐ Escalating problems
- ☐ Integration across organization





# Standardize What Makes Sense

Your improvement must become part of standard work, a standard workflow exists and is updated for all those positions impacted and shared with all.





# Ensure Accountability



Accountability *for standardization* needs to be ensured through systems of routine review across every level of org. *Ex. provider score cards, peer chart reviews*

# Visual Management



Be sure there is visual sharing of status of improvement.  
*Ex. Dashboards, data presentation at regular meetings, thermometer showing progress*



# How are you ensuring accountability and using visual management?



Created provider scorecards and department specific dashboards



dashboards are shown at provider meetings and can be shown at all team meetings going forward

Score cards

Nursing team is using Relevant, which has visual representations of data



## **Problem Solving Tools**

Staff (particularly those implementing) must have tools and bandwidth for addressing problems.

## **Escalating Problems**

Protocols must exist for problems that cannot be solved at the front line to be escalated to the right level in the right time frame.

## **Integration**

There must be alignment across initiatives as well as levels/ sites/ depts around goals and systems.





## Recap: Where you'll go from here





# Good luck with your UDS Reporting!



- Keep up the great work!
- Remember, if you have any questions, reach out to [UDShelp330@bphcdata.net](mailto:UDShelp330@bphcdata.net)!



**Thank  
you!**

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