

QTIP Staff and Contractors

The QTIP unit is located within the South Carolina's Department of Health and Human Services (SCDHHS) Clinical Quality and Population Health Division. The QTIP team works in partnership with SCDHHS and the SC Chapter of the American Academy of Pediatrics (SCAAP) to administer this project.

Roles/Responsibilities of the SC DHHS QTIP team:

- Coordinating activities with QTIP staff, pediatric practices, SCDHHS, SCAAP and contractors.
- (In 2015) transitioning from grant status to a functioning sustainable unit within SC DHHS.
- Integrating behavioral health services and screening and assisting practices to identify resources, integrate preventative and treatment services within practices and/or alternate solutions to obtaining mental/behavioral health services for patients.
- Hosting twice yearly Learning Collaborative sessions in conjunction with the SCAAP CATCH and annual meetings.
- Introducing various children's core measures and providing anticipatory guidance on the measures.
- Teaching quality improvement (QI) techniques to assist practices with their work on core/quality measures and various QI projects.
- Providing structured technical assistance to enforce learning collaborative messaging. This technical assistance includes:
 - Reviewing and monitoring the practice's quality improvement initiatives;
 - Offering various quality improvement educational and communication opportunities which may include: telephone webinars, quality improvement workshops, and QTIP Blog;
 - Supporting practices to improve medical home transformation; and
 - Providing "good faith" technical assistance at a level that would qualify for Part IV Maintenance of Certification ABP credit for the select quality improvement initiatives associated with this project

Lynn E. Martin, LMSW, ACSW
QTIP Project Director (SCDHHS staff)
803-898-0093 (office)

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Lynn Martin was hired by the SCDHHS in May 2010 to administer the CHIPRA grant (QTIP Project). Lynn's career has spanned many different agencies and responsibilities: the Governor's Office – Continuum of Care, private consulting, Quality Improvement for a private child serving agency, and for the Departments of Mental Health and Social Services. The majority of her experience is with children's services and/or mental health; jobs ranged from direct service to project management/ administration. Lynn earned her undergraduate degree from Winthrop College and her Master's in Social Work from the University of South Carolina.

As Project Director, she is responsible for the overall operation of this initiative including contractors, staff and practices. She is primarily responsible for all administrative aspects of the grant, including establishing QTIP priorities, budget and reporting, and fulfilling the final aspects of the federal grant.

Francis Rushton, MD
Medical Director

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Dr. Francis Rushton has served as the QTIP Medical Director since 2010. Dr. Rushton supervises the learning collaborative and liaison activities with the South Carolina Chapter of the American Academy of Pediatrics. He practiced pediatrics in Beaufort for 32 years. He has served on the National Board of the American Academy of Pediatrics as well as the South Carolina Chapter and is author of the book "Family Support in Community Pediatrics." He's an alumnus of Georgetown University, the University of Miami School of Medicine and the University of Alabama in Birmingham pediatric training program. He has served previously as faculty on Learning Collaboratives in southern California, Florida, North Carolina and Vermont. He is currently is involved with the Pediatric Health Improvement in Tennessee effort.

Roles/Responsibilities:

Dr. Francis Rushton, a SCAAP member and the CATCH Director, will provide guidance within the QTIP project. His responsibilities include:

- Providing medical direction to the QTIP project and participating practices.
- Introducing and educating the QTIP practices on the children's core measures, along with various quality improvement projects and providing oversight for related Part IV MOC credits.
- Coordinating and monitoring efforts of the QTIP practices on core measures, including the Senior Leader Reports and PDSA cycles and various QI projects/activities (blog,), etc.
- Developing and overseeing a peer to peer pediatric quality improvement learning collaborative and follow-up technical assistance visits and guidance.
- Coordinating efforts with the participating pediatric practices to ensure their active participation in the QTIP initiative and engaging the practice's QI team.
- Guiding practices by:
 - providing anticipatory guidance with core measure, evidenced based practices and applicability of measure
 - educating and coordinating efforts of the practice to aid in their transformation in becoming a patient centered medical home
 - coordinating and promoting mental health integration and skill building efforts and
 - providing quality improvement techniques, data gathering and help coordinate various QI workshops

Kristine Hobbs, LMSW
Mental Health Integration (SCDHHS staff)

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Kristine Hobbs received her undergraduate degree from Furman University and her Master of Social Work degree from the University of South Carolina. She has worked in the areas of Quality Improvement with the Budget and Control Board, Office of the Governor, Continuum of Care and most recently the SC Department of Health and Human Services. She also worked for 14 years as a Community Group Counselor for Sistercare Inc., a local domestic violence shelter. Since January of 2011, she has worked with the QTIP Project. In this role, she works with pediatric practices across South Carolina to integrate behavioral health into their pediatric practices. She lives in Lexington, SC with her husband, two sons, and two rescue dogs.

Donna Strong, MPH
Quality Improvement Specialist (SCDHHS staff)
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Donna Strong was hired by the South Carolina Department of Health and Human Services (DHHS) in July 2012 to lead the Quality Improvement work on this project. Donna graduated from the University of South Carolina with a Bachelor's of Science degree in Biology and a Master of Public Health in Health Promotion and Education. Her career has spanned many different agencies and responsibilities: as a Health Educator with SC DHEC's Bureau of Community Health & Chronic Disease Prevention and SC Department of Disabilities and Special Needs; as a Quality Improvement Specialist with The Carolinas Center for Medical Excellence and as a Research Associate with the University of South Carolina Prevention Research Center and School of Medicine. She was certified in October 2013 as a Patient-Centered Medical Home (PCMH) Certified Content Expert.

As the QI Specialist, she is responsible for providing QI coaching and/or other QI improvements with practices with ultimate goal of developing QI capacity of practice team to make improvements in practice operations and/or clinical quality.

Elizabeth Parham, Project Coordinator
PMO/QTIP Project (SCDHHS staff)
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Liz Parham attended the University of South Carolina when she became an intern for the Office of Public Information at SCDHHS. She has been with the Department of Health and Human Services for seven years in multiple capacities. She currently is in the Process Management team within the agency's Project Management Office. In addition to serving as administrative and technical support/assistance for the QTIP project, she assists all areas of the agency with business process modeling and process improvement initiatives/projects. She also serves as the web developer for several agency sites. She developed both the QTIP blog <https://msp.scdhhs.gov/chipraqtip> and the QTIP agency website <https://msp.scdhhs.gov/qtip>.

South Carolina Chapter of the American Academy of Pediatricians

The SCAAP is involved in advocacy on behalf of South Carolina children and pediatricians and provides educational programming for the state's child healthcare providers. As a major partner in the QTIP project, SCAAP provides professional consultation, support for learning collaborative activities and acts as a liaison with the practicing community.

Roles/Responsibilities:

- Administrating, coordinating and logistically supporting the S.C. CATCH (Community Access To Child Health) program and the Annual Meeting which supports the Learning Collaborative
- Organizing and coordinating the QTIP Learning Collaborative sessions
- Working with QTIP staff to organize and host various local and/or regional quality improvement workshops
- Providing consultants and subject matter experts for various QTIP initiatives
- Overseeing Part IV Maintenance of Certification (MOC) credit from the American Board of Pediatrics (ABP).

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Routt Reigart, MD President

USC - Institute for Families in Society (February 2015 – Feb 2016)

The Health Services Research Team (HSRT) is an interdisciplinary, applied research unit within the Institute for Families in Society that conducts research and policy analysis on health and family issues that affect South Carolina and the nation. The HSRT provides researchers, policy makers, and practitioners with opportunities to work together to identify and promote the adoption of policies and practices informed by research.

Roles/Responsibilities:

IFS is responsible for the evaluation elements and working with the national evaluators by:

- Facilitating communication and collaborating with QTIP practices, stakeholders and contactors.
- Providing baseline and quarterly quality data reports on practice's HEDIS data.
- Providing input on quality improvement projects and provide technical support opportunities.
- Developing issue briefs on the best practices and trends in quality improvement.
- Concluding the evaluation work and reporting lesson's learned.

Key Staff: Ana Lopez Defede, PhD
Patricia Motes, PhD

Kathy Mayfield Smith, MA, MBA

SCORxE (February 2015 – Feb 2016)

South Carolina Offering Prescribing Excellence (SCORxE) is the Academic Detailing Service implemented in 2007 by the South Carolina College of Pharmacy (SCCP). SCCP received a pilot grant from SCDHHS in 2006 to use academic detailing principles to promote evidence-based treatment decisions for Medicaid beneficiaries. These interventions, under the umbrella of SCORxE, were specifically designed to improve the quality and cost-effectiveness of care for South Carolina Medicaid beneficiaries with select medical and psychiatric illnesses. The core of the SCORxE Academic Detailing Service involves clinical pharmacists meeting face-to-face with physicians and other healthcare providers in their own practice settings to present current, unbiased, evidence-based information about optimal medication use and other practices. These interactive meetings integrate discussion with time-efficient written materials on a clinically relevant topic and are not simply a presentation of drug information.

Roles/Responsibilities:

SCORxE central role is to offer practitioners within the QTIP practices a time-efficient access to balanced, evidenced-based clinical information through interactive discussions. Responsibilities include:

- Providing QTIP practices with academic detailing and consultation for asthma medications.
- Researching data on medications and patient care related to specified CHIPRA quality indicators.
- Conducting on-site visits to QTIP practitioners to discuss specific QI topics, research and drug information.

Key Staff: Sarah Ball, PharmD.

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