

QTIP
Quality through
Technology and Innovation in Pediatrics

Healthy Connections

What is QTIP?

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SC CHIPRA Quality Demonstration Grant
February 2010 – 2015

Category A
Core Measures
Experimentation and
evaluate the impact on
outcomes

Category B
Health Information
Exchange/EHR
Promote the use of
HIT and exchange to
improve quality

Category C
Medical Home /
Behavioral Health
Incorporate Mental
health
integration/screening
within a medical home

Goal: improving children's health outcomes in SC

QTIP
Quality through Technology
and Innovation in Pediatrics

QUALITY
through
TECHNOLOGY
and
INNOVATION
in
PEDIATRICS

Lesson One:

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

A If I really need to
know I learned in
kindergarten...

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

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 (PDSA)
- 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

- 9 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 reviewers
- Academic Detailing
- Mental health education and community resource meetings
- QI coaching
- PCMH consultation

EMR and Quality Reporting

- Extract data from practice's EMRs
- Generate quality reports

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

QTIP:

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

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:

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

Behavioral Health
Integrate behavioral health care within the medical home

SC QTIP Recommended Routine Screening Protocol – Introduced Jan 2013

Infants and Preschoolers	Elementary School	Adolescents
Developmental Screening: All; ASQ-3 or PEDS MCHAT	All; PSC – parent report	All; PSC-Y 11+
Psychosocial/Emotional Risk Factors: All; Edinburgh Post-Partum depression screen for moms RED-PSQ	If indicated: VFAPED – 3+ Vanderbilt	If indicated or desired: PHQ-9 CRAFFT SQUIRE Vanderbilt

HIT/EMR
Promote the use of HIT to improve quality

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



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...

Lesson Two:

B

e 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




Lesson Four:

Don't HIT ... 2015

L lessons L earned

- 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

L lessons L earned

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





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2015 Components:

<p>Learning Collaborative</p> <p>Technical Assistance:</p> <ul style="list-style-type: none"> • On-Site Visits • Academic Detailing • Skill Building • Communication 	<p>Quality Improvement</p> <p>Mental Health</p> <p>Core Measures</p> <p>Data collection of Certification (MOC)</p>
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Components: Pediatric Practices

Identify a quality improvement (QI) team: practitioner, nurse, and office manager

Expectations:

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




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Lesson Seven

Share everything.



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

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Component: Pediatric Practices

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



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Presentations: learning from each other



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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.

Lesson Nine:



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

Lesson Eight:



Clean up your own mess



Component: Mental Health

Let the practices set their own priorities with the goal of moving each practice *toward* integration

Help connect grant activities to what practices are already doing

Frame mental health in the context of physical health

Screening Protocol and reimbursement

Help identify resources

Provide a framework - along with consistent contact and messaging



Component: Quality Improvement

QTIP 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



Component: Children's Core Measures

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

Component: Children's Core Measures

HINTS

- Work on improvements with core measures is on-going; change takes time.
- Review, Review, Review
- Monitor your work
Share and
Learn from others




QTIP blog
Discussion
News
Senior Leader Report
QI and PDSA notes

QTIP Website
Learning Collaborative
Mental Health
QI
List of practices
MOC handouts

What is available for you?

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).



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