

RAPID

Reporting Assistance and Process
Improvement Discussion

Success Session



Agenda

- **Welcome Back!**
 - Recap of measure and planned improvements
- **Sharing progress in the past 3 months**
 - Successes
 - Challenges
 - Recommendations
- **Where to go next**
 - Adopt, Adapt, Abandon
- **Harvest and spread results**
 - Embedding change
 - Sustaining success
- **How will we continue**

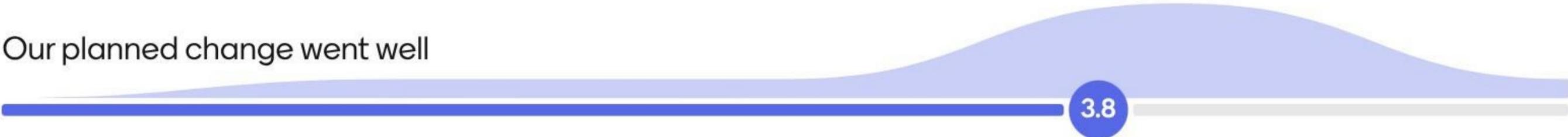


Recap of Planned Improvements

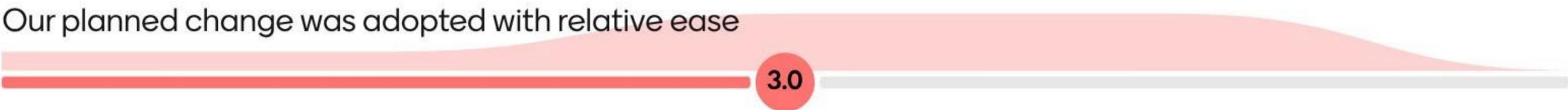
1. Each group **selected an intervention that addressed a specific problem or barrier** identified for their health center's performance on the measure.
2. Forces that might **support** or **hinder** the selected improvement were identified.
3. **SMART goals** were developed.
4. A **plan to monitor and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

How did your planned changes go?

Our planned change went well



Our planned change was adopted with relative ease



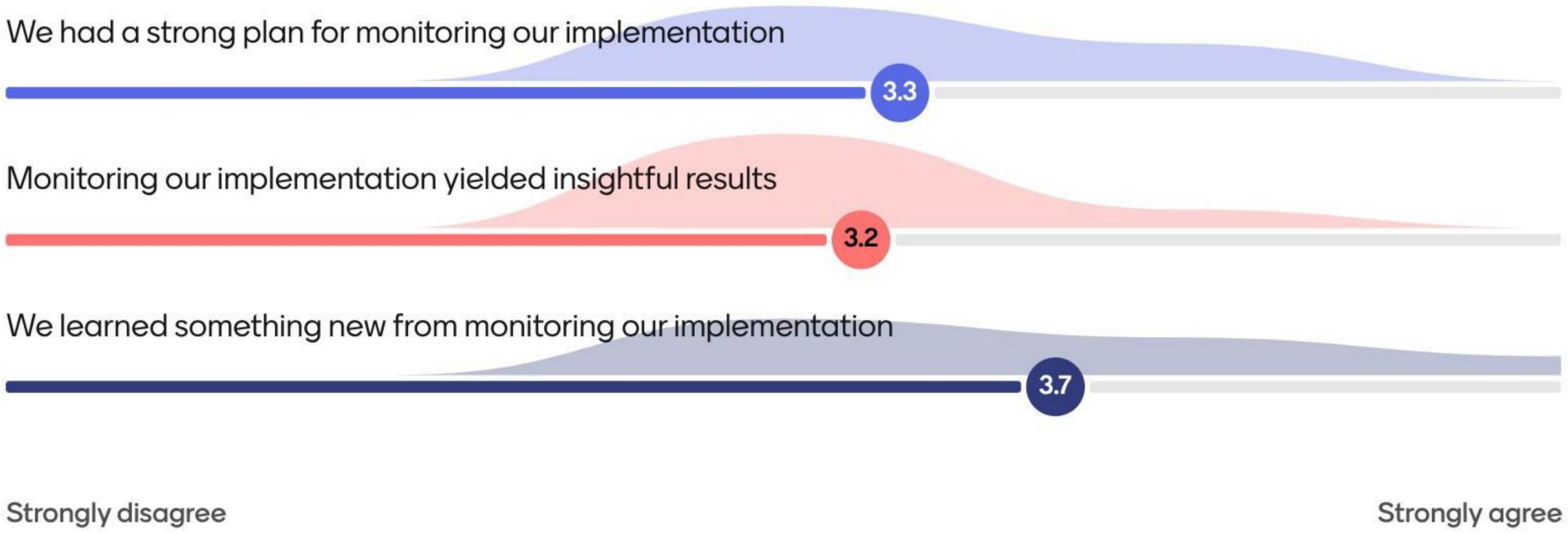
Our planned change yielded results



Strongly disagree

Strongly agree

How did monitoring your implementation go?



Strongly disagree

Strongly agree

Rose, Thorn, Bud Exercise

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

How to do it:

- On the next few slides we will use mentimeter to identify:
 - **What went well (Rose)**
 - **What did not go well and continues to challenge (Thorn)**
 - **What is showing promise and needs additional cultivation (Bud)**
- Once done with the exercise we will cluster similar themes together for discussion.



Rose - What went well?

We were able to get a mobile mammogram on site for two days.

Outreach to patients

The clinical buy in to move forward with ensuring we are screening at wellness exams

Our outreach to patients increased

Team members participated to help us make progress.

Connected with the local hospital for a free mammogram clinic. Able to refer pts for the clinic

Better understanding of how to reach out to patients and better workflow in clinic to be able to capture measures

Senior Leadership was able to recognize barriers and now looking to add these services

Thorn - What did not go well (& continues to challenge)?

Time constraints and resistance to change

Staffing challenges

Getting patients to complete those mammograms. We continue to have patients refuse to do a mammogram.

Probably the patients finalizing their part in the process. Complete the mammograms.

EMR- Time Restrains-
Provider Buy In- Turn
Over- Resources

Many Patients have to travel over an hour just for the Screening

Bud - What is showing promise?

Texting outreach platforms

We now have Azara so hoping that helps us extract the data.

utilizing our EHR auditing tool to check for results that may have been received but not documented properly to close the measure.

We are in the process of integrating both our systems for a more seamless way to collect and extract our data

Where To Go Next!

Sustaining success when you find it



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 goals.

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

- When the pilot resulted in the desired outcome
- Expand pilot, and begin embedding into health center systems and processes

ADAPT

- When the pilot resulted in some positive outcome but not the exact goal
- Tweak the pilot and test again

ABANDON

- When the pilot did not result in the desired outcome
- Discontinue and ensure that it has not remained embedded in systems or processes



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How have you standardized your workflows?

Creating SOPs
(standard operating
procedures)

Heartland
overlay/template
reminds providers to
order mammogram

Collaborating with leaders
within the organization to
standardize practice. Placed in
policies or workflow documents
that all staff are expected to
follow.

Quality Dashboards for
Review

Created subcommittees

Follow-up: What are some additional ways you may standardize your workflows?



Principles to Embed Improvement

Ensure Accountability

Accountability for *standardization* needs to be ensured through systems of routine review across every level of the organization.

Ex: provider score cards, peer chart reviews



Visual Management

Be sure there is visual sharing of *status improvements*.

Ex: Dashboards, data presentation at regular meetings, thermometer showing progress



How are you ensuring accountability?

Monthly meetings

Regular meetings

Auditing staff

Regular reporting cadence

Showing scorecards to staff



5



How are you using visual management?

Monthly dashboards
sent out

Problem Solving Tools

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

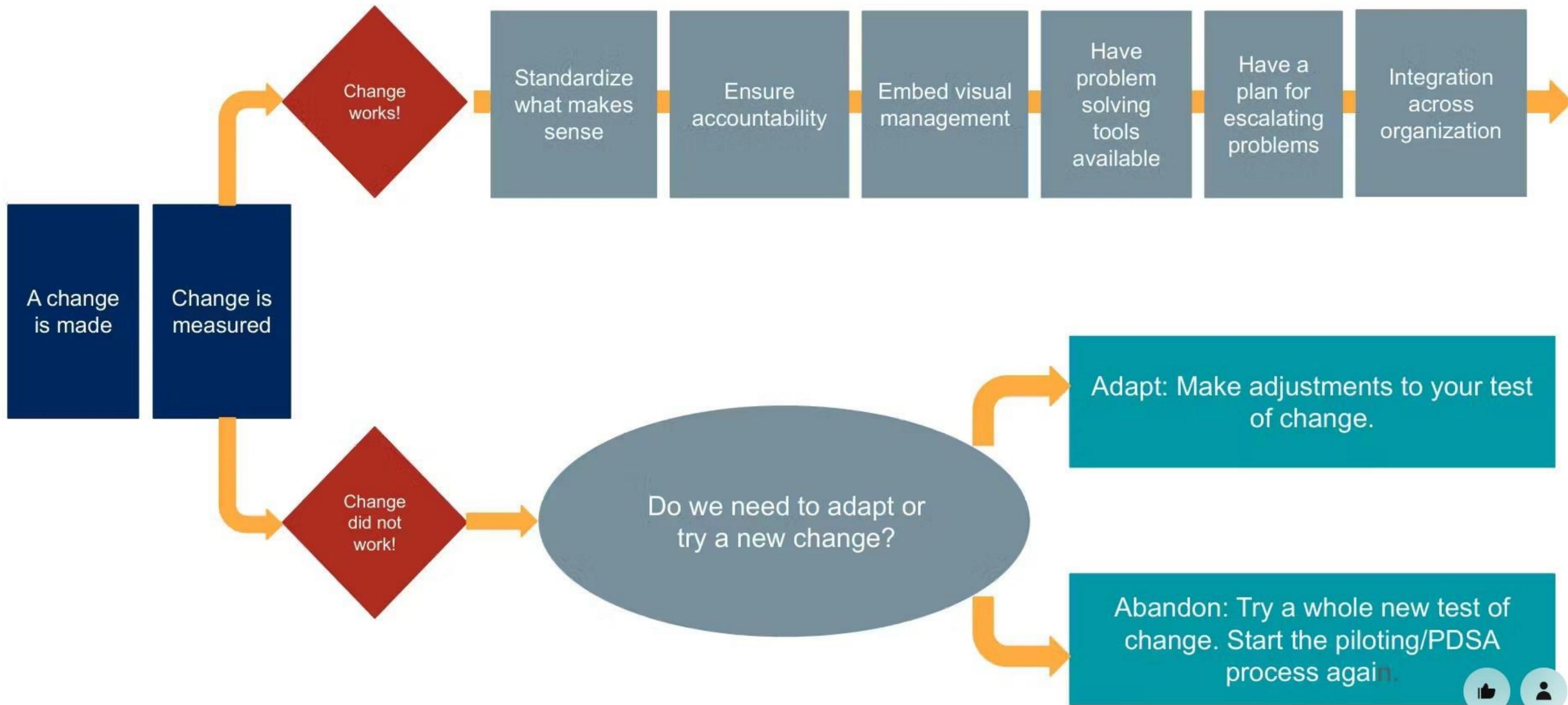
Escalating Problems

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, departments around the goals and systems.

Recap: Where you will go from here



Assistance Available

UDS Support Center

- Assistance with UDS reporting content questions
- 866-UDS-HELP (866-837-4357)
- udshelp330@bphcdata.net

HRSA Call Center

- Assistance with EHBs account and user access questions
- 877-Go4-HRSA (877-464-4772), Option 3
- <http://www.hrsa.gov/about/contact/ehbhelp.aspx>

Health Center Program Support

- Assistance with EHBs electronic reporting or EHB account issues
- 877-464-4772, Option 1
- <http://www.hrsa.gov/about/contact/bphc.aspx>

GeoCare Navigator

- Assistance with the online service area mapping tool
- <https://geocarenavigator.hrsa.gov/>

Thank You!

Contact:



udshelp330@bphcdata.net or [BPHC Contact Form](#)



1-866-837-4357

