**What is QTIP?**

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**How QTIP Worked with Practices?**

**Pediatric Practices**
- Heterogeneous practices
- Identified QI Team
- Taught technique and documentation

**Communication**
- Blog, monthly calls, in-person learning sessions

**Maintenance of Certification (MOC)**
- Physicians earn Part IV MOC credit on CQI work

**Learning Collaborative**
- Face-to-face semi-annual learning sessions
- Topic specific expert presentations
- Relationships building

**On-Site Visits**
- Technical Assistance by QTIP
- Topic specific visits
- Academic Detailing

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**QTIP:**

- Used AAP resources
- Offered training
- Provided Technical Assistance
- Assisted in identifying community resources
- Individualized interventions
- Implemented a recommended screening protocol

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**SC CHIPRA Quality Demonstration Grant**

Category A:
Core Measures: Impact on health and exchange to improve quality

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

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**Core Measures**

QTIP:
- Introduced various measures over time which cover breadth of pediatrics
- Provided anticipatory guidance
- Promoted grassroots initiatives by letting the practice choose what to work on and how
- Emphasized the importance of data gathering

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**HIT / EMR**

Promote the use of HIT to improve quality

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...

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**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
Medical Home

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

QTIP:
- Developed a PCMH Toolkit (2013 standards)
- Certified PCMH Consultant
- Focused and linked quality improvement work

What worked

- 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

What worked ...

- Keep practices engaged and activities meaningful:
  - Continuous messaging and technical assistance
  - ABP MOC Part IV credits
  - Provide focus
- Coordination and timing important
  - State, DHHS initiatives
  - Relate to MOC and PCMH
  - Reimbursement
- Enhancing skill sets
  - Teach Quality Improvement skills
  - Build on existing knowledge
- Individualize

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

Challenges

Cited by Practices:
- Time
- Willingness and support
- Competing priorities
- Reporting/documentation
- Implementing procedures/maintaining progress

QTIP learned from our mistakes:
- Thinking data extraction from EMRs is would be easy and quick
- Overly optimistic about state level exchange adoption:
- PCMH applicable to all
- Underestimated the uniqueness of pediatric practices
- Too ambitious

2016 Components:

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

Mental Health
Core Measures
Data collection
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

Component: Pediatric Practices

What contributed to Practices’ success
- Formal Process/structure
- Commitment of a lead practice champion
- Buy-in from staff
- Identify a person and job tasks to oversee quality
- Review projects over time

Hints
- Meet regularly (established times)
- Use the on-site visit to get feedback
- Be a peer reviewer
- Ask for assistance
- Start small... pilot with one doctor, with one office
- Gather and use your data

Component: Learning Collaborative

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

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: 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: Mental Health

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
Limited number of 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

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

Data Collection
- Data Collection:
  - PDSA
  - Reports with administrative claims
  - Senior Leader report
  - PDSA
  - QIDA (Bright Futures)
- 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].

QTIP blog
https://mms.nicolvh.org/qtipnews/
Discussion
News
QI and PDSA notes

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

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