

ED
Readmissions

Getting to Know Your Project

Name: <i>Teresa Garry</i>
Organization: <i>PHHS COPE</i>
Project Title: <i>PCMH Reminder Letters</i>

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)
<i>Implementation July '13</i>
2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)
a. If so, any early thoughts?
<i>NA</i>
b. If not, when do you expect you will start seeing patients?
<i>NA</i>
3. Identify your top two successes to date.
<p><i>Info.</i></p> <p>① Letter, EPIC → new IT process (one letter type addresses asthma pts using rescue inhalers frequently, likely to end up in ED for care.)</p> <p><i>Added in</i></p> <p>② Parents report they scheduled clinic appt bc they rec'd reminder in mail.</p>
4. Identify your top two challenges to date.
<ul style="list-style-type: none"> - Developing IT process - secure, pt friendly format @ appropriate reading level.

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

6. What information would you like to see in a regional centralized resource/services database?

List of Charitable clinics & services.

7. What is your favorite book or movie?

Grisham
Baldacci

Grp 4

↑ From Care Areas

Dialysis

4. Identify your top two challenges to date.

Data-collection and reporting. We have teams actively working on both.

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

Learning how others are addressing the data/reporting needs
What success they are seeing and why, and conversely, any issues and how to avoid them.

6. What information would you like to see in a regional centralized resource/services database?

Sharing of best practices; operational strategies; case studies.

7. What is your favorite book or movie?

My favorite book is "The Endurance: Shackleton's Legendary Antarctic Expedition" by Caroline Alexander. One of history's greatest epics of survival, heroism, selfless devotion to team, and inspiring leadership. Shackleton and his crew of 27 sailors, survive 20 months, against all odds, in the Antarctic after their ship is trapped and crushed in the ice pack.

My favorite movie is "Secretariat: The Impossible True Story" starring Diane Lane and John Malkovich. In 1973, Secretariat, the greatest champion in horse-racing history, won the Triple Crown. The only horse to ever grace the covers of Time, Newsweek, and Sports Illustrated in the same week. And the only non-human chosen as one of ESPN's "50 Greatest Athletes of the Century." The story is also about woman who believed in him, in her father's legacy, and in herself.



Getting to Know Your Project

Name:	Kate Clark, Assistant Director, Delivery System Improvement
Organization:	UT Southwestern Medical Center
Project Title:	Implementation of an ED Patient Navigation System

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

We've completed the Planning phase and most of the Infrastructure components; we're currently fine-tuning documentation systems to support analysis and reporting. However, we are already beginning to see positive impact with our early Implementation efforts.

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

- a. If so, any early thoughts?

Thirty patients most at risk for disconnected care were identified and our ED Navigators developed individualized care plan for each, and they are actively supporting them. Early results are very positive.

- b. If not, when do you expect you will start seeing patients?

3. Identify your top two successes to date.

The first success was the completion of the needs assessment in DY2– the information was invaluable in structuring this initiative, particularly in identifying the patients most at risk / most able to be benefitted by this program.

Another success is the impact our ED Navigators are having on individual patients, through the personalized care plans. When one of the At-Risk patients presents in the ED, the team is able to spring into action following the established care plan. In several instances, this has prevented a hospitalization.

that offers evening hours and prescription program assistance, you could identify options, if any.

7. What is your favorite book or movie?

- My Fair Lady



Getting to Know Your Project

Name:	Kathy Srokosz, Dana Kennedy
Organization:	Texas Health Presbyterian Hospital Denton
Project Title:	2.9.1 ED Navigation

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)
Implementation; continuous development and improvement
2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)
a. If so, any early thoughts?
Positive early results with a more holistic approach; identifying key resources and barriers.
b. If not, when do you expect you will start seeing patients?
3. Identify your top two successes to date.
<ul style="list-style-type: none"> • Number and appropriateness of ED Nurse referrals for navigation • Developed pharmacy relationships for reduced costs and delivery of meds
4. Identify your top two challenges to date.
<ul style="list-style-type: none"> • Access to specialists and specialty services (dialysis, colonoscopy, PFTs, etc.) • Paying for high cost medications
5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)
<ul style="list-style-type: none"> • Sharing of specific best practices contributing to reduced ED visits for specified populations • Best practices regarding documentation of encounters
6. What information would you like to see in a regional centralized resource/services database?
<ul style="list-style-type: none"> • At least, specific resources organized by category, type of services, cost, referral information, hours of operation, location and zip codes served (ability to sort); so, if looking for a primary care clinic near a specific zip code



Getting to Know Your Project

Name:	Trace Watkins
Organization:	Medical Center of Lewisville
Project Title:	Patient navigation / ED appropriate utilization

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

Implementation

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

a good majority of the patients have not heard of all the community resources available to them

170pt's to date

b. If not, when do you expect you will start seeing patients?

3. Identify your top two successes to date.

1) referred a regular ED patient to a PCP - pt would not agree to PCP referral for a very long time, very difficult pt to deal with. Pt thanked me for the referral & had a good outcome with the PCP.
2) Implementing a Care alert Program

4. Identify your top two challenges to date.

1) not able to schedule pt's with some PCP's intown as they either have to qualify for the services or are walk in clinics
2) medication assistance programs

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

Directing self pay uninsured patients that are in need of dialysis to facilities that will work with them.

Are you having success with the regular pt's that are nonurgent staying out of the ED?

6. What information would you like to see in a regional centralized resource/services database?

All community resources that are available in surrounding counties.

7. What is your favorite book or movie?

Movie: Sixteen Candles

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

Like Projects having mini meeting
information sharing

6. What information would you like to see in a regional centralized resource/services database?

info about 1) contact information
2) project description -- in depth

7. What is your favorite book or movie?

The Maltese Falcon



Getting to Know Your Project

Name:	Robert Johnson
Organization:	Lakes Regional Community Center
Project Title:	Crisis Respite & Wraparound Services

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

4-1-14 - Community

10-1-14 - Facility

b. If not, when do you expect you will start seeing patients?

3. Identify your top two successes to date.

Hiring Staff

Locating Structures

4. Identify your top two challenges to date.

Defining Crisis internal & external

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

- higher level inpatient care
 - ~~x~~ w/specialty outpatient care
 - ~~x~~ outpatient substance abuse
- } all for low income

6. What information would you like to see in a regional centralized resource/services database?

- up to date & accurate information
- drug formulary w/ info. on clinical effectiveness versus cost
- aggregated info. on the successes of programs

7. What is your favorite book or movie?

- favorite book: The Seat of the Soul



Getting to Know Your Project

Name:	Julie Hill
Organization:	Denton County / MHMR Center
Project Title:	Integration of Primary Care & Behavioral Health

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

Development - Infrastructure

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

b. If not, when do you expect you will start seeing patients?

3. Identify your top two successes to date.

- Determining structure to keep internal as opposed to collaboration. couldn't see a way to maintain sustainability unless it was internal
- choosing & implementing an EHR

4. Identify your top two challenges to date.

- Getting ideas to move forward in a timely manner given that the project requires a shift from 'This is the way we've always done it.'
- space
- credentialing & contracting

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

Collaboration with other hospitals and to learn what they are doing and their success's

6. What information would you like to see in a regional centralized resource/services database?

7. What is your favorite book or movie?

Tom Clancy
Terry Goodkind / Field of Dreams



Getting to Know Your Project

Name:	Katherine Martinez
Organization:	Parkland Health & Hospital System
Project Title:	Expand Specialty Care Services

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

- Implementing weekend clinics for acuss
- Hiring of mid levels
- Coordinating movement of specialty services from main campus to COPC - implementing navigators for

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

- Patient show rate is substantially higher
- Using NP's & PA to staff weekend
- Hiring of midlevels

b. If not, when do you expect you will start seeing patients?

- once midlevels are trained & credentialed

3. Identify your top two successes to date.

Weekend clinic was a success - ↑ show rate
Collaboration with other departments ↑ patient satisfaction
↓ Dwell times

4. Identify your top two challenges to date.

Hiring of midlevels - time frame to meet project metrics
Competing demands

report waiting for
pt. that belong
to specialty
Diabetes
inpatient
would be for
patients for
high risk pts.

Planning
Econsult
transf
capt to
outpt



20,000 AK OPC

Getting to Know Your Project

Name:	Robert Zubred
Organization:	PHHS
Project Title:	2.9 Expand Care Transitions

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

Implementation

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

yes

5e Performance Logic!

b. If not, when do you expect you will start seeing patients?

3. Identify your top two successes to date.

1. Referred Readmissions from ESD
2. Pilot All-Cause TCU program

4. Identify your top two challenges to date.

- Capacity
- Competing Task

2004 !!
Medication
Zana

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

Information

6. What information would you like to see in a regional centralized resource/services database?

Project Synergies

7. What is your favorite book or movie?

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

1. knowing how others are using their reports
2. MyChart implementation & cost
3. Population Health tools

6. What information would you like to see in a regional centralized resource/services database?

1. collective impact
2. maybe way we are addressing the needs assessment?

7. What is your favorite book or movie?

The Wizard of Oz
Jenifer Eganovitz



Getting to Know Your Project

Name:	Sue Pickens
Organization:	Parkland
Project Title:	Medical Home COC/OPC

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

Implementation -
Flag developed [now initiatives]
- developing Utilization Reporting

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts? yes

Reminder Letters = 45,000 pts who have
Process chosen to be in a medical
Home -
Tracking Report developed

b. If not, when do you expect you will start seeing patients?

TCU has actually
helped
with our
MMH

3. Identify your top two successes to date.

1. 45,000 pts enrolled
2. 7 clinics recognized Level 3
3. Reminder Letter Process
4. pt Initiative Tracking & Registry development

4. Identify your top two challenges to date.

1. IT = developing the Registry
FOR PCMH - moving from FLAG to
Initiatives
2. category 3 - developing & validating data

3. competing demands
4. knowing the players within the system



Getting to Know Your Project

Name: Bethlyn Gerard and Joel Estes *← EDCohort*
 Organization: UT Southwestern
 Project Title: Extend the Medical Home Model to Enhance Delivery of Primary Care to Patients

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

Implementation:

Milestone 4

Analytics
Medical home provides population health management by identifying and reaching out to patients who need to be brought in for preventive and ongoing care.

Milestone 5

Care Coordinators
Implement the medical home model in primary care clinics; add 5 – 10 UTSCAP Network primary care clinics using the medical home model.

Milestone 6

Coach Practices
Train medical home personnel on PCMH change concepts; 20-40 more medical home personnel trained.

Milestone 7

Build Automated Registry
Medical home provides population health management by identifying and reaching out to patients who need to be brought in for preventive and ongoing care; Increase in the number of PCMH patients in the registry needing preventive services to 2,000.

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

N/A our project does not see patients, we support PCPs with their care of patients.

b. If not, when do you expect you will start seeing patients? NA

3. Identify your top two successes to date.

1. Introduced more than 80 practices to the change concepts for transforming primary care to Medical Home
2. Trained two network level consultants in CQI and successful certification by NCQA as Patient Centered Medical Home content experts available to facilitate practice change and delivery system reform with all UTSCAP physicians (currently approximately 150)

4. Identify your top two challenges to date.

1. Competing demands on clinician time
2. Access to data analytics – practices with paper charts

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

- ① Language Distinctions: Not high Utilizers but individuals with Complex Needs. We are Peoples being a "Patient" is a narrow view of the person we intend to help.
1. Case studies of how other systems/ACOs have successfully achieved shared savings by building continuums of care AND reduced ED use fir ambulatory - approp Service
 2. Success stories of improved chronic care outcomes - management strategies including patient to nurse ratios and technology used to assist with optimizing ongoing successful provider/patient relationships / Community Health Worker case study
 4. Integration success within Independent/Affiliated practices.

6. What information would you like to see in a regional centralized resource/services database?

1 H 1 Resources = Webinars we can view remotely in lieu of face 2 face RHP.
Cloud Based sharing of a standardized template tracking community/behavioral health needs assessment by patient

7. What is your favorite book or movie?

BG – Movies: Black Stallion, The Mission. Books: Hannah Fowler, 4 Agreements
JRE – Movies: Cinema Paradiso, The Secret of Roan Inish. Book: Wabi Sabi Simple, Gift from the Sea.

Dr. Jackie Stevens



Getting to Know Your Project

Name:

Organization: Methodist Health System (Dallas, Chariton, Richardson)

Project Title: Patient Navigation

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

Development and Implementation, with constant PDSA.

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

Yes, Difficulty getting working numbers from patients and getting patients to follow-up with navigators.
Need for more outpatient providers to refer patients to.

b. If not, when do you expect you will start seeing patients?

3. Identify your top two successes to date.

Filling positions

Creation of indicator in EMR to identify patients in the ED.

4. Identify your top two challenges to date.

Scope of project

Establishing new ways of caring for this patient population

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

6. What information would you like to see in a regional centralized resource/services database?

7. What is your favorite book or movie?



Getting to Know Your Project

Name:
Organization: <i>Methodist</i>
Project Title: <i>Chronic Disease</i>

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

Development and implementation

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

Yes, but only a few

b. If not, when do you expect you will start seeing patients?

3. Identify your top two successes to date.

~~Red~~ *Creating interdisciplinary committees*

Setting up post-discharge DM specific provider visits

4. Identify your top two challenges to date.

Scope of the project

Communication between visits/providers about patients involved.

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

Available resources

Learning experiences

6. What information would you like to see in a regional centralized resource/services database?

Resources with specifics about services provided
Ability to search by keyword or region

7. What is your favorite book or movie?

Getting to Know Your Project

Name: Lindsey Miller

Organization: Baylor University Medical Center

Project Title: Primary Care Connection

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

Implementation

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

Yes started in July of 2012

1. Possibly have CHW doing too many different task, possible divide task between staff.
2. Care Plans and getting Dr.'s involved

b. If not, when do you expect you will start seeing patients?

3. Identify your top two successes to date.

1. Establishing patients with PCP
2. Decreasing utilization of ED for low acuity needs.

4. Identify your top two challenges to date.

1. Getting patients to go to their PCP appointments.
2. Transportation to and from appointments
3. Getting patients buy in regarding importance of PCP.

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

1. Ideas and suggestions of how to improve Primary Care Connection
2. Learn what other organizations are doing and how Primary Care Connection can partner with them

6. What information would you like to see in a regional centralized resource/services database?

1. List of Medicaid Providers, Charity Care and what types of patients they are able to provide care for (ages, specialty care etc.).
2. Contact information for individuals to help assist navigating through the different programs.

7. What is your favorite book or movie?

Anything written by David Baldacci



Getting to Know Your Project

Name:	Kimberly Williams.
Organization:	PHHS.
Project Title:	Palliative Care Program Expansion

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

- Planning
- Development-Infrastructure.
- Implementation. (Non patient)

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

Yes, we are seeing patients but have not captured measures associated with patient consults.

*Patient consult

b. If not, when do you expect you will start seeing patients?

Capturing patient metrics in June (?)

3. Identify your top two successes to date.

Partnered with
clin. Ed.

- ① System wide assessment of Palliative Care
- ② Additional Hired staff:
- data Analyst • Psychol. • NP • RN •

4. Identify your top two challenges to date.

- ① Change management.

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

- to identify potential factors outside of Palliative Care plans that could influence proj dev.
- ~~Palliative Programs~~? (barriers/weakness) (strength/opportunities)

6. What information would you like to see in a regional centralized resource/services database?

- Community partnerships
- ~~Best practices for Program implementation.~~
- Calendar of events / trainings
- Project Profile (1-pager)?

7. What is your favorite book or movie?

- Matrix Trilogy.
- Lego the Movie (super)



Q: HAS has 45,000 people have 9 started want to be in the PHHS medical home - 10 if have had chronic care go - 10 if have had visits

Getting to Know Your Project

Name: Kristina Bargmann

Organization: UT Southwestern Medical Center

Project Title: ED Readmissions Project

1. In what phase is your project? (Example: Planning, Development-Infrastructure, or Implementation?)

Implemented project as we continue to development infrastructure and resources.

Infrastructure

Epic Builds

- Common way to document progress for social workers and navigators
- Notification alerts in epic
- Care Plans – visible to inpatient & outpatient teams

2. Has your project started seeing patients? (Skip this question if your project does not include seeing patients.)

a. If so, any early thoughts?

Yes, started seeing patients in the ED, social workers have started care plans, navigators follow if admitted and arrange follow up care post discharge.

b. If not, when do you expect you will start seeing patients?

3. Identify your top two successes to date.

1. Care plans on 30 patients
2. 20 patient have more than 2 interactions with navigators
- 3.

Change Management -

4. Identify your top two challenges to date.

1. IT needs for communication & tracking of progress
2. Patient Resource Issues
 - Financial assistance for patients
 - Transportation
 - Compliance with care plan
 - Family dynamics
 - Pharmacy expenses
3. When to initiate the Health Coaching? Delegation of duties – streamlining so there duplication of efforts

NO

5. What are your top two collaboration wish list items? (What do you hope to share or receive from the collaboration process?)

Ideas for Health Coaching
How they are monitoring progress/measuring
What are they using as baseline data - metrics

6. What information would you like to see in a regional centralized resource/services database?

4. Indigent resources by county
5. Contact list of navigator, care coordinators, social workers by facility participating in the ED/Readmission project
6. Pharmacy assistance resources
7. Transportation database (other than public resources)

7. What is your favorite book or movie?

Lost City of Z (book)

