

APPENDIX 7

Agenda

QM Academy – Quality Management Program Orientation

8280 Longleaf Drive, Elk Grove, Bldg D, 2nd Floor, Room 416

DAY ONE – May 16, 2013

qm

9:00 AM – 9:30 AM	Welcome to QM Academy! <ul style="list-style-type: none">• Introductions• Workstations and Day 1 Agenda Review• Ground Rules	Fong Hodgdon
9:30 AM – 10:00 AM	Local Performance Management Team <ul style="list-style-type: none">• The many roles of a Quality Professional• Ways in which HQ Quality Management Section might support local teams	Renee Kanan
10:00 AM – 11:30 AM	CCHCS Health Care Services Delivery System <ul style="list-style-type: none">• Health Care Classification System<ul style="list-style-type: none">○ Stratifying patient risk using predictive models○ How Risk is different than Morbidity (sickness)○ Why patient risk is important<ul style="list-style-type: none">▪ For placement▪ For individual patient care▪ In managing overall operations• CCHCS Primary Care Model<ul style="list-style-type: none">○ Overview of CCHCS Primary Care Model<ul style="list-style-type: none">▪ Review of the 7 Domains and the 21 Essential Elements○ How the Primary Care Model relates to existing medical, mental health, and dental policies and procedures <p><u>Exercise:</u></p> <ul style="list-style-type: none">• The group will study either the “Patient Perspective” or “Teamlet Perspective”<ul style="list-style-type: none">○ Find at least 3 ways that care could be improved○ Review the “Pre-scenario” – Is this scenario different from the current process?○ Name one way that the processes could be improved○ Read the “Post-scenario” and note when one of the group’s suggested improvements is mentioned in the scenario○ Nest Steps: Identify 2-3 things you could implement right away at your institution	Bonnie Gieschen
11:30 AM – 12:30 PM	Lunch	
12:30 PM – 1:00 PM	Statewide Policy – Quality Management Program <ul style="list-style-type: none">• QM Program Policy and Procedure• Quality Management System at CCHCS• Statewide Performance Improvement Plan (PIP) <p><u>Exercise:</u></p> <ul style="list-style-type: none">• Local committee structure• Statewide PIP quiz	Fong Hodgdon
1:00 PM – 2:00 PM	Institution Performance Improvement Work Plans <ul style="list-style-type: none">• Institution Performance Improvement Work Plan (PIWP)	Fong Hodgdon

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- Getting your QMC in shape to work the plan
 - Your role
 - Role of the QMC
- QM's vision for an effective QMC
 - Warning signs of ineffectiveness
 - Suggestions to improve effectiveness
- Monitoring your PIWP progress
- Additional improvement projects
- FOCUS-PDSA Toolkit

Exercise:

- Use data to identify priorities for your PIWP
- Review an existing PIWP
- Your local QMC
- Turn data into actionable information

2:00 PM –
3:20 PM

Cycle of Change

John Dunlap

- Overview of the Cycle of Change and how it might apply to local improvement initiatives
- Use Cycle of Change Presentation as a guide for a group exercise

Exercise:

- Group work
 - Pick a prompt:
 - Always fold your arms the opposite way.
 - All staff will wear red on Fridays.
 - Decrease ED and Hospital visits for cellulitis.
 - Increase the proportion of patients on psychotropic medications receiving all required laboratory monitoring.
 - How do you apply that Cycle of Change step to the chosen initiative?
- Next Steps: Identify 2-3 things you think you could implement right away at your institution.

3:20 PM –
3:30 PM

Wrap Up

Fong Hodgdon

- Day 1 Training Evaluation – Online Survey

DAY TWO – May 17, 2013

qm

9:00 AM –
9:30 AM

Welcome back to QM Academy!

Fong Hodgdon

- Day 2 Agenda Review

9:30 AM –
10:30 AM

Quality Improvement Tools: QM SharePoint Site

Ryan Jones

- Tour the QM SharePoint site:
 - Management Reports
 - Clinical Reports and Patient Lists
 - Decision Support
 - Institution Homepages

Exercise:

- Complete the QM SharePoint Site Scavenger Hunt

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10:30 AM – 12:00 PM	Quality Improvement Tools: Focus on Patient Lists <ul style="list-style-type: none">• Introduction to Patient Lists• Registry User’s Guide• Incorporate Patient Lists into your Day-to-Day Work <u>Exercise:</u> <ul style="list-style-type: none">• Use the Patient Registry Learning Tool• Next Steps: Identify 2-3 lists that you can share with staff right away at their institution	Bonnie Gieschen
12:00 PM – 1:00 PM	Lunch	
1:00 PM – 2:00 PM	Performance Measurement <ul style="list-style-type: none">• Health Care Services Dashboard<ul style="list-style-type: none">○ Primary Care Model○ Dashboard Glossary○ Non-Formulary Report○ Care Team Level Report• Using Patient Registries as an Improvement Tool• Behind the Scenes of our Data Sources<ul style="list-style-type: none">○ Methodologies – Not always 1’s and 0’s○ Data Validation Tests○ Data that is Available○ Data Timelines• Other available Data Reports and What’s Coming Soon <u>Exercise:</u> <ul style="list-style-type: none">• Complete the Dashboard Glossary Learning Tool• Develop a Performance Measure• What would you do if automated reports were not available?	Ryan Jones
2:00 PM – 3:00 PM	Statewide Policy – Patient Safety Program <ul style="list-style-type: none">• Patient safety in other health care organizations<ul style="list-style-type: none">○ Traditional patient safety issues• Culture of Safety• Patient Safety Committee• Health Care Incident Reporting<ul style="list-style-type: none">○ Adverse/Sentinel Events○ Root Cause Analysis• Safety Alerts <u>Exercise:</u> <ul style="list-style-type: none">• Fill out a Sentinel Event Adverse Event Reporting Form for a sample situation	Fong Hodgdon
3:00 PM – 3:10 PM	Wrap Up <ul style="list-style-type: none">• Day 2 Training Evaluation – Online Survey	Fong Hodgdon