

IPC Ideas for Building an Indian Health Medical Home

CA Area Medical Conference

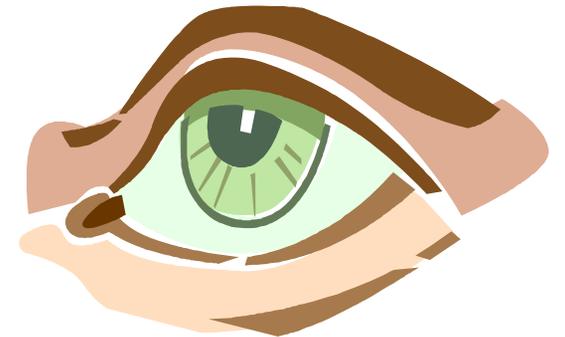
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Lisa Dolan-Branton

Corinna Nyquist



What differences did you see?



Changes Represented in Skit

- The Voice of the Community
- The Microsystem
- Assessment
 - The Green book
- The Care Team
- Communication Plan
- Empanelment for Improvement
- Clinical Information System
- Access and Continuity
- The Pre-Visit
- Clinic Efficiency
- Self-Management
- Behavioral Health Integration

Customer/Owner Listening

Not just one method of listening

- Personal interaction with staff
- Group visits
- Comment cards
- Customer Satisfaction surveys
- Organization internet
- Annual Gathering
- 24- hour hotline
- Annual Listening Conference
- Governing board
- Advisory committees
- Focus groups
- Service agreements

If Demand is Greater than Supply

Four Options

1. Work harder ?
2. Delay the work ?
3. Buy more supply ?

4. Do the work differently

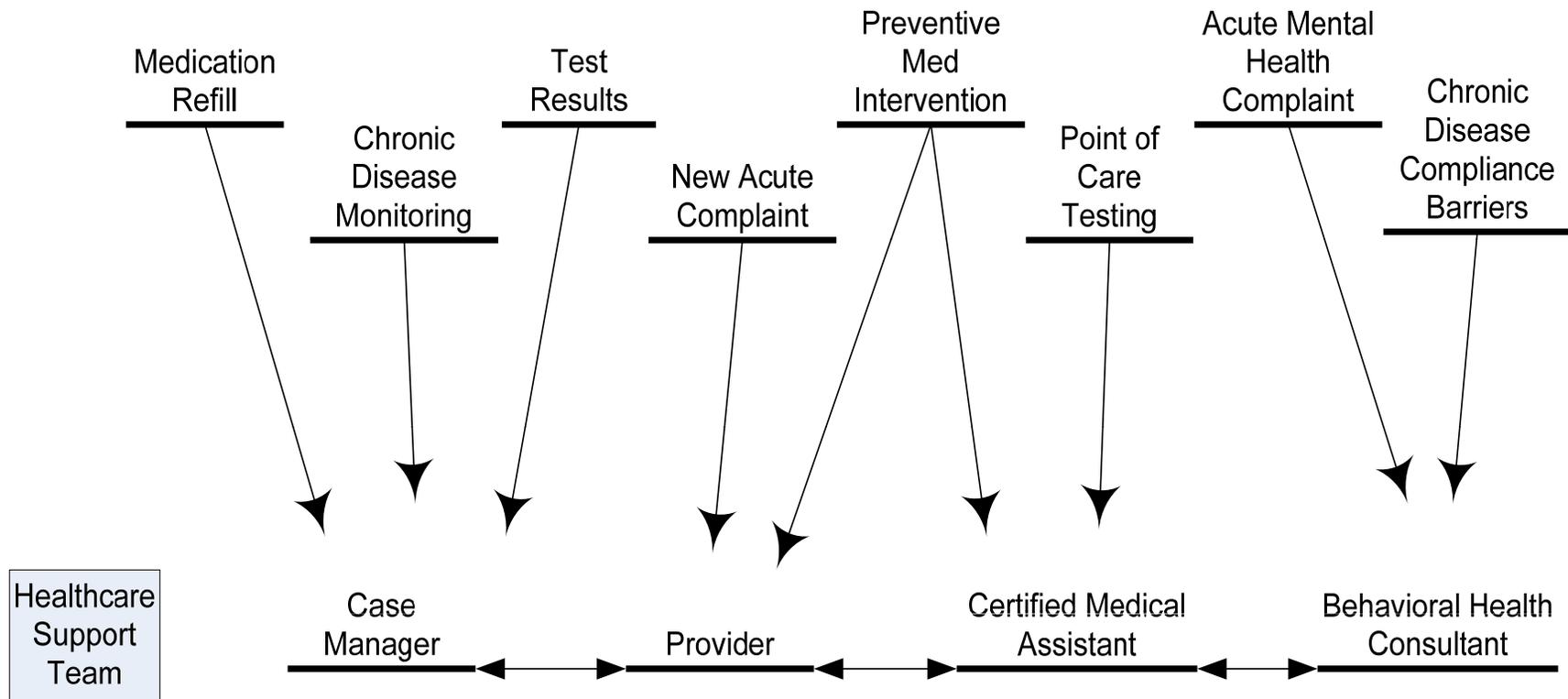
- Shape Demand
- Eliminate duplicate visits
- Care Team development
- leverage the work
- Extend visit interval
- Promote Continuity
- Max Pack
- Simplify Appt types and times
- Nurse Appts
- Phone Appts
- Improve Access to reduce No Shows and capture that Supply
- Spread

IPC 2

- Care Team



Parallel Work Flow Redesign

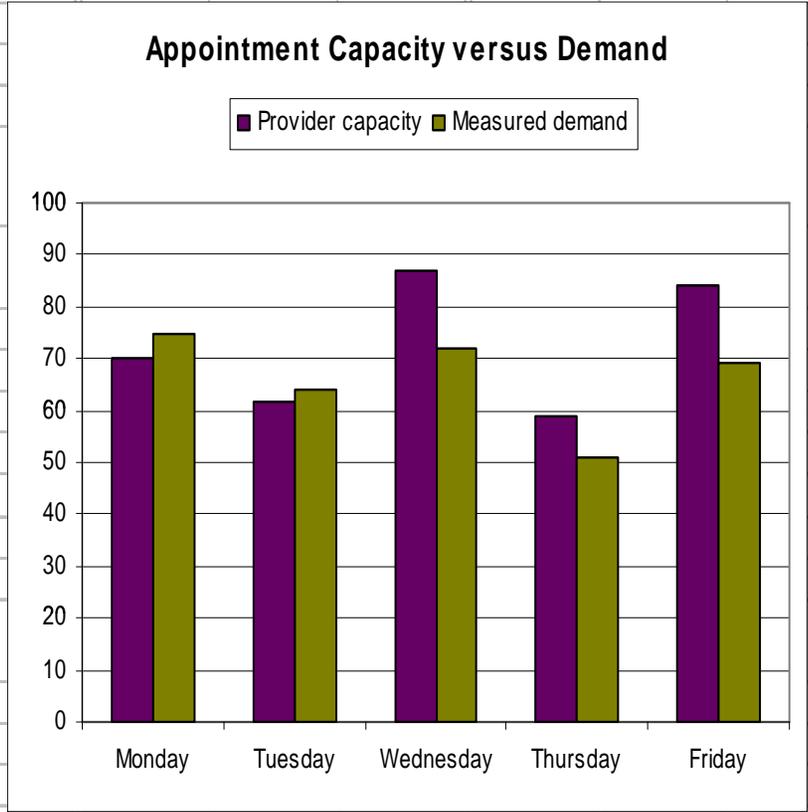


Measured demand	Calls for visits	Other external demand	Internal demand	# appt per day
Monday	44	2	29	75
Tuesday	34	5	25	64
Wednesday	29	8	35	72
Thursday	30	3	18	51
Friday	37	1	31	69

Provider capacity	# appt per day
Monday	70.125
Tuesday	61.5
Wednesday	87
Thursday	58.875
Friday	84

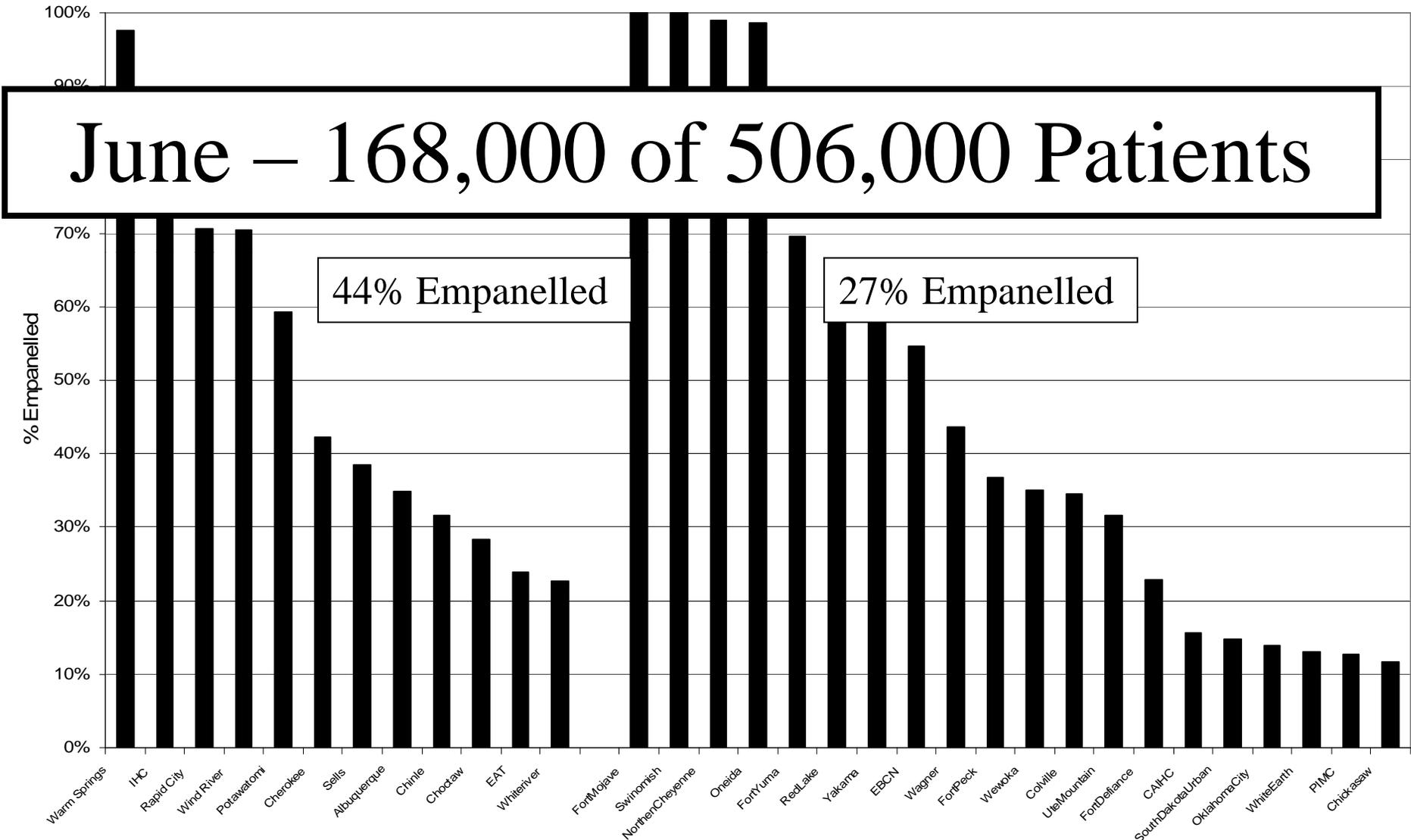
VISIT RATE	Visits per hour
Provider A	3
Provider B	3
Provider C	2.25
Provider D	3
Provider E	3
Provider F	3

HOURS per session	Mon AM	Mon PM	Total	Tues AM	Tues PM	Total	Wed AM	Wed PM	Total	Thu AM	Thu PM	Total	Fri AM
Provider A	3.5	4	22.5		4	12	3.5	2	16.5		4	12	3.5
Provider B			0	2.5	3	16.5	2.5	3	16.5			0	2.5
Provider C	2.5	4	14.625			0		4	9	3.5	4	16.875	



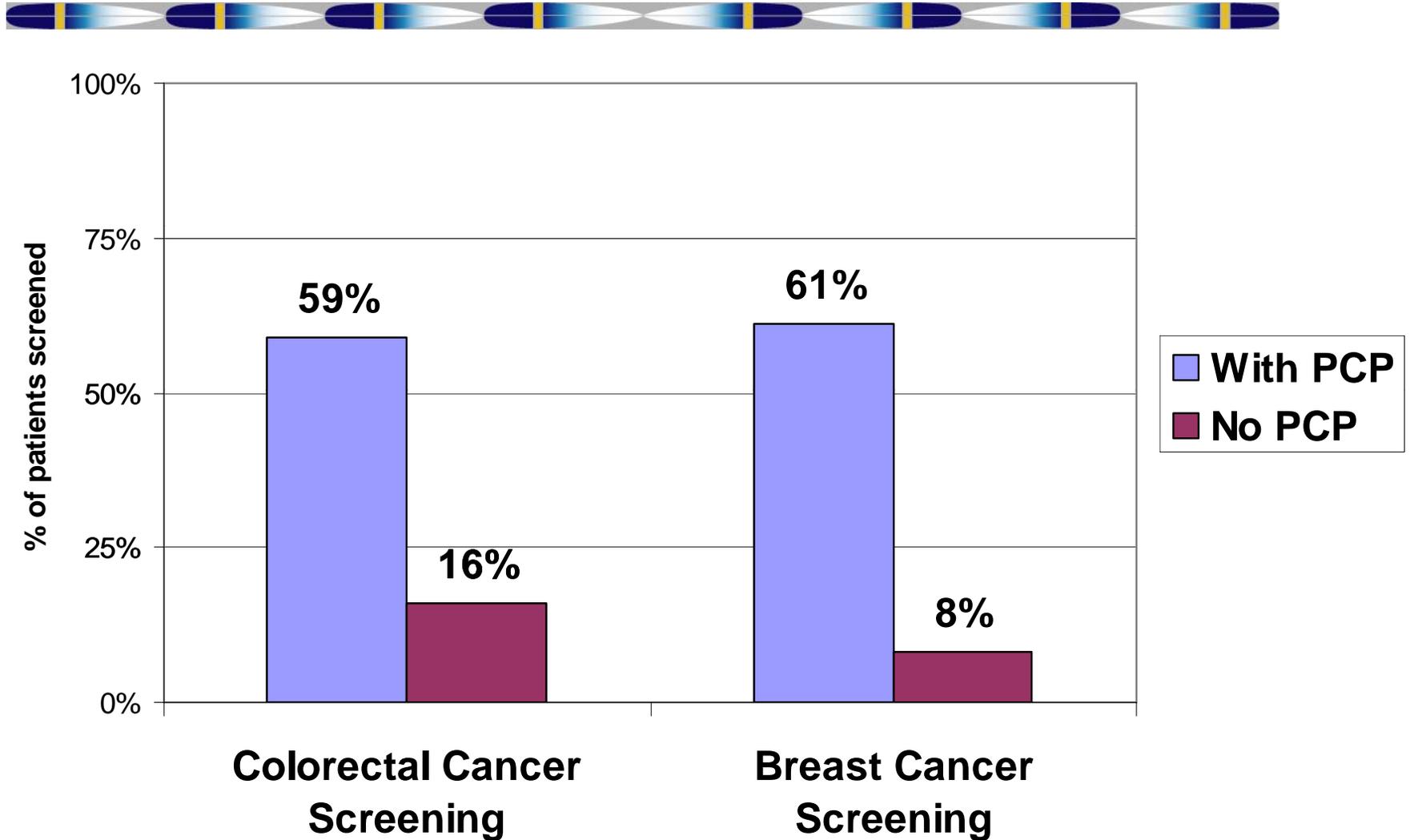


% of Patients with a Primary Care Provider designated in CIS





Screening rates if you Have a Primary Care Provider



Clinical Information Systems

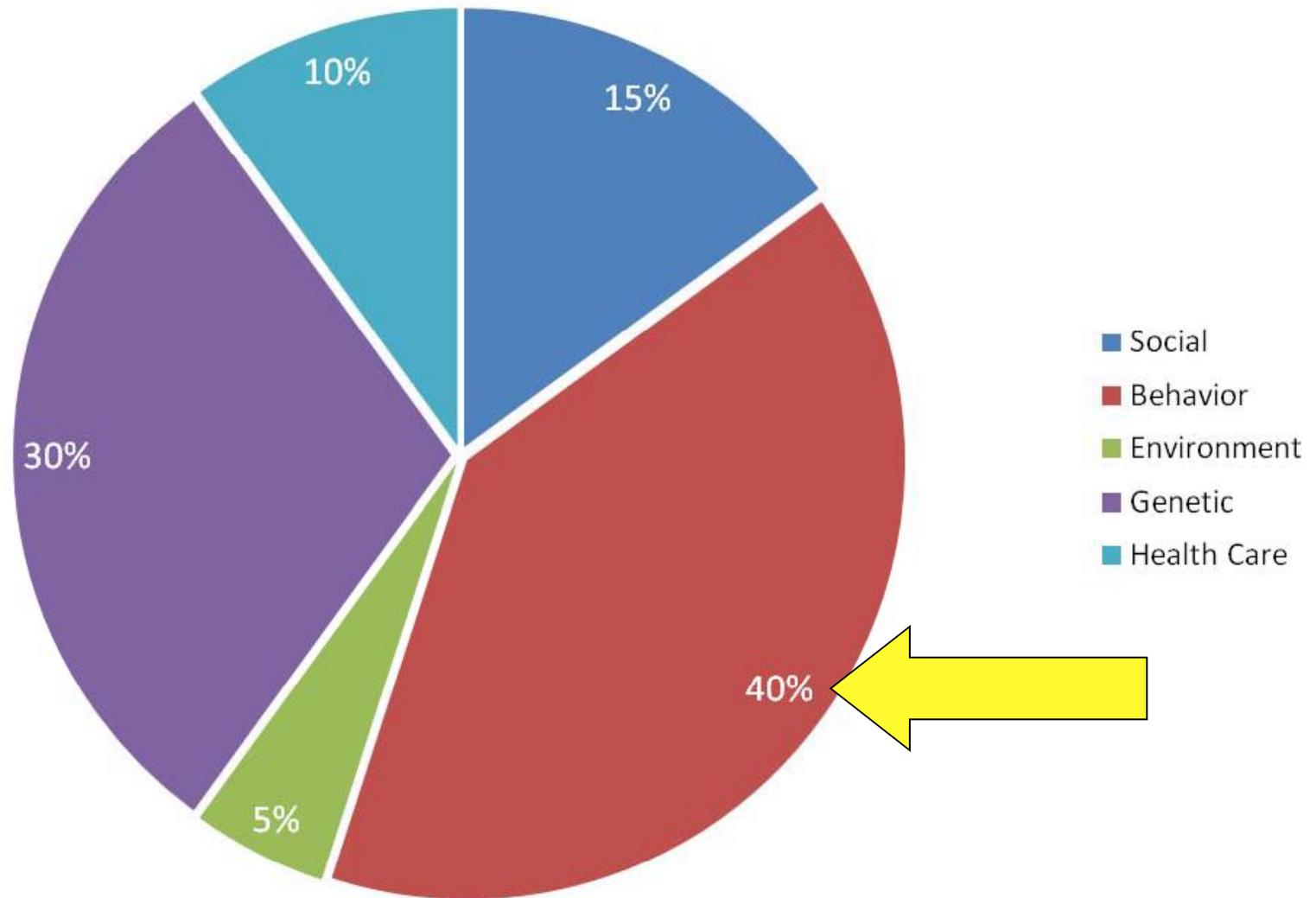
- General principles of using CIS for patient care quality improvement
 - Whole patient proactive care planning
 - Planning for population based care
 - Improvement methods for care teams, PCPs, QI

What is Self-Management Support ?

“The assistance caregivers give *patients* so that they can manage their conditions on a day-to-day basis and develop the confidence to sustain healthy behaviors for a lifetime.”

T Bodenheimer, et al. Helping Patients Manage their Chronic Conditions. Available at <http://www.chcf.org>

The Leading Determinants Of Health



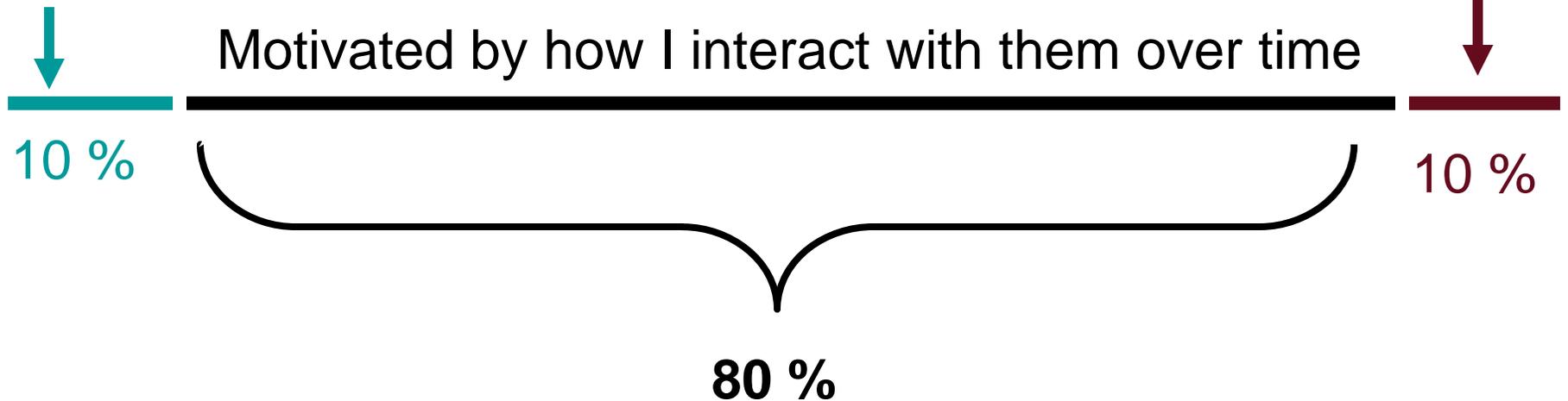
Slide courtesy of IHI

Source: McGinnis, JM et al Health Affairs
Apr2002

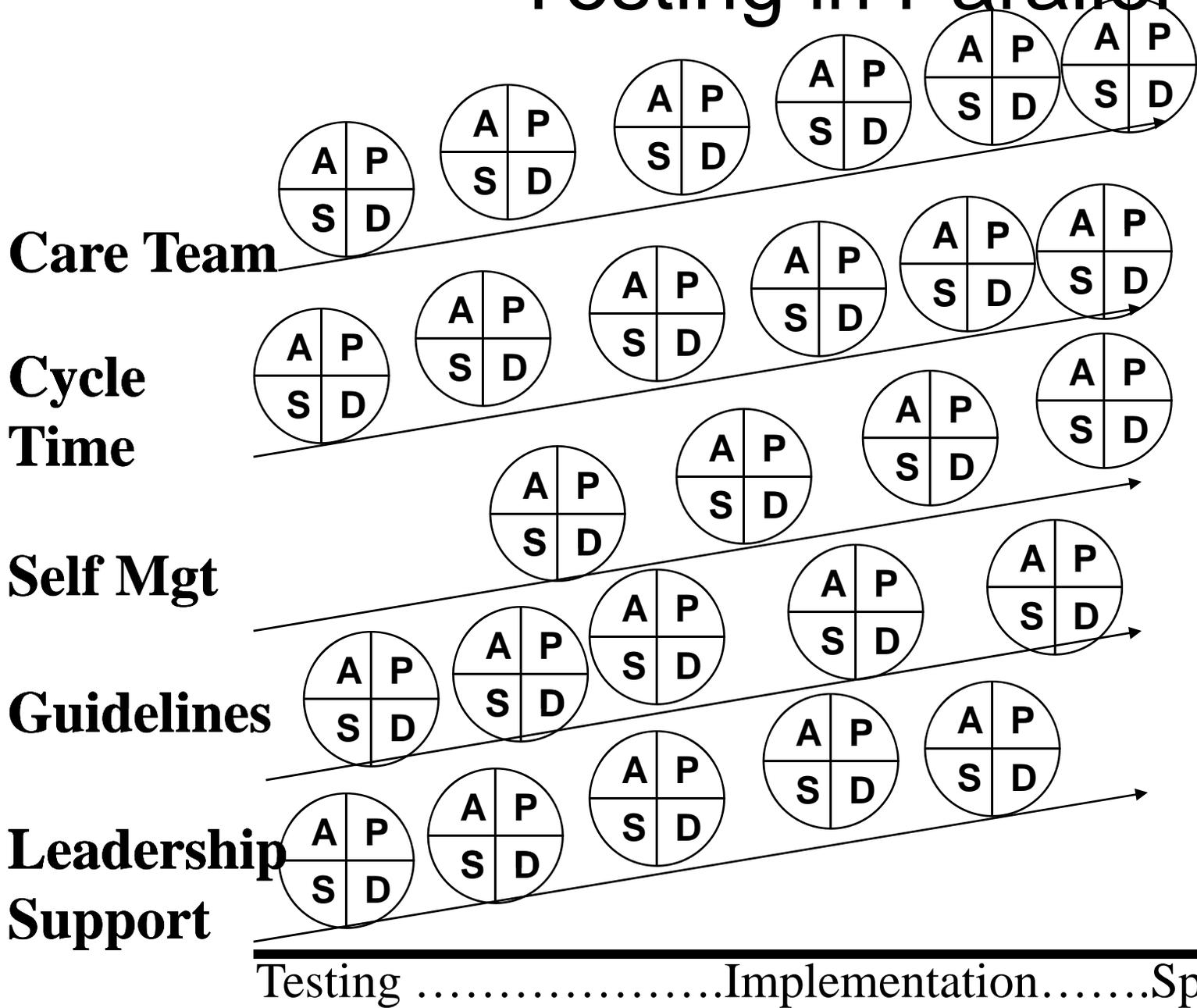
The truth about motivation...

Motivated
by
information

Not going to
be motivated
right now



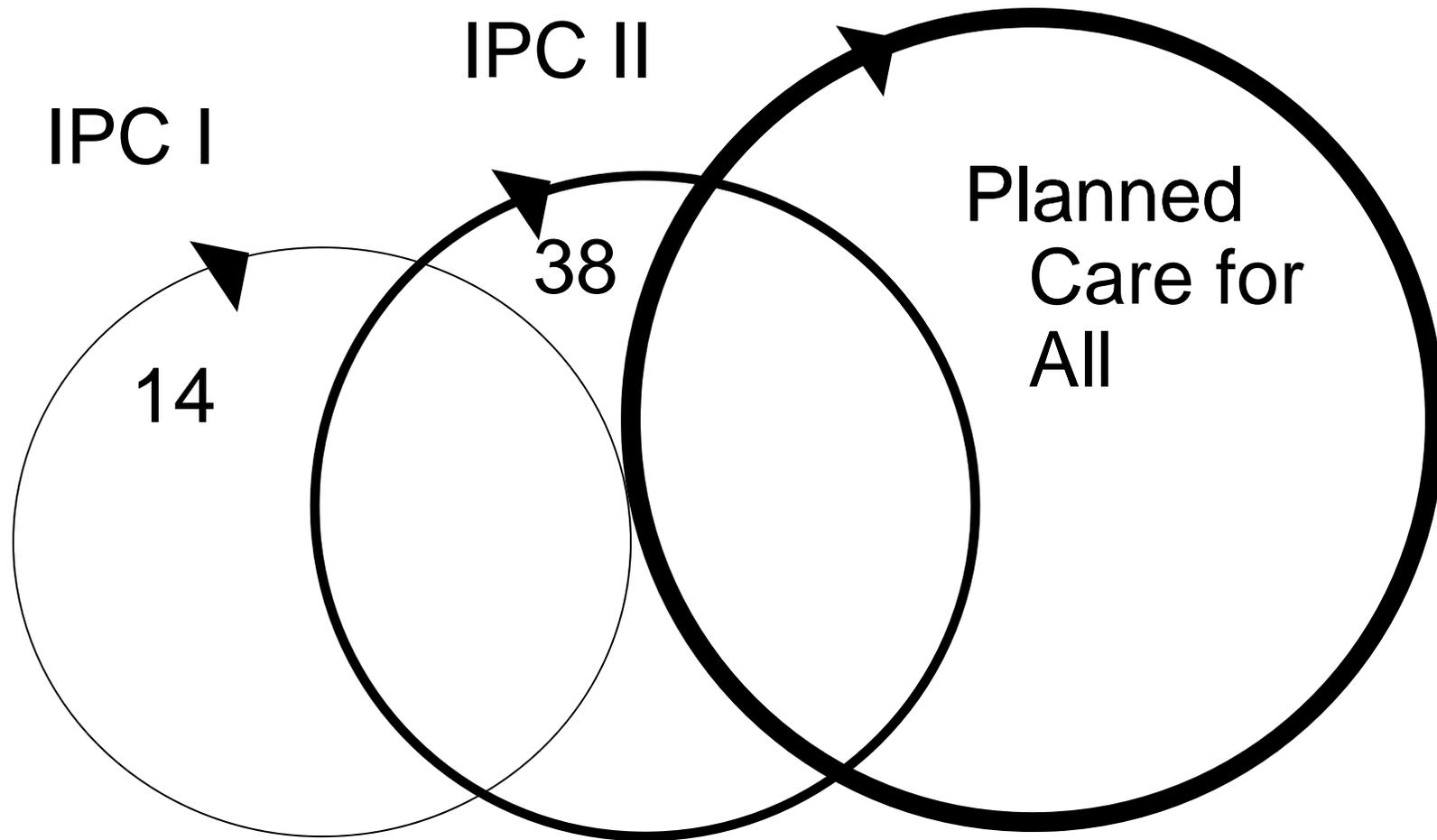
Testing in Parallel



Aim:
Improve
Health,
wellness
of
AI/AN
people



Chronic Care Initiative



IPC Foundations Series

- Series of Web-based seminars to lay the foundation for engagement in the Improving Patient Care collaborative.
- hands-on learning
- prepare participants with tools and approaches that they can use in their outpatient settings.
- Built on the learning of the IHS, Tribal, and Urban pilot sites in the IPC Collaborative
- 3 crucial topic areas:
 - Understanding the experience of care for our patients and community
 - Working toward the health of a defined group of patients
 - Leadership for high quality health care

QUESTIONS?

Lisa Dolan-Branton, RN

301-443-8680

Lisa.dolan@ihs.gov