Using Health IT to Optimize Quality Improvement

Why Valid Data Matters for Population Health Management

APRIL 18, 2017
Crowne Plaza Lansing West
Lansing, Michigan

#MIpca2017
# Agenda

8:30 a.m. | Ballroom AB
Registration and Hot Breakfast

9:00 a.m. | Ballroom CD
Welcome
Simmi Isaac, Michigan Primary Care Association
Opening Remarks
Loretta V. Bush, Michigan Primary Care Association

9:15 a.m.–12 p.m. | Ballroom CD
Actionable Health Center Data: Data Validation and Strategies for Improvement
Jillian Maccini, HITEQ and Eric Turer, HITEQ

I  Population Health Management
   • Theory and concept
   • PHM within health centers

II  Review of National Data and Trends
   • Analysis of historical UDS data
   • Introduction of Tableau tool

III  Data Validation Priorities and Strategies
   • Multiple health IT systems
   • Data validation tool
   • Engaging vendors

IV  Exploring Results of Validation
   • Identify drivers of data hygiene issues
   • Review three general outcomes
   • Outline paths forward from each

V  Strategies for Quality Improvement (QI)
   • Process mapping using QI worksheet
   • Review work and data flows
   • Discuss potential improvements

10:30 a.m.–10:45 a.m.
Break

12 p.m. | Ballroom AB
Lunch and Networking

12 p.m. | Packard Room
CMO Luncheon

1:00 p.m.–4:30 p.m. | Ballroom CD
Population Health Management Training
Candace Chitty, Quality First Healthcare Consulting, Inc.

Moving from an episodic orientation to a population health model requires cultural change, coaching, empowerment, advocacy, and the mastering of continuous quality improvement principles. Participants will gain an understanding of the systems and tools necessary to work successfully with population health models, including managing transitions of care and high-risk populations, engaging patients in self-care, and measuring performance.

I  Population Health Management: Background and Overview
   • Understand key drivers, Why Population Health?
   • Understand the importance of redesigning population health to bridge clinical and non-medical services—the social determinants of health

II  Care Coordination: Principles and Practice
   • The definition, principles, and aims of care coordination and transitions
   • The value of investing in care coordination
   • Steps to consider in assessing your care coordination activities and making improvements
   • Critical success factor to consider when implementing a care coordination management model
   • Care coordination models and resources available
   • Performance measurement/management

III  Care Management: Principles and Practice
   • The definition, principles, and aims of care management
   • Population identification, referral, and intake processes
   • Different care management models
   • Care planning and management
   • Performance measurement/management

2:30–2:45 p.m.
Break

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IV Self-Management and Self-Management Support, Self-Efficacy, and Behavior Change (Motivational Interviewing)
- Definition of self-management
- Elements of self-management support
- Process for enhancing patients' motivation, confidence, and capacity to self-manage and follow-through with treatment plans
- Principles of motivational interviewing and behavior change
- Core clinical competencies for self-management support
- Action planning
- Self-management support cycle
- Strategies for efficiently integrating self-management and motivational interviewing within the practice

V Health Literacy
- Definition of health literacy
- Why is health literacy important?
- Who is at risk and “red flags”
- What can we do?
- Teach back method

4:30 p.m. | Ballroom CD
Wrap Up
Simmi Isaac, Michigan Primary Care Association and Lynda Meade, Michigan Primary Care Association

Thank you to our speakers for sharing their knowledge!

We are delighted to partner with the following divisions represented from the Michigan Department of Health and Human Services:
- Adult Immunization
- Asthma
- Cardiovascular Health and Hypertension
- Diabetes
- Safe Sleep for Infants
- Safe Delivery of Newborns

CONTINUING EDUCATION
We have applied for 5.75 continuing education credits for this live event, and determination of credits is pending by the American Association of Family Physicians. Nurses and Social Workers may apply to use these as elective credits. We will provide a Certificate of Attendance that will be electronically sent to you as soon as approval is received, typically in four-to-six weeks’ time. In order to receive this, you must be sure to sign-in at the registration table and complete an evaluation form at the end of the day.

UPCOMING EVENTS
Hepatitis C Training
May 24, 2017
Lansing, Michigan

2nd Annual Michigan LGBTQ Summit
June 7–8, 2017
Crowne Plaza Lansing West
Lansing, Michigan

MPCA Annual Conference
July 23–25, 2017
Grand Traverse Resort and Spa
Acme, Michigan
Presenters

Loretta V. Bush, MSHA  
Chief Executive Officer, Michigan Primary Care Association  
Loretta joined MPCA with more than 25 years of leadership and management experience in health and human services, government, and nonprofit organizations. Loretta has extensive experience in addressing the complex health issues of the uninsured, underinsured, and vulnerable populations, and is on a self-proclaimed lifelong mission to protect and improve the health status of Michigan residents. Prior to joining MPCA, she served as the founding president and chief executive officer for the Detroit-based Institute for Population Health. She has also served as a Group Executive for the Detroit Department of Health and Wellness Promotion and the Department of Human Services, and as Director of Public Health/Health Officer for the Wayne County Department of Public Health.

Candace J. Chitty, RN, MBA, CPHQ, PCMH CCE  
President and CEO of Quality First Healthcare Consulting, Inc. (QFHC) and Chief Operating Officer for Quality First Management Solutions, Inc. (QFMS)  
Candi has more than 32 years’ experience in staff-, management-, and executive-level positions in hospitals, physician groups, home health agencies, and health plans. She started her career as a registered nurse and spent a decade providing acute care nursing care in oncology and transplantation. Following that, Candi spent the next six years working in health plans holding management and executive level positions in quality management. In 2009, she joined NCQA as a consultant reviewer for numerous NCQA products, including Health Plan Accreditation, Credentialing, Vendor Organizations, and Patient-Centered Medical Home. Candi holds a master's degree in business administration in health care management, a bachelors’ degree in nursing, and a national certification in healthcare quality. She is a certified content expert in PCMH. She is an active member of the Case Management Society of America, the National Association of Community Health Center, the Medical Group Management Association, and the Patient-Centered Primary Care Collaborative.

Jillian Maccini, MBA  
Quality Improvement Lead for the Health IT Evaluation and Quality (HITEQ) Center  
Jillian supports comprehensive analysis of historical health center data to identify areas for Health IT evaluation and quality improvement. She has curated and developed a resource set for Health IT-enabled Quality Improvement, including the Guide for Improving Care Processes and Outcomes in Health Centers that provides a framework and tools for documenting, analyzing, sharing, and improving key workflows that drive performance and related improvement imperatives. Jillian has provided trainings and peer learning sessions using these tools for several hundred health centers in the past year, to great success. She has worked closely with health centers, primary care associations, and Health Center Controlled Networks to identify additional needs, as well as develop and provide supplemental health IT-enabled quality improvement tools and resources. She holds an MBA from Simmons College in Boston, MA, and is a certified Project Management Professional.

Eric Turer, MBA  
UDS Analyst for the Health IT Evaluation and Quality (HITEQ) Center  
Eric’s work in developing Tableau-based dashboards helps address EHR-adoption issues and data accuracy. They showcase UDS data and identify and quantify opportunities for specialized trainings and technical assistance. Eric has a long history working with health center data and with the organizations involved. He directed the BPHC UDS project from 1999 to 2007. Eric played a lead role designing the original electronic UDS data collection and validation system, as well as a set of Grantee Comparison Reports that provided valuable benchmarking and operational feedback to the primary care delivery sites participating in the data collection efforts. He is a skilled analyst and an expert in issues pertaining to underserved populations, primary care access, and workforce programs. He has also conducted extensive data analysis in support of community-based planning, health care needs assessment, program evaluation, and policy development. Eric holds an MBA in Health Systems Administration from the Union College Graduate Management Institute.
The Michigan Primary Care Association facilitates Peer Communication Networks to promote information sharing, educational opportunities, and peer-to-peer networking among Michigan Health Center staff and individuals from partnering organizations. Members participate in conference calls, webinars, face-to-face meetings, and electronic listservs to discuss issues, share best practices, learn from each other and outside experts, support peer mentoring, and problem solve.

Clinicians Network
**MPCA Staff Liaison: Lynda Meade, Director of Clinical Services**
- Supports peer-to-peer learning and serves as a forum for announcing educational opportunities, clinical news, health alerts, and policy/advocacy issues.
- Hosts an annual conference and other educational events.

Chief Medical Officers Network
**MPCA Staff Liaison: Faiyaz Syed, Associate Director**
- Supports peer-to-peer learning and offers opportunities to share effective treatment plans, case studies, educational event planning, research opportunities, and policy/advocacy issues.

Dental Directors Network
**MPCA Staff Liaison: Lindsay Sailor, Clinical Specialist**
- Meets via teleconference and periodic face-to-face meetings.
- Offers opportunities to share effective treatment models, educational event planning, research opportunities, and policy/advocacy issues.
- Maintains a dental director roster and distribution list for sharing information relevant to clinical leadership.

EHR/EDR User Groups
**MPCA Staff Liaison: Faiyaz Syed, Associate Director**
- Discusses issues related to the use, functionality, and application of EHR/EDR platforms.
- Supports peer-to-peer learning inclusive of clinical, IT, and administrative perspectives.

Integrated Care Network
**MPCA Staff Liaison: Sara Coates, Associate Director**
- Supports the sharing and soliciting of best practices for integrating behavioral health and primary care.
- Offers opportunities for trainings, webinars, and conferences.

Oral Health Network
**MPCA Staff Liaison: Lindsay Sailor, Clinical Specialist**
- Supports the sharing and soliciting of best practices and serves as a forum for announcing educational opportunities, clinical news, and health alerts.

340B Pharmacy Network
**MPCA Staff Liaison: Lindsay Sailor, Clinical Specialist**
- Supports the sharing and soliciting of pharmacy best practices and peer-to-peer learning.

Migrant Health Network
**MPCA Staff Liaison: Nina Lavi, Clinical Coordinator**
- Hosts quarterly teleconferences pertinent to issues regarding migrants working and living in Michigan and their access to education and health care.
- Supports networking opportunities and relevant news.

Quality Improvement Directors Network
**MPCA Staff Liaison: Simmi Isaac, Clinical Quality Program Specialist**
- Meets via teleconference, periodic face-to-face meetings, webinars, and educational opportunities.
- Supports the sharing and soliciting of best practices in QI, including data management.

LGBT Peer Communication Network
**MPCA Staff Liaison: Lindsey Naeyaert, Clinical Specialist**
- Supports building sustainable integrated models of care for LGBT patients in Michigan.
- Offers opportunities to share best practices dedicated to improving LGBT health.

Homeless Health Network
**MPCA Staff Liaison: Nina Lavi, Clinical Coordinator**
- Supports networking and offers opportunities to share news and continuing education with the goal of preventing and ending homelessness in Michigan.
Clinical Services Team

MPCA’s Clinical Services Team supports Michigan’s Health Centers in providing quality, comprehensive, affordable, and community-responsive health care. Services available include, but are not limited to:

• Care transformation and integration services, including efforts to reform service delivery, finance, operations, and advocacy
• Clinical quality improvement services that help drive high-quality services and health outcomes
• Clinical peer communications networks that promote educational opportunities and peer-to-peer sharing of best practices and solutions to challenges

Lynda Meade, MPA
Director of Clinical Services
lmeade@mpca.net | 517.827.0470
Lynda is a health professional with extensive experience in program management and network development. She provides leadership and oversight of the day-to-day operations of Clinical Services team projects including the Michigan Quality Improvement Network (MQIN), practice transformation strategies, leadership committee support, and key partner development to maximize policies and resources.

Jessica Bautista, MSW
Program Consultant-Health Homes
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Jessica is the Health Homes Program Consultant. Currently, she manages Health Homes and provides expertise to support the MI Care Team. She is responsible for implementation at participating MI Care Team sites to optimize Health Homes activities. She also supports practice transformation through an integrated care team approach, using innovative data and information technology.

Sara Coates, MA
Associate Director of Integrated Health
scoates@mpca.net | 517.827.0875
Sara is a behavioral health professional with experience in evaluating and implementing behavioral health integration models. She leads cancer screening programs by promoting awareness and preventive measures using Community Health Workers. Sara advocates for fully integrated health care services and participates in research in telepsychiatry and the collaborative care model. She also supports strategic planning, peer networks, and resource development.

Smriti “Simmi” D. Isaac, MA, MHA, PCMH-CCE, Lean Healthcare Certified
Clinical Quality Specialist
sisaac@mpca.net | 517.827.0471
Simmi leads the development and implementation of training and technical assistance for Michigan Health Centers through educational programming and network facilitation. This includes using data quality reporting mechanisms to guide and support practice transformation strategies that advance population health management and use a Patient-Centered Medical Home care delivery model. Simmi also provides support with QI initiatives that achieve improved health outcomes, improved patient and staff experience, and reduce costs.

Debra Kristy
Health Information Technology Specialist
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Debbie supports the advancement of health information technology for the purpose of quality improvement and improved health outcomes through effective use of electronic health records and other data systems. She is also responsible for helping Health Centers develop internal and external processes that address the continuum of care and care transitions.
Nina Lavi, MPH  
*Clinical Coordinator*  
nlavi@mpca.net | 517.381.8000  
Nina’s focus areas are special populations and cancer. She facilitates the Homeless Health Network, the Migrant Health Network, and advocates for Veteran Health. She works closely with the Community Health Workers involved with MPCA’s breast, cervical, and colorectal cancer screening grants. Nina also assists with MPCA’s telepsychiatry/telepsychology research with the University of Washington.

Lauryn Muma, MPH  
*Program Coordinator*  
lmuma@mpca.net | 517.381.0467  
Lauryn is the Michigan Quality Improvement Network Coordinator, and provides support related to programmatic reporting and monitoring. She also provides programmatic support to enhance and aid in the implementation of training and technical assistance to Michigan Health Centers.

Lindsey Naeyaert, MPH  
*Clinical Specialist*  
lnaeyaert@mpca.net | 517.827.0874  
Lindsey is a Clinical Specialist focusing on HIV/AIDS prevention, the LGBTQ population, and emergency management. Lindsey provides training and technical assistance to health centers to support training in those areas. She manages the LGBTQ Peer Network and supports programmatic reporting and monitoring.

Lindsay Sailor  
*Clinical Specialist*  
lisailor@mpca.net | 517.827.0889  
Lindsay is a health administration professional and provides technical assistance, performance improvement, and strategic planning for oral health integration, access, and optimization. Lindsay also represents the Health Center perspective for 340B Pharmacy.

Faiyaz Syed, MD, MPH  
*Associate Director of Clinical Services*  
fsyed@mpca.net | 517.827.0887  
Faiyaz focuses on optimizing provider time with patients by maximizing the use of Electronic Health Records and promoting the use of Health Information Exchanges to improve care coordination and transitions of care. He leads the Michigan Quality Improvement Network; oversees facilitation of Meaningful Use assistance; and hosts the Chief Medical Officers network and EHR user groups. Faiyaz promotes the use of Lean Healthcare tools and concepts for workflow and process improvement projects at Health Centers. As a physician by training, Faiyaz is a strong advocate for public health policies and procedures that help fight and prevent chronic disease.
Michigan Primary Care Association is a leader in building a healthy society in which all residents have convenient and affordable access to quality health care. Its mission is to promote, support, and develop comprehensive, accessible, and affordable quality community-based primary care services to everyone in Michigan.