What is QTIP?
August, 2015

Goal: Improving children's health outcomes in SC

Lesson One:
When you go out in the world, watch out for traffic, hold hands and stick together

How QTIP Worked with Practices?

Pediatric Practices
- 18 heterogeneous practices selected
- Identified a quality improvement (QI) team: practitioner nurse, and office manager
- Quality Improvement
  - Techniques taught (POSA)
  - Document QI work
  - Focused topic workshops
- Communication
  - Blog
  - Monthly Webinars
  - Learning collaborative presentations and storyboards
- Maintenance of Certification (MOC)
  - Physicians earn Part IV MOC credit on QI work

Learning Collaborative
- 7 semi-annual sessions attended by QI team and stakeholders
- Quality measures presented, expert speakers, patient-centered medical home and behavioral health concepts
- Peer exchange, relationships and information sharing, etc.
- On-Site Visits
- Technical assistance by QTIP team
- Peer reviews
- Academic Detailing
- Mental health education and community resource meetings
- QI coaching
- PCM consultation
- EMR and Quality Reporting
- Extract data from practice's EMRs
- Generate quality reports

All I really need to know I learned in kindergarten...

Robert Fulghum, All I Really Need to Know I Learned in Kindergarten
QTIP Team

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Medical Home

To improve children's quality of care by promoting the pediatric medical home...

QTIP:
- Developed a PCMH Toolkit (2011 standards)
- Certified PCMH Consultant
- Focused and linked quality improvement work

Core Measures

To examine the ease of measuring core measures and the impact of their use on improving quality.

To provide useful strategies for reviewing quality data...

QTIP:
- Introduced 24 core measures which cover breadth of pediatrics
- Provided anticipatory guidance
- Promoted grassroots initiatives by letting the practice choose what to work on and how
- Worked to produce quality reports using EMR data

Behavioral Health

To promote behavioral health care within the medical home.

QTIP:
- Used AAP Resources
- Training offered
- Provided Technical Assistance
- Assisted in identifying community resources
- Individualized Interventions
- Implemented a recommended screening protocol

HIT/EMR

To share key clinical data through a statewide electronic quality improvement network

To automate the data collection at the point of care delivery...to collect quality measures...

QTIP:
- Worked to integrate clinical (EMR) and administrative (Medicaid) data for reporting
- Developed measure-specific suggestions for improvement to EMR data capture and storage
- Produced closed-loop quality reports

Lesson Two:
Be aware of wonder
QTIP Strengths and Achievements

Increased:
1. Focus on quality
2. Use of evidenced based clinical care
3. Interest/involvement in mental health; change in attitudes
4. Sharing among practices
5. Staff empowerment
6. Facilitation with PCMH adoption

What worked ...
- Keep practices engaged and activities meaningful:
  - Continuous messaging and technical assistance
  - ABP MOC Part IV credits
  - Provide focus
- Practices have multiple priorities; coordination and timing important
  - State, DHHS Initiatives
  - Relate to MOC and PCMH
- Enhancing skill sets
  - Teach Quality Improvement skills
  - Build on existing knowledge

Lesson Three:
Play Fair
(Play well with others)

We also Learned
What NOT to do

What worked for QTIP
- Working directly with a group of pediatric practices; supporting their multi-disciplinary teams
- Learning Collaborative sessions are effective at introducing evidenced based practices, anticipatory guidance and promotes sharing of ideas
- Partnerships/Relationships
  - SC AAP
  - Stakeholders
  - Practices learning from each other
Lessons Learned

- Electronic medical records (EMR) landscape is changing and diverse. Multiple or various EMR systems make it difficult to extract and use data.
- The practices’ EMR alone does not constitute a complete medical record and EMR data and administrative claim yield different results.
- National Committee for Quality Assurance – PCMH not for every practice.

QTIP Moving Forward

- Establish a Pediatric Quality Unit within SC DHHS’s Clinical Quality and Population Health Division
- Partner with South Carolina American Academy of Pediatrics
- Coordinate initiatives among DHHS, managed care, behavioral health and other state level efforts
- Expand the number of practices participating

Lesson Five:
... Remember the book about Dick and Jane and the first word you learned, the biggest word of all:
Look

Lesson Six:
Live a balanced life – Learn some and think some

Lessons Learned

- Measurement is important
- Review, Reinforce, Review, Reinforce...
- Reimbursement rules make a difference
- More emphasis on data and billing/coding is needed
- Individualize

2015 Components:

Learning Collaborative  Quality Improvement
Technical Assistance:
- On-Site Visits
- Academic Detailing
- Skill Building
- Communication

Mental Health
Core Measures
Data collection of Certification (MOC)
Components: Pediatric Practices

Expectations:
- Participate in Learning Collaborative sessions
- Implement quality improvement projects
- Participate in technical assistance meetings/year
- 2 year commitment

What contributed to practices' success?

Commitment of a lead practice champion
Regular meetings
Buy-In from staff
Identify a person and job tasks to oversee quality
Review projects over time

Component: Learning Collaborative

Continuing two learning collaborative (LC) sessions/year
- Introduce evidenced based practices on core measures
- Promote mental health, quality improvement and medical home concepts
- Provide networking opportunities, discuss strategies, present successes and share lessons learned

HINTS
- Meet regularly (established times)
- Establish roles for team members
- Use the on-site visit to get feedback
- Be a peer reviewer at another practice
- ASK for assistance
- Start small... pilot with one doctor, with one office
- Gather and use your data

Presentations: learning from each other
Component: Technical Assistance

Technical assistance to support key messaging/concepts:
- On-Site visits
- Webinars/conference calls
- QI coaching
- Support with Mental health efforts, including community meetings and resource linkage, etc.

Component: Mental Health

Lesson Eight:
Clean up your own mess

Lesson Nine:
Wash your hands before you eat;
Flush;
Take a nap every afternoon

Component: Quality Improvement

Component: Children's Core Measures

QTP will:
- Teach QI techniques
- Help link to other efforts
Practices should:
- Implement Quality Improvement projects
- Explore formal processes and structure (and staff)
- Document your work

Quality Improvement should:
- Involve entire practice
- Use Data

7-10 measures for focus - concentrated focus on 2-3 measures over 24 months
- Anticipatory guidance, resources, tools, and evidenced-based best practices
- Practices chose HOW to work on measures
- American Board of Pediatrics Maintenance of Certification (MOC) Part IV credits
- Academic Detailing on Asthma (1 year)
- Billing and coding guidance
HINTS
- Work on improvements with core measures is ongoing; change takes time.
- Review, Review, Review
- Monitor your work
  Share and
  Learn from others

Lesson Ten
Don't take things that are not yours

The Final Lesson:
Warm cookies and cold milk are good for you.

Data Collection
- Enhancing Data Collection:
  - Senior leader report
  - Reports with administrative claims
- QTIP will use your data to track and report aggregate data over time ... for information and trends
- Use the EMR to generate data reports or may perform chart audits (10 or greater).