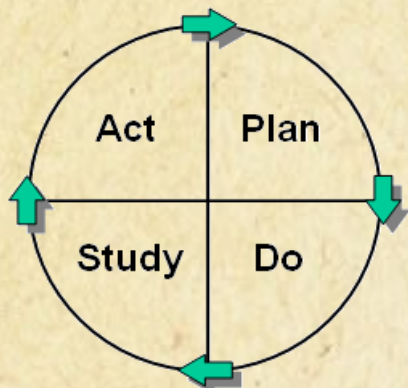


## SMALL TESTS OF CHANGE

No change is simple, and no change comes without some consequences. Using the Model for Improvement, positive outcomes emerge from the discovery of improved processes through small tests of change. These successes are tested further as they are shared with the entire system. The overall outcome is a net improvement in our health care delivery system and another successful step toward a model of patient centered care.



## PLAN, DO, STUDY, ACT (PDSA)

The PDSA cycle is used to identify, test, and implement changes in real work settings. To test a change, the PDSA cycle involves planning the test including predictions, running the test, observing the results, comparing the results to the predictions, and acting on what is learned. This is the scientific method used for action-oriented learning. The PDSA guides the test of a change to determine if the change will result in improvement for the system.

## “MICROSYSTEM”

A microsystem is a small, well-defined population used to test changes to address the health of the panel of patients. Each California tribal/urban Indian healthcare program sets its own microsystem. Changes are then spread to the rest of the clinic and satellites.



INDIAN HEALTH SERVICE  
CALIFORNIA AREA OFFICE



<http://www.improvingindianhealth.org>



Indian Health Service/California Area Office  
Improvement Support Team

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Phone: 916-930-3927

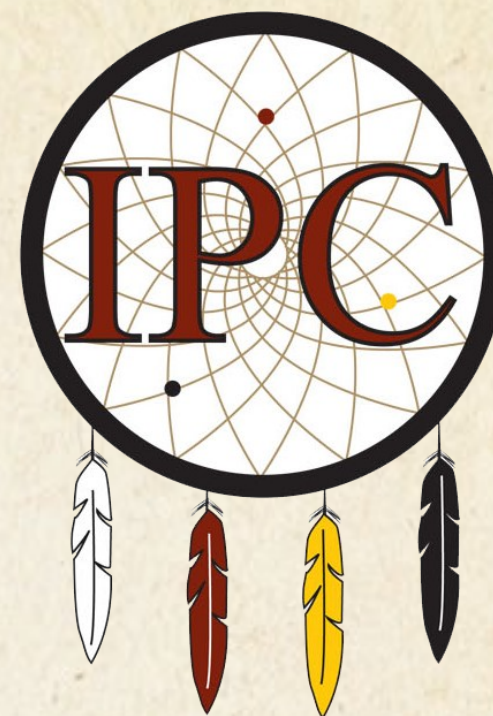
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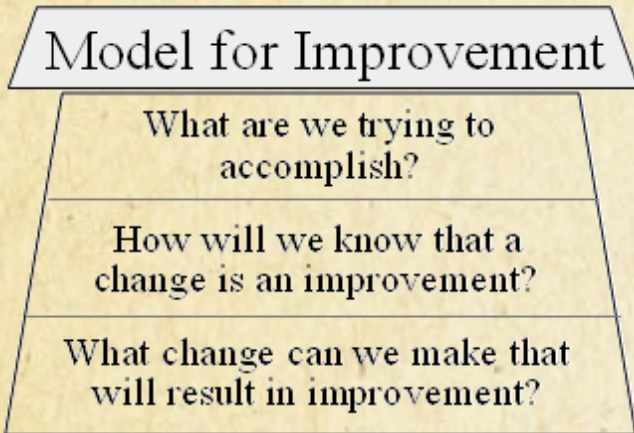
# IMPROVING PATIENT CARE



**IPC's team approach to care and its improvement models are key elements in the IHS strategy to make a difference in the care we provide.**

*Chronic conditions such as diabetes, cardiovascular disease, asthma, renal disease, depression, and cancer have become increasingly prevalent in American Indian and Alaska Native communities are placing growing demands on health care systems. Given the limited available resources, there is an urgent need for a plan to address the treatment and prevention of chronic conditions in the Indian health system.*

**MODEL FOR IMPROVEMENT**



The Model for Improvement, developed by Associates in Process Improvement is a simple, yet powerful tool for accelerating improvement. The Model has two parts; the first part asks these three questions and the second part is the PDSA cycle.

**END MEDICAL HOMELESSNESS**

California tribal and urban Indian healthcare programs are building medical homes for their patients. It begins with empanelment of patients with a provider and eventually a care team.

**INDIAN HEALTH MEDICAL HOME**

The Indian Health Medical Home is a patient-centered system of care where the patient and healthcare team work in partnership to achieve positive health outcomes while emphasizing the role of family, community, and Tribe in the approach to health care. The foundation for the Indian Health Medical Home includes these six change concepts:

- **Engaged Leadership:** Leadership is highly engaged and visibly supports improvement efforts to include removing barriers to ensure success.
- **Patient and Family Centered Care:** Health programs design their services to put the patient and family at the center of care.
- **Tribe and Community:** The culture and values of the Tribes and communities become part of the way care is organized and delivered.
- **Optimized Care Team:** The doctors, nurses, pharmacists, physician assistants, therapists, clerks, lab technicians, and others involved in care are organized as teams that work in a coordinated and highly functioning manner to meet the needs of the patient.
- **Access and Relationship Continuity:** Every patient has a relationship with a consistent provider and Care Team and can count on reliable access to see that provider and Care Team for their ongoing care.
- **Culture of Quality and Transparency:** All staff members in the system have the skills, tools, and resources for making improvement.

**Are you on the team?**

The success of the Improving Patient Care (IPC) Initiative depends upon every tribal/urban Indian healthcare program employee and community partner.

**SHARE SHAMELESSLY!**

The sites below have participated in IPC. They are available to mentor your site, so contact any of them

American Indian Health & Services (Santa Barbara)
Consolidated Tribal Health Project, Inc. (Redwood Valley)
Indian Health Council, Inc. (Valley Center)
K'ima:w Medical Center (Hoopa)
Karuk Tribal Health Center - Yreka
Karuk Tribal Health Clinic - Happy Camp
Lake County Tribal Health Consortium, Inc. (Lakeport)
Lassen Indian Health Center (Susanville)
Native American Health Center (Oakland)
Native American Health Center (San Francisco)
Riverside San Bernardino County Indian Health Program, Inc. (RSBCIHI) - Morongo
RSBCIHI - Pechanga
RSBCIHI – Soboba
RSBCIHI - Torres-Martinez
RSBCIHI – San Manuel
Sacramento Native American Health Center
San Diego American Indian Health Center
Southern Indian Health Council, Inc. (Alpine)
United Indian Health Service, Inc. (Crescent City)