

Practice Transformation Initiative

Performance Stories Pre-Work

PTI Annual Convening
February 21-22, 2018

February 21 Performance Stories Session

- Continuing PTI's focus on storytelling for change, **each participant** will have the opportunity to speak to their organization's performance through a Trading Cards activity during the PTI Annual Convening on Feb 21, specifically incorporating these two elements:
 1. how 1 practice has improved on at least 1 measure in the PO's aim statement
 2. the work that the Practice Facilitator/Coach has done with the practice to support improvement

PTI Performance Stories: Feb 21 Session Objectives

- Participants will have heard from peers about practice-level achievements and lessons learned.
 - Why? In 2017, we heard organization-level performance stories. This year, we're focusing on the transformation work on the ground.
- Participants will have shared their own organization's practice-level performance stories with their peers.
 - Why? Because storytelling is an important skill to make the case for change, even when the story isn't your own. It's important that all PTI team members in your organization can speak to the impact of the work of the coaches, even if they aren't in that role or are not coaching that specific practice.

Feb. 21 Trading Cards Activity

- Each PO will complete the Trading Card template with information about their organization's identified practice-level improvement story.



Star Medical Associates

Practice:
Irvine Family Medical Center

Adopting elements of team-based care to improve the testing rate of our diabetic population

Aim/ Measure of Focus:
Diabetes: Two HbA1c Tests

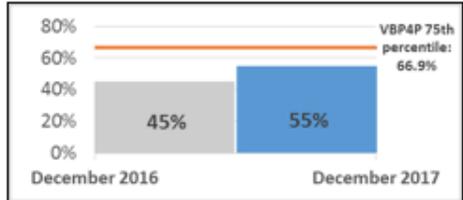
Questions? Contact:
Sam Smith, ssmith@starmedical.com



Irvine Family Medical Center: Diabetes Care

Why did you choose this practice?
Our PO aim is to reach the VBP4P 75th percentile for Diabetes: Two HbA1C tests, and Irvine Family Medical Center has shown the greatest improvement on this measure.

Diabetes: Two HbA1C Tests



Month	Performance (%)	VBP4P 75th Percentile (%)
December 2016	45%	66.9%
December 2017	55%	66.9%

Intervention and Initial Results:

- 10% increase in performance over 12 months (Dec. '16 – Dec. '17)
- Practice implemented monthly quality meeting to review care gap reports. Office staff began patient reach-out to schedule testing and office appointments.
- Practice adopted a daily huddle to review the day's schedule. Patients with chronic conditions are flagged to ensure all required screening is performed/ordered.

Recommendations and Lessons Learned:

- Monthly quality meetings and daily huddles have taken time to successfully implement and refine content.
- Front line office staff have been instrumental in reaching out to patients.

PTI 2018 PERFORMANCE STORIES TRADING CARDS

What do I need to do now?

- Identify a practice you've been actively engaged with and review your data to craft a performance story
 - Take a look at your list of actively engaged practices and before you select a practice, think about these questions:
 - What is their micro-aim?
 - What PDSA's or interventions have they been working on?
 - How has their Practice Facilitator/Coach worked with them?
 - What do the data show?

How do I get started?

- Consider your actively engaged practices, and dig in to the data!
 - Use the PTI data portal to assess:
 - What is this practice's performance on PTI measures over time?
 - Have they shown improvement?
 - What other improvement data do I have on this practice to help tell their story?
 - PAT Data
 - Internal sources?
 - PDSA tracking data?
 - Other?

Key Dates

- **January 24th - Share & Learn webinar.** PTI staff will provide more details about the February convening Trading Cards activity, and share a case study to illustrate how to dig into the data portal and identify high performing practices to develop your own performance story.
- **February 9th** – Completed Trading Cards must be submitted to Jennifer Wright, and PTI team will follow up if any refinements are needed.
- **February 21st** – Performance Stories session at Annual Convening, where each attendee will share practice-level stories.

What if I need additional help?

- **Plan to attend the Jan. 24th Share & Learn webinar** to learn how to use your PTI data to identify practice level performance and to ask specific questions you have about this pre-work
- **Share your draft with your Improvement Advisor** before you submit on Feb. 9th. In your January call, let them know if you need help getting started.
- If you have questions about the trading cards template or activity, reach out to Jennifer Wright, jennifer@careinnovations.org.