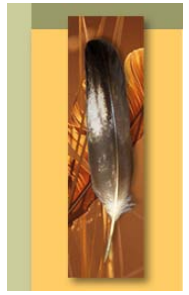


# **‘Improving Patient Care’ IPC**



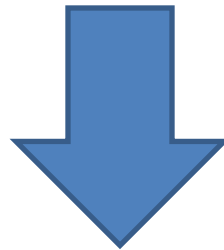
Chronic Disease Management Initiative



Chronic Care Initiative



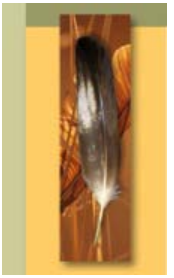
Innovations in Planned Care



**Improving Patient Care (IPC)**

# IPC Levels of Measurement

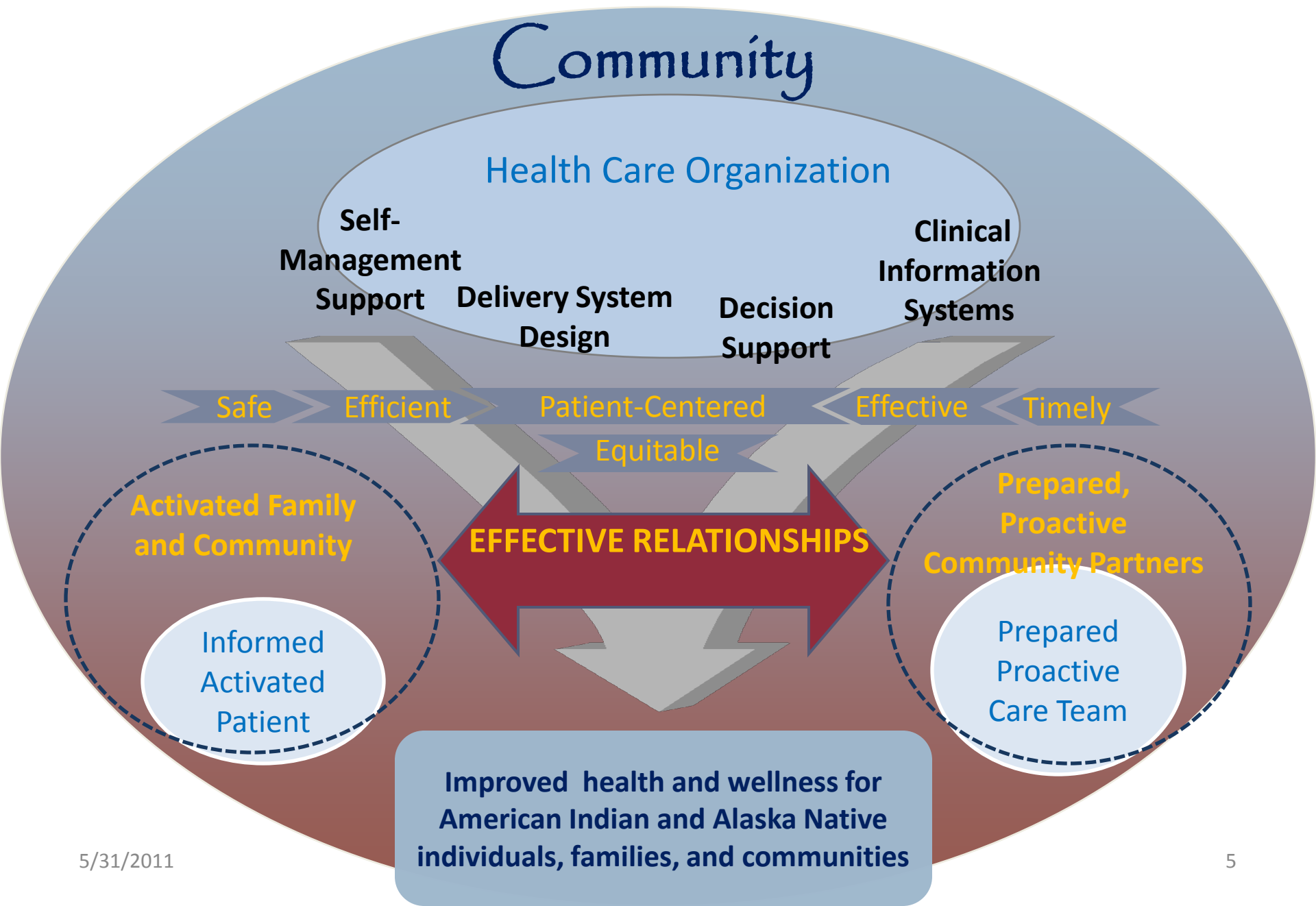
| Measurement Domain   | Measure Indicators  |
|--|---|
| <b>Adult:<br/>Clinical Process Measures</b>                | <b>Adult GPRA Measures:</b><br>Diabetes Comprehensive Care<br>Cancer-related screenings<br>Immunizations*<br>Health Risk Assessments*                               |
| <b>Management and Prevention of<br/>Chronic Conditions</b> | <b>Control Measures:</b><br>Control of Blood Pressure<br>Control of Lipids<br>Control of A1c<br>Tobacco Cessation Treatment*<br>Diabetes Care<br>Obesity assessment |
| <b>Access to Care</b>                                      | Continuity of Care<br>ER/UCC visits<br>3rd to Next Available  |
| <b>Patient Experience of Care</b>                          | Customer/Provider/Staff satisfaction survey<br>Single question: <i>“They give me exactly the help I want (and need) exactly when I want (and need) it.”</i>         |



# Three Foundational Questions

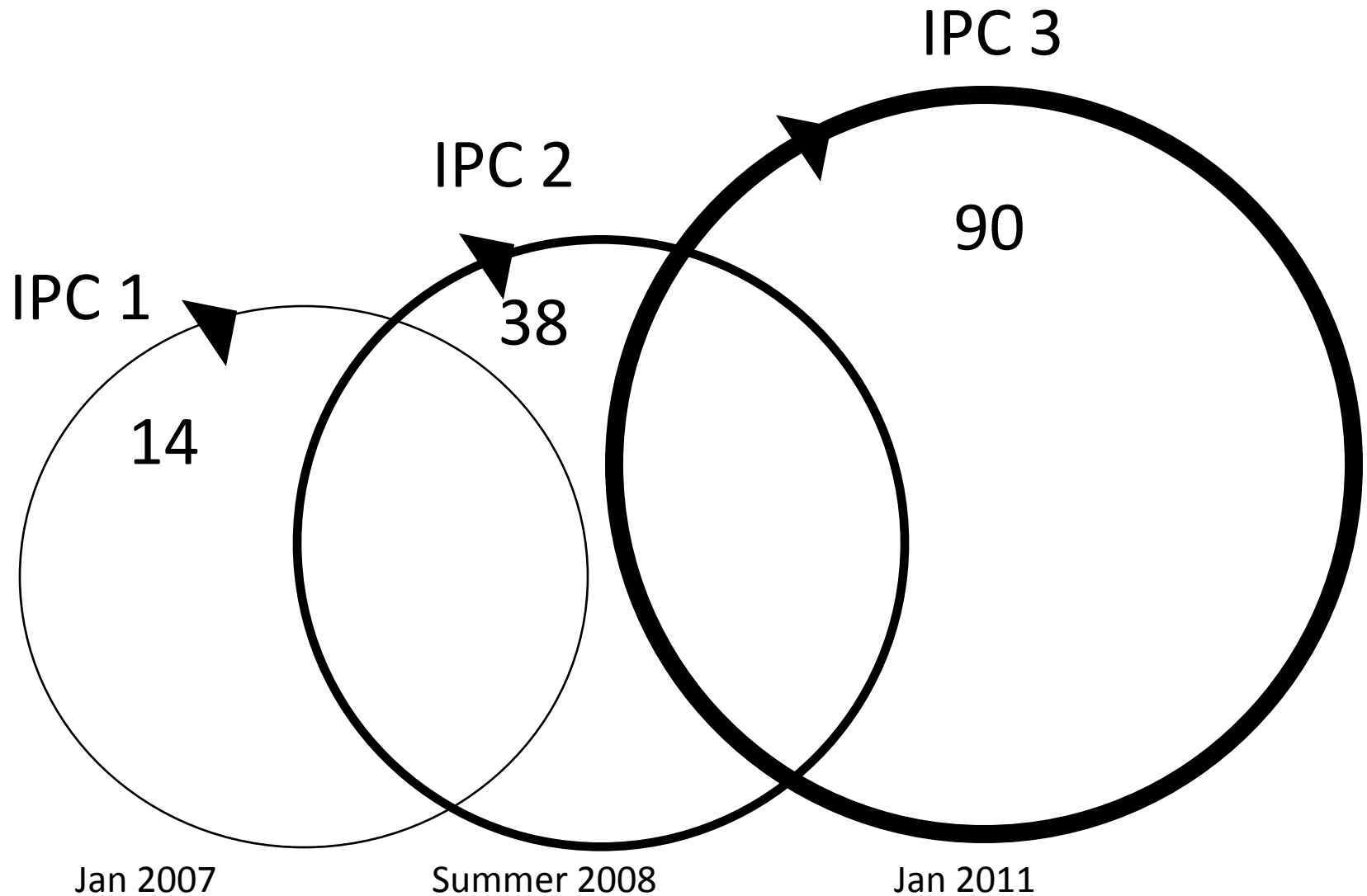
- What do we need to improve?
- What change can we make to improve?
- Will the change help us achieve our desired goals?

# Care Model for the Indian Health System





# Improving Patient Care





# IPC1 & 2 Sites

*"I was thinking that I might retire until this stuff came along."*

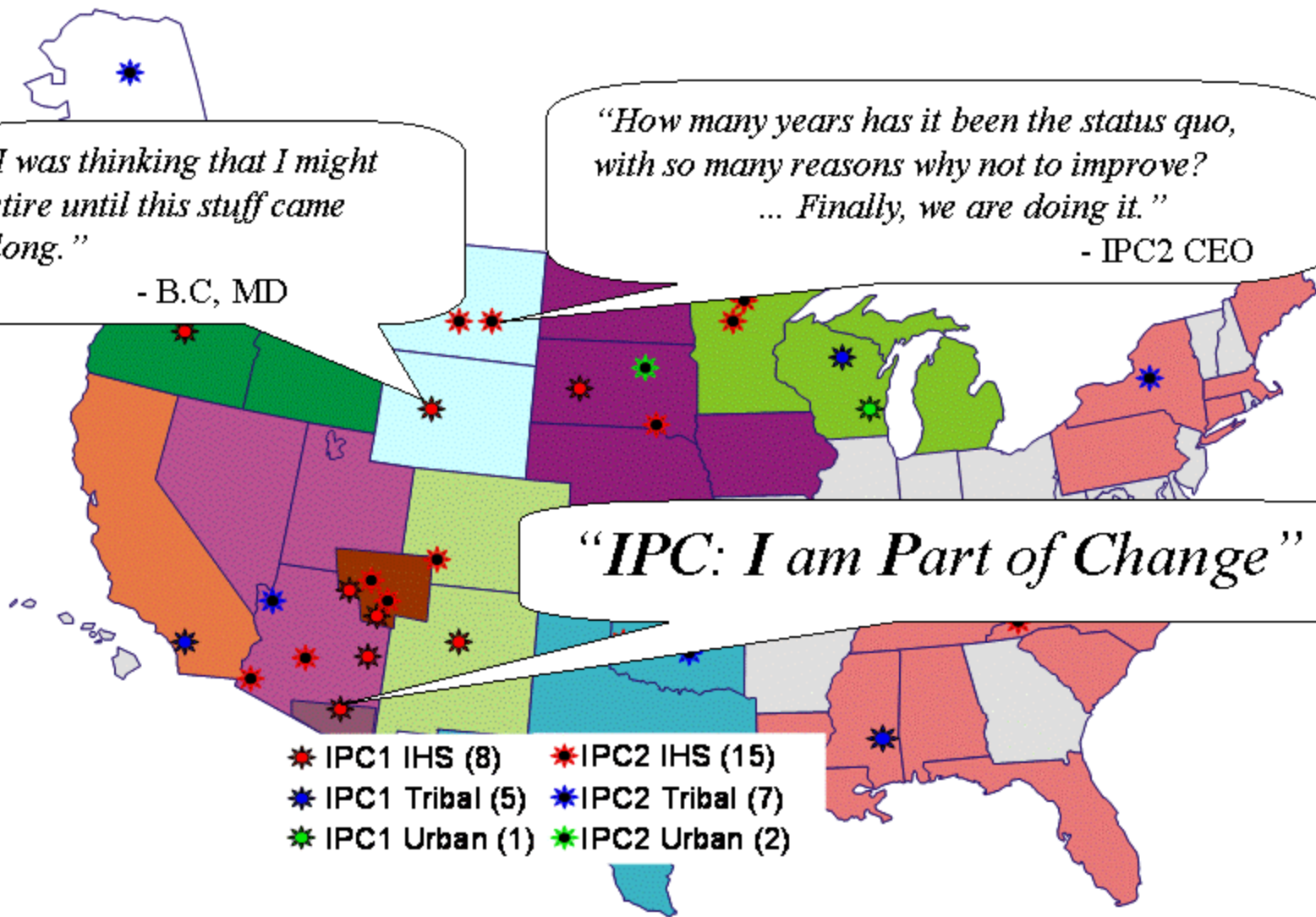
- B.C, MD

*"How many years has it been the status quo, with so many reasons why not to improve? ... Finally, we are doing it."*

- IPC2 CEO

*"IPC: I am Part of Change"*

- ★ IPC1 IHS (8)
- ★ IPC2 IHS (15)
- ★ IPC1 Tribal (5)
- ★ IPC2 Tribal (7)
- ★ IPC1 Urban (1)
- ★ IPC2 Urban (2)





# Indian Health Medical Home

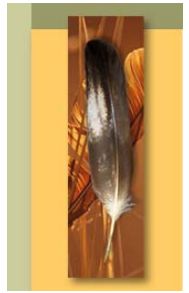


- **Access and Continuity**
  - Every patient has a relationship with a provider and care team, and has consistent and reliable access to that provider and care team.
- **Care Centered on the Patient and Family**
  - Health programs design their services to put the patient and family at the center of care, to provide great customer service and to support them as they strive toward wellness.
- **Care Team**
  - Everyone works in a coordinated way as members of highly functioning teams meeting the needs of the patient.
- **Community Focus**
  - Renew and strengthen partnerships with Tribes and community-based services, and the culture or cultures of the Tribe(s) are integrated into the organization & delivery of care.
- **Quality and Transparency**
  - Everyone in the system has the skills and tools for making improvement, and uses measurement and data to build better care.





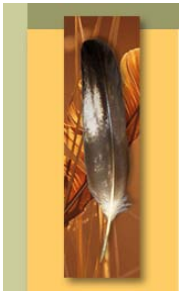
# What is the Foundations Series?



- **The Foundation Series** is a monthly series of web-based seminars where they share tools and ideas for improving care from across the Indian health system, tested by the teams of the Improving Patient Care Collaborative.
  - **Action Week:** Test out the tools and ideas during the week. We learn by doing.
- **Improving Patient Care Listserv:**  
[http://www.ihs.gov/ipc/index.cfm?module=act\\_listserv](http://www.ihs.gov/ipc/index.cfm?module=act_listserv)



# CA Area IPC 3 sites



- ✓ Sacramento Native American Health Center (SNAHC)
- ✓ Susanville Indian Rancheria (Lassen)
- ✓ K'ima:w Medical Center (Hoopa)
- ✓ Riverside/San Bernardino County Indian Health Center



# CA Area IPC Contacts



**David Sprenger, MD**  
**Chief Medical Officer**

**[David.Sprenger@ihs.gov](mailto:David.Sprenger@ihs.gov)**

**Wendy Blocker, NP**  
**GPRA/Public Health Analyst**

**[Wendy.Blocker@ihs.gov](mailto:Wendy.Blocker@ihs.gov)**

**Helen Maldonado, PAC, CDE**  
**Area Diabetes Consultant**

**[Helen.Maldonado@ihs.gov](mailto:Helen.Maldonado@ihs.gov)**