



***SAMHSA-HRSA
Center for Integrated
Health Solutions***

Who is Responsible for Care Coordination

Elizabeth Whitney and Sue Pickett
April 16, 2015



SAMHSA-HRSA Center for Integrated Health Solutions

**Slides for today's webinar are
available on the CIHS website at:**




www.Integration.samhsa.gov

under About Us/Innovation Communities

Today's Purpose

- Welcome
- Participating Organization Introductions
- Quality Improvement and Innovation Adoption
- Using Data in Your Care Coordination Innovation Work
- Next Steps

Introducing...

New York City Health and Hospitals Corporation	NY	
Porter-Starke Services	IN	
Switchboard of Miami, Inc.	FL	
The Daily Planet	VA	
University of Arizona College of Nursing	AZ	

Quality Improvement in Healthcare

“Quality improvement (QI) consists of systematic and continuous actions that lead to **measurable** improvement in health care services and the health status of targeted patient groups”

US Department of Health and Human Services, Health Resources and Services Administration, April 2011

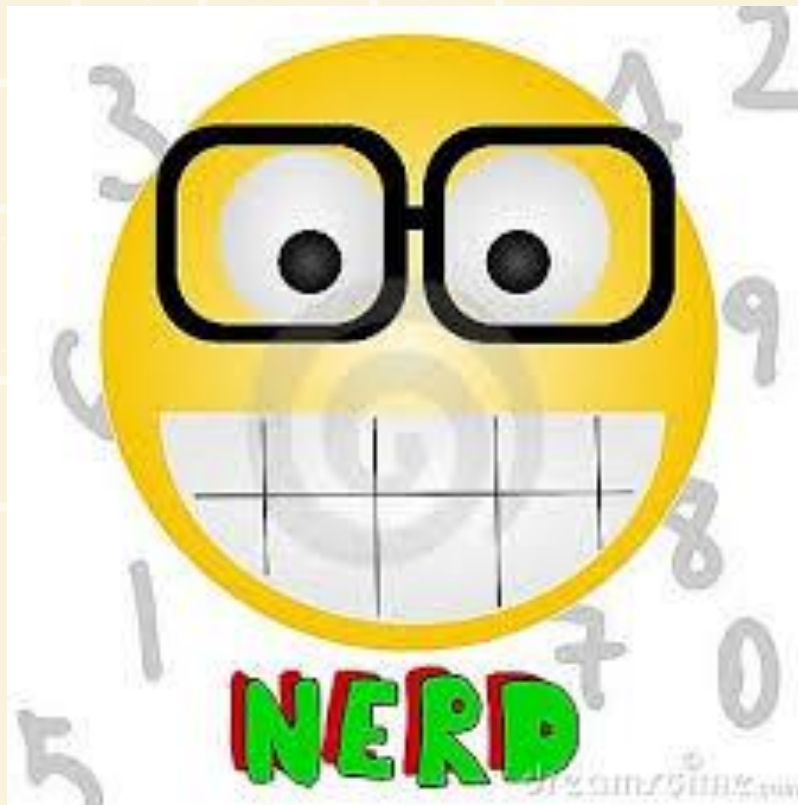
QI and Innovation Adoption



QI and Data: The 3 Ds

- **Describe** how current services and systems are working
- **Define** what happens when changes are applied
- **Document** outcomes and next steps

Poll Question #1: My reaction to data is...



Using Data to Adopt an Innovation

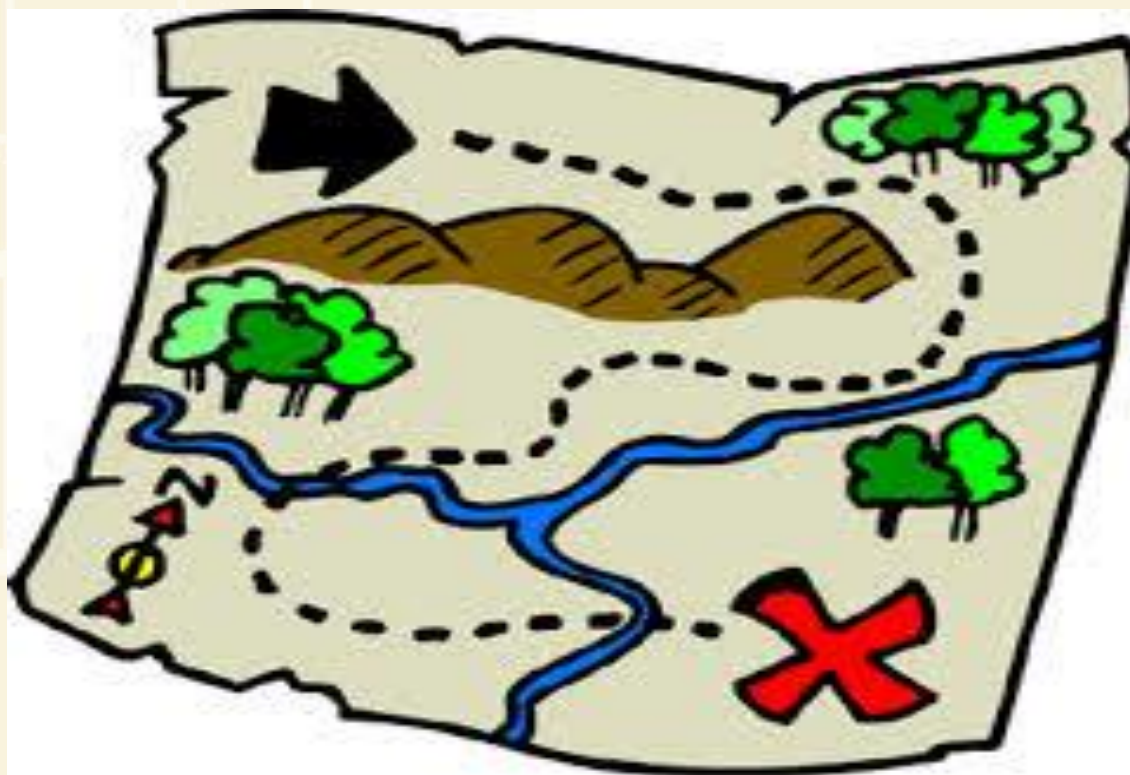
Assess

Address

Analyze

Adjust

Adopt



Data = Performance Indicators

- **Costs**
 - Financial performance and revenue, billing
- **Clinical productivity**
 - # of patients seen per provider, #/types services provided
- **Care management**
 - Client screening & assessment, treatment retention
- **Client clinical outcomes**
 - Changes in symptoms, functioning & diagnoses
- **Client quality of life**
 - Changes in housing, employment, recovery
- **Client satisfaction**
 - Satisfaction with overall care, services, staff

Poll Question #2: What Data Do YOU Collect and/or Use?

Choose all that apply...

1. Cost/financial performance data
2. Clinical productivity data
3. Care management data
4. Client clinical outcome data
5. Client quality of life data
6. Client satisfaction data

So Many Measures...

- THOUSANDS of healthcare performance measures exist, including those that assess integrated care and care coordination:
 - AHRQ Integrated Behavioral Healthcare Measures Atlas
 - NCQA Healthcare Effectiveness Data & Information Set (HEDIS)
 - CMS Accountable Care Organization Group Practice Reporting Measures
 - State, local, and private funder/health plan measures
 - Organization-specific measures

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Avoiding Data Overload

- Identify the “no choice” measures or metrics you must use
- Choose measures that are most relevant to your:
 - Care coordination approach
 - Client population
 - IC work plan goals
- Don’t fall into the “everything but the kitchen sink” trap!



The Metric EVERYONE Needs to Collect



Collecting Your Data

- WHO will collect your data?
- WHAT format will you use?
- WHEN will you collect your data?
- WHERE and HOW will you store and report your data?

Data Monitoring and Dashboards



Poll Question #3: Where are YOU in Data Land?

1. Data scares us and we don't want to even think about collecting data!
2. We are just beginning to think about what measures we want to assess and what data to collect
3. We have identified potential measures and are starting to collect data
4. We have developed dashboards and use them regularly to monitor and adjust our process/progress

Analyses and Reporting: Use or Lose It

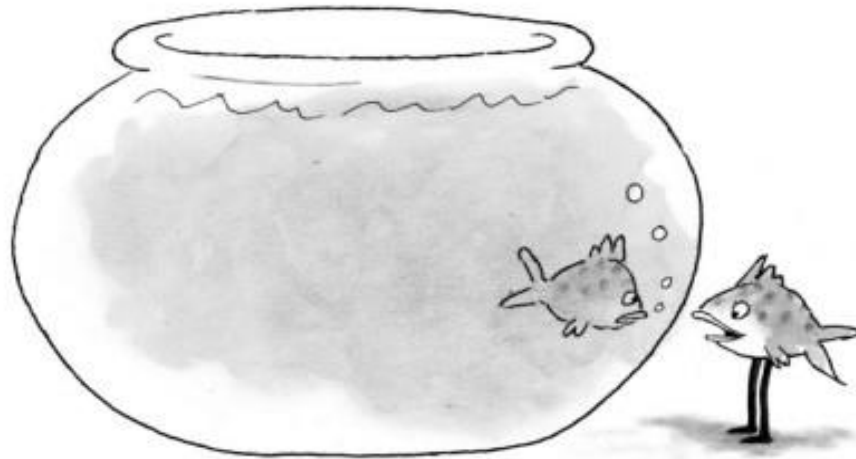
- Schedule set times for data analyses and reporting
- Establish reviewing and reporting roles and responsibilities
- Determine your “data truth and consequences”



Interpreting Data: Making Sense of Your Results



Adjust...and Adopt



"In order to be free I had to make certain adjustments."

S. GROSS
CN
COLLECTION

Questions?





Small group coaching calls

- June
- August

Presentations by participating organizations – May and June

- Project plans
- Progress and early lessons learned

What to Expect

January /
February

- Further exploration of definitions and components of care coordination
- Complete self-assessment
- Review assessment results for use in work plans
- Create work plan for change process with coaching calls to refine work plans

March -
June

- Implement work plans / PDSA cycle
- Focus topics based on needs of the group
- Team presentations
- Small group coaching call

July -
September

- Focus topics based on needs of the group
- Sustainability strategies and lessons learned from the field
- Small group coaching call
- Curated materials for dissemination in September

Next Steps

Visit **LinkedIn** group

Next scheduled webinar:

May 21, 2015 1-2 pm EST

Small Group Coaching Calls

June and August, 2015 1 – 2 pm EST

For More Information...

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**Questions? SAMHSA-HRSA Center for
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Thank you for joining us today!
**Please take a moment to provide your
feedback by completing this survey:**
<https://www.surveymonkey.com/r/NFZL2HX>