

WELCOME!

While we wait...

- Find your Quality Plan and be ready to share your screen
- Locate a Quality Work Plan if you have one
- Take the survey from Tuesday's call if you haven't already (link in chat)

Be ready to share...

- Your name, role, health center, time in the role
- What you hope to get out of this training
- What if Netflix wasn't around? What would you be doing?



NATIONAL ASSOCIATION OF
Community Health Centers®

HEALTH CENTER PROFESSIONAL DEVELOPMENT PROGRAM

QI PROFESSIONALS COURSE, POWERED BY  **REGLANTERN**

SESSION 1
SEPTEMBER 7-19, 2023
2-3:30PM ET



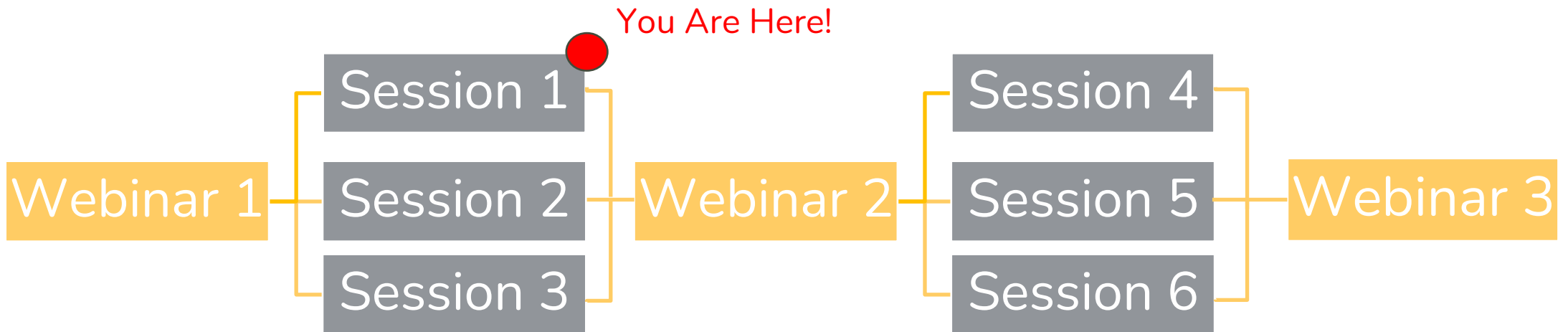


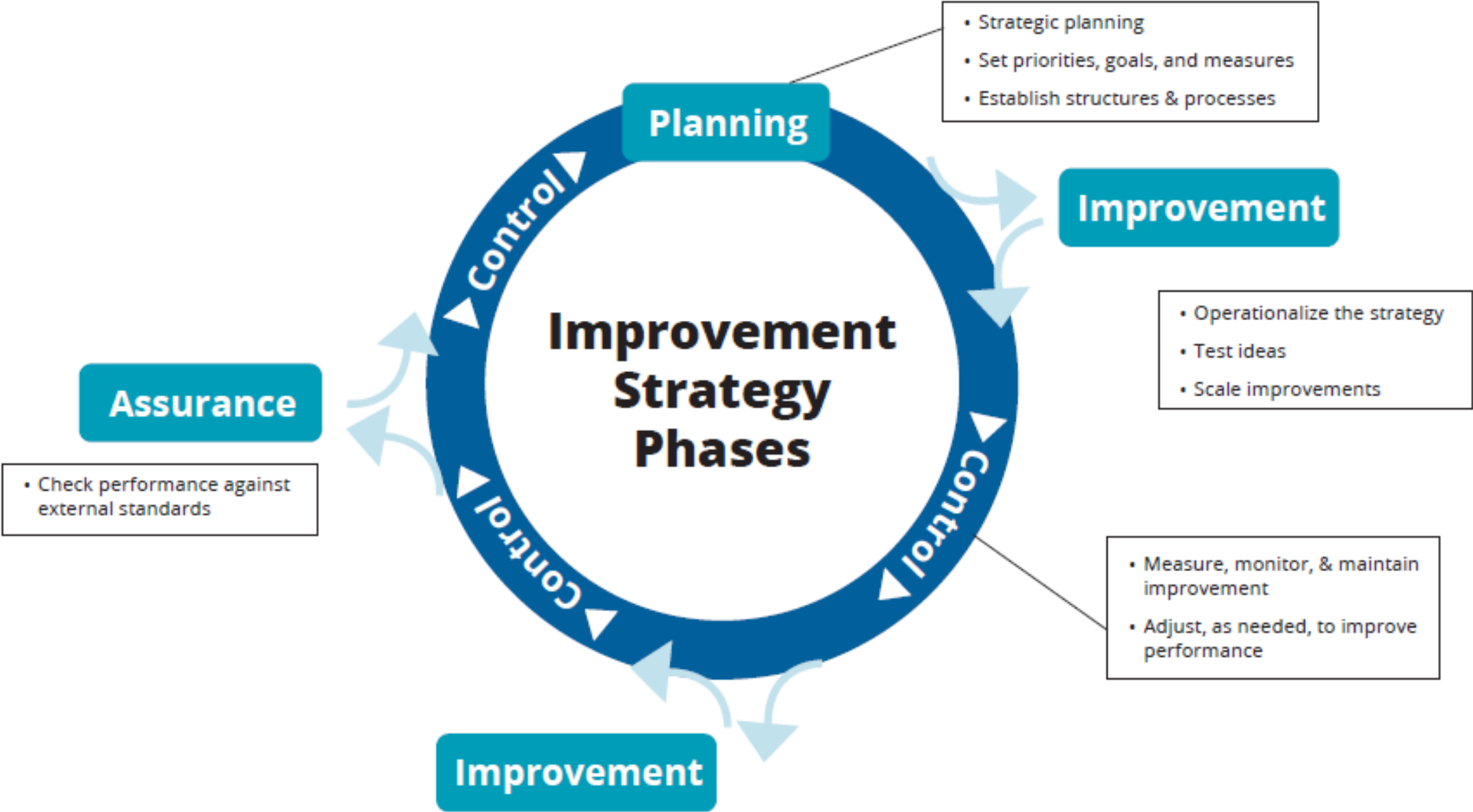
HRSA – What is a Health Center?

- Deliver **comprehensive, culturally competent, high-quality primary health care**, as well as supportive services such as health education, translation, and transportation.
- Provide services **regardless of the patient's ability to pay** and charge for services on a sliding fee scale.

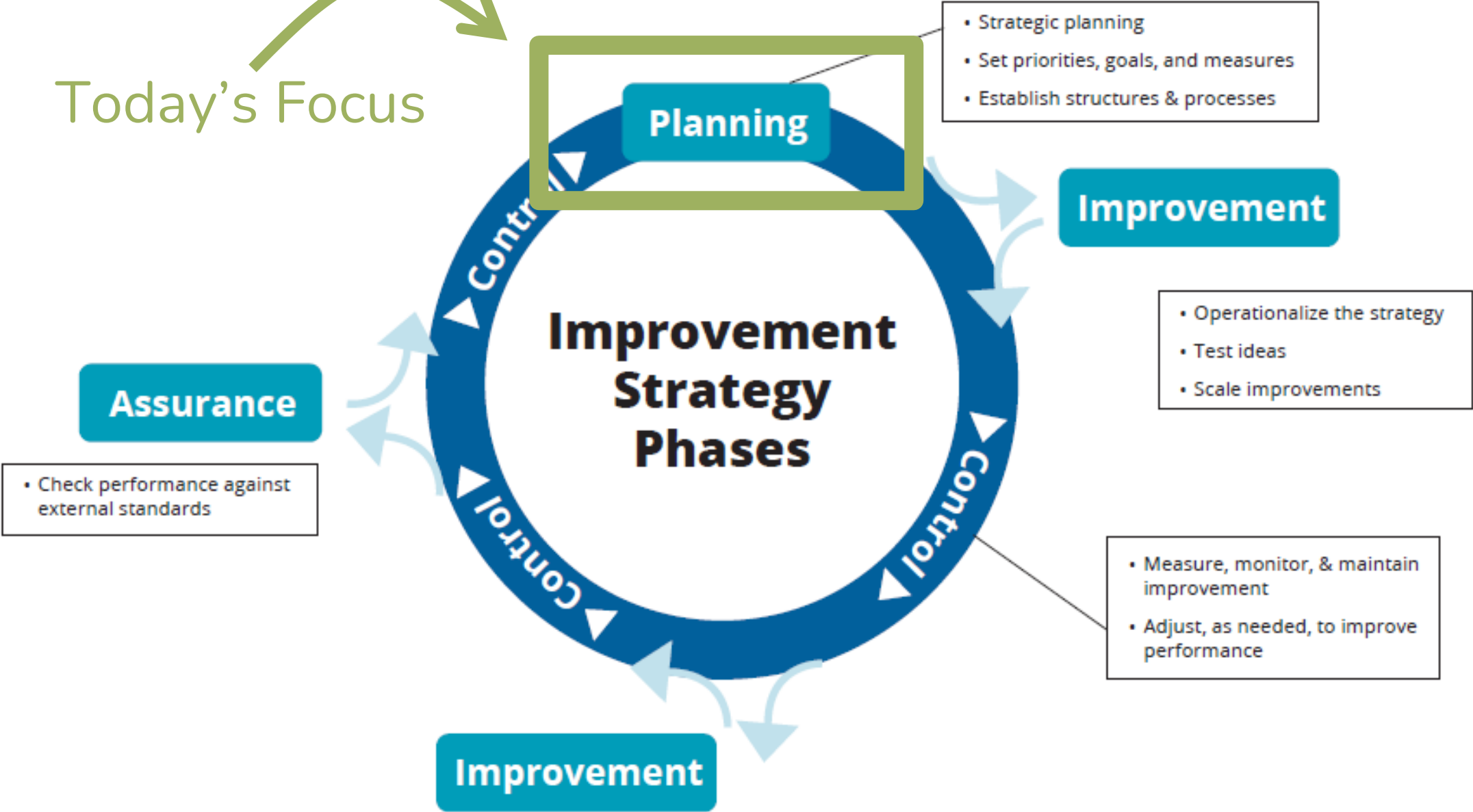


Course Format





Today's Focus



Quality Planning



- **Setting goals**
- **Defining measures**
- **Developing structures and processes**
- **Is iterative**



PLANNING (QP)



IMPROVEMENT
(QI)



CONTROL (QC)



ASSURANCE
(QA)

Cohort Introductions

*Type the following into the chat
(Don't press send):*

Your Name

Your Health Center

City, State

Your Role

How long you've been in the role



Cohort Introductions

***Type the following into the chat
(Press Send / Enter):***

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Follow Up Questions:

- What would you do if Netflix wasn't around?
- What you hope to get out of the training?



Session Objectives

1. Verbalize your “maturity level” for your organization and as a Quality Improvement Professional.
2. Locate and evaluate your Quality Plan and Risk Management Plan for HRSA compliance.
3. Know the criteria by which they will choose the improvement cycle (PDSA project).
4. Consider a Quality Work Plan to maintain quality efforts.

1. Maturity Level

NACHC – VTF – Improvement Scope

1 - Learning

2 - Basic

3 - Applied

4 - Skilled

5 - Expert

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NACHC – VTF – Improvement Scope

1 - Learning	2 - Basic	3 - Applied	4 - Skilled	5 - Expert
<p>Health center is working toward implementing a QI plan that meets HRSA compliance standards.</p>				


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<p>Health center is working toward implementing a QI plan that meets HRSA compliance standards.</p>	<p>Health center has a QI/QA plan that meets HRSA compliance standards. Health center uses periodic application of QI tools to make improvements (e.g., PDSA, FMEA, Root Cause Analysis, etc.)</p>			

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NACHC – VTF – Improvement

Follow Up Questions:

- How do you rate your organization? Why?

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Recommended Action Steps

1 – Learning	2 – Basic	3 – Applied	4 – Skilled	5 - Expert
<p>Use the NACHC Template QI/QA Plan to get started.</p>	<p>Evaluate QI/QA Plan against HRSA compliance standards.</p>	<p>Categorize QI measures as improving or maintaining. Use an improvement method (PDSA, FMEA, DMAIC, Lean, Kaizen) to complete a rapid cycle of improvement.</p>	<p>Adopt a QI/QA Workplan to maintain planning process. Employ Quality Control efforts as a part of a formal QI model to detect and adjust QI measure classification.</p>	<p>Expand the scope and staff of QI efforts. Consider stratifying QI models by populations to detect gaps in care for vulnerable populations.</p>

Action Guide Step 1

Leadership Sets Expectations for Quality and a Culture of Learning.

Regardless of your organization's maturity level, improvement will require:

- Local buy-in
- Leadership setting expectations
- Investment in training and time to improve

2. Quality Plan

Starting with

Compliance

Action!

Key Leaders

Systems

Goals & Objectives

Mission & Vision

Regulatory Compliance



QI/QA Plan Checklist

- You will be the Reviewer
- A volunteer to share screen for us to review **together**
- Break into groups to locate 5 key points in their QI plan, Including:
 - Staff involvement
 - Board reporting
 - Safety and grievances
 - Model of Improvement
 - Priorities

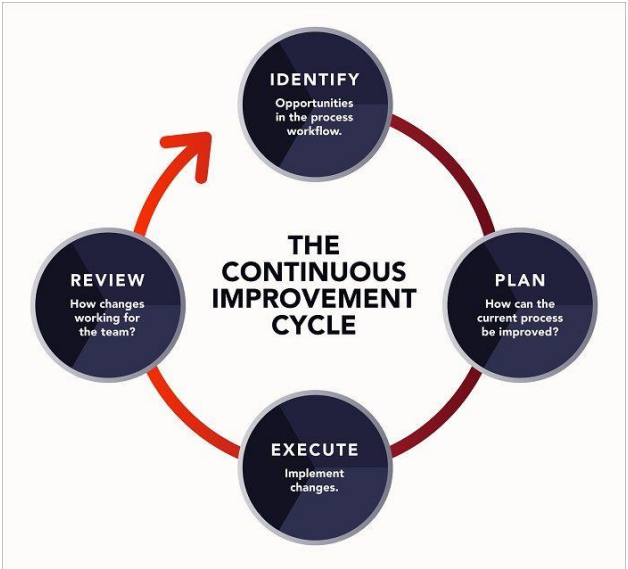
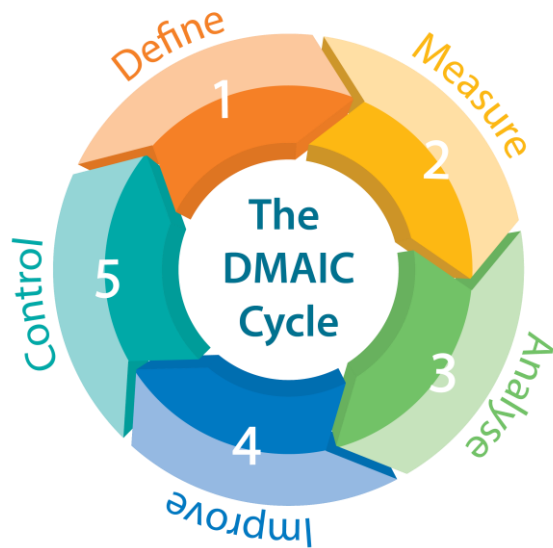
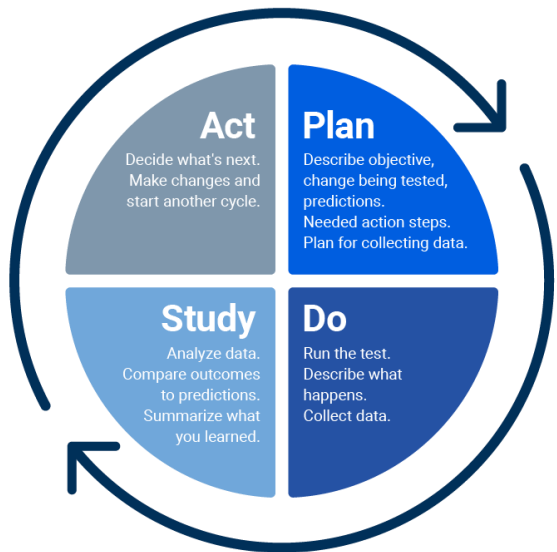


Cohort Work

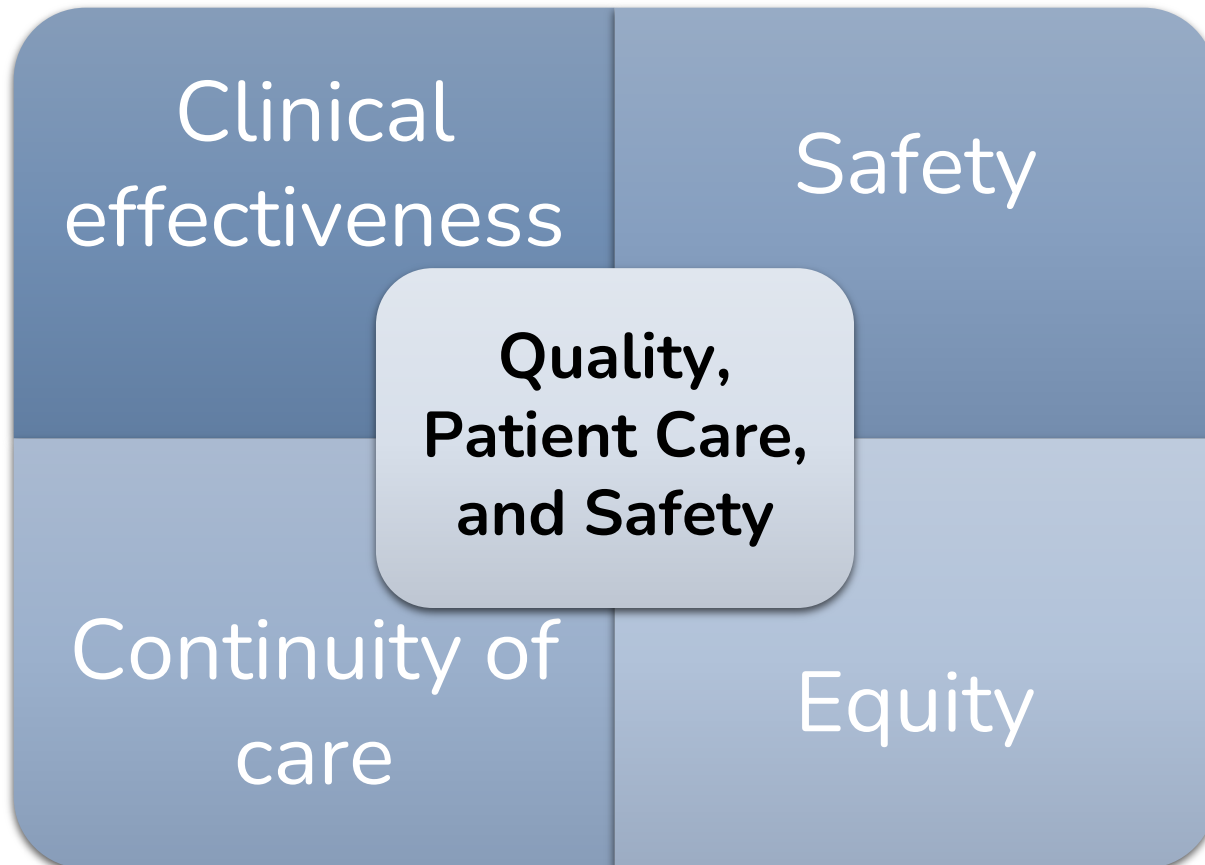
Breakouts!

3. QI Model and Project

QI Model (PDSA, DMAIC, LEAN, KAIZEN, ETC)



Selecting a Quality Improvement Project



Quality Improvement Cycles can be used for any area.

We will focus on Clinical Effectiveness for this project.

UDS Quality of Care Measures

Screening and Preventive Care

- 6B-11: Cervical Cancer Screening
- 6B-11a: Breast Cancer Screening
- 6B-13: Adult BMI Screening and Follow-Up
- 6B-14a: Tobacco Screening and Cessation Counseling
- 6B-19: Colorectal Cancer Screening
- 6B-20a: HIV Screening
- 6B-21: Depression Screening and Treatment

Maternal Care and Children's Health

- 6B-B: Early Entry Into Prenatal Care
- 6B-10: Childhood Immunization
- 6B-12: Pediatric Weight Assessment and Nutrition and Physical Activity Counseling
- 6B-22: Dental Sealants
- 7A: Low Birth Weight* (inverse measure)

Disease Management

- 6B-17a: Statin Therapy to Prevent CVD
- 6B-18: IVD: Use of Aspirin or Antiplatelet
- 6B-20: HIV Linkage to Care
- 7B: Hypertension Control*
- 7C: Diabetes Poor Control* (inverse measure)
- 6B-21a: Depression Remission

Consideration for Selecting Measures

Priority

- What clinical outcomes are prioritized in your Quality Plan?
- What are the areas listed as concerns in the Needs Assessment?

Power

- Which measure(s) could you make an impact on in the next 4-6 weeks?
- How can you align with other initiatives that are already underway?

Proximity

- Who will you be able to involve?
- How available is the necessary data?

Personal

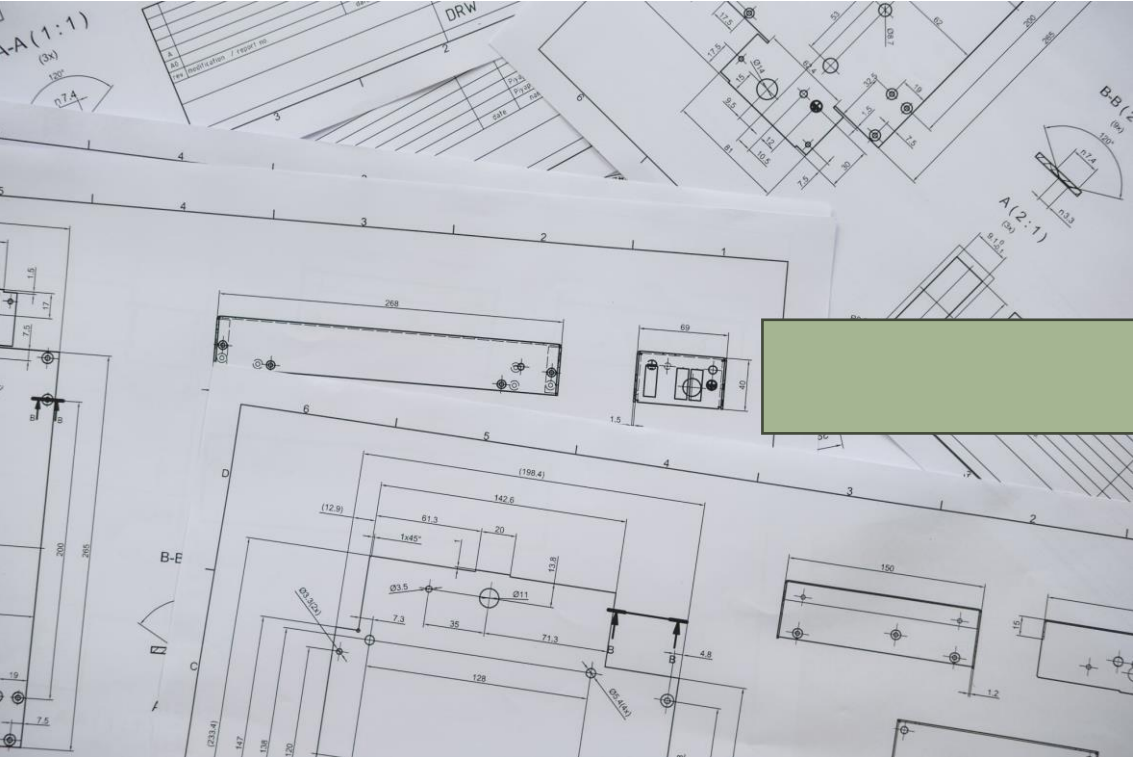
- Who among leadership will communicate the value and importance of this project?

What measure(s) are you initially considering?

Please put in the chat which measure(s) you are considering to discuss with your leadership.

4. Quality Work Plan

Quality Work Plan



Task	J	F	M	A	M
Planning & initial documents					
-Initial board meeting	▲				
-Create work plan	■				
-Draft narrative		■			
-Develop conflict of interest policy		■			
-Compile 1023 documents			■		
-File 1023					
Fiscal strategy					
-Meet with consultants to assess fiscal management needs			■		
-Develop fiscal staffing/outourcing strategy			■		
-Select bank and auditor				■	
-Design accounting system & chart of accounts				■	
-Identify procedures and internal controls				■	
-Draft budget & internal reports templates				■	
HR systems development					
-Employee handbook				■	
Risk management					
-Select insurance broker				■	
-Obtain insurance coverage				■	
IT					
-Determine IT needs				■	
-Evaluate IT solutions				■	
-Choose new IT vendors; implement systems				■	
Communications					
-Core message development				■	
-Develop plan for communications				■	
Facilities					
-Review facilities options; decide on facilities				■	
-Negotiate lease/other agreements				■	
Transfer agreements					
-Develop agreements with parent org (PCC)	■	■	■	■	■
-Develop agreements with partners/sites	■	■	■	■	■
-Develop agreements with funders	■	■	■	■	■

Example Quality Work Plan

Data Source or Task Summary

QI Work Plan Calendar

Mission: "The mission of the QI Committee is to ensure the safety and quality of care and services provided to health center's patients."

Frequency	Jan	Feb	Mar	April	May	June	July	August	Sept	Oct	Nov	Dec	Owner	Method
Continuity of Care & Hospital Admitting (Ch8)														
Spot-check hospital admitting priv MOUs	2x/Year	√:				√:								
Spot-check hospital ref/follow-up documentation	2x/Year	√:				√:								
Review hospital ref/follow-up P/Ps	2x/Year	√:				√:								
QA (Ch10)														
Review QI/QA Plan	2x/Year	√:				√:								
Monitor QI/QA outcomes														
QI Committee Meeting	Monthly	√:	√:	√:	√:	√:	√:	√:	√:	√:	√:	√:		
Report on QI/QA, Pt Sat, Safety (Key Mgmt/Brd)	6x/Year	√:	√:		√:	√:	√:	√:	√:	√:	√:	√:		

Required Tasks

Note the Frequency and Due Dates

Responsible Party by Job Title

<https://app.reglantern.com/file-delivery/resources/general/Sample-QI-Work-Plan.xlsx>



Quality Work Plan Status

- 1 – Compliant:** *We have a Quality Work Plan of some type, but we don't really use it.*
- 2 – Fundamentally Operational:** *We have a Quality Work Plan, but it is not consistently or strategically used and updated.*
- 3 – Strategic:** *We use our Quality Work Plan, we keep it updated, and use it regularly.*
- 4 – Leading:** *We use our Quality Work Plan strategically, all levels of our organization use it, and Quality work is embedded in everything we do.*

Conclusion

RECAP

- Quality Planning sets the course for providing the value to our community we all desire to provide.
- We are all at different levels of maturity in our Quality efforts.
- The first step is a HRSA-compliant Quality Plan.
- Selecting a standard Quality Improvement model helps provide clarity and structure for our whole organization.
- A clear Quality Work Plan helps maintain Quality Improvement and Quality Assurance efforts in the long run.

Next Steps

- Interview a senior leader (CEO, Board Chair) about their view of Quality in the organization, focus on priority areas for your Quality of Care measure.
- Adapt the NACHC Template Quality Plan *OR* Complete the compliance review of your Quality Plan
- Clarify your selection for an improvement methodology.
- Select a Clinical Effectiveness measure for your improvement cycle project using the 4 P's.

Session 2: Dates

All times are 2PM Eastern / 11AM Pacific

- **Cohort A:** September 21
- **Cohort B:** September 26
- **Cohort C:** September 28
- **Cohort D:** October 3

Feedback makes us better

Please answer the survey questions to help us improve our cohorts.

Questions?

kyle@reglantern.com
lance@reglantern.com

1-833-REGLANTERN

(1-833-734-5268)