

*Thank you for joining. Our presentation
will start soon.*

Please introduce yourself in the chat

Practice Transformation

What is it and how does it benefit my practice?

Muting and Unmuting Audio



To mute your audio, click the microphone icon at the bottom of your screen (icon will turn red).

To unmute, click the microphone icon again.

If your icon is green, you are unmuted.

Chat Panel

Click on the “chat” icon at the bottom right of your screen to open the chat panel



To send a question or comment:

1. Select “Everyone” from the **To:** dropdown list
2. Click in the chat box and type a question or comment
3. Click **Enter**

About Us



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About this Webinar Series

- Five 30-45 minute sessions
- Cover 1-2 foundational elements of practice transformation in each session
- Designed for you to take small steps at a time
- Tailored to small practices with limited resources

Quadruple Aim

- Approach developed by the Institute for Healthcare Improvement
 - Better outcomes
 - Lower costs
 - Improved patient experience
 - Improved clinical experience

Why now?

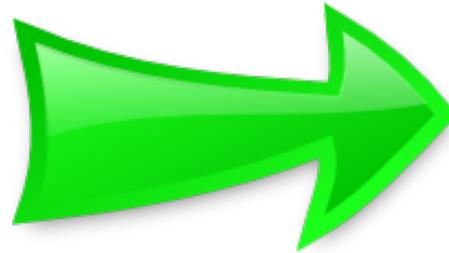
- The shift to value-based healthcare payments is gaining momentum
- The Health Care Payment Learning and Action Network* ([HCPLAN](#)) announced new goals for shared accountability alternative payment models on October 24, 2019

HCPLAN Goal Statement

Accelerate the percentage of US health care payments tied to quality and value in each market segment through the adoption of two-sided risk alternative payment models

	Medicaid	Commercial	Medicare Advantage	Traditional Medicare
2020	15%	15%	30%	30%
2022	25%	25%	50%	50%
2025	50%	50%	100%	100%

**Better
Outcomes**



**Lower
Cost**

Process versus Outcome

Process Measure

WHAT we do

- Depression screening
- Cervical cancer screening
- Routine HgbA1c checks

Defined by policies and procedures



Outcomes Measure

The RESULT of what we do

- Depression remission
- Diabetes control
- Prevention of ED visit

Defined by data

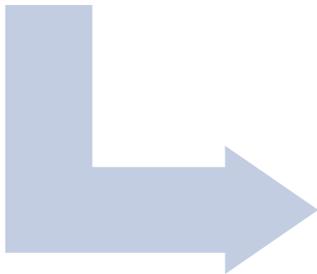
- Payer reports
- Registry reports

Better Outcomes

- Clinical quality measures
 - HgbA1c control
 - Controlling high blood pressure
 - Depression remission
 - Asthma control
- Utilization measures
 - In-patient hospitalizations
 - ED visits
 - Hospital readmissions
- Reduction in healthcare expenditures

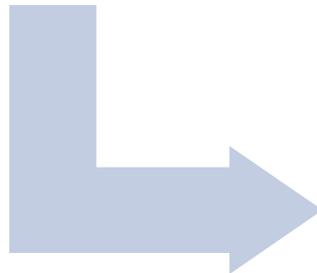
Better Outcomes

- Hgb A1c Control
- Controlling HBP
- Depression Remission
- Asthma Control



Lower Utilization

- Hospitalizations
- ED visits
- Hospital Readmissions



Lower Costs

Steps in Practice Transformation

- Identify your patients
- Provide enhanced access to care
- Utilize care management services for high-risk patients
- Use team-based care to improve care delivery
- Improve collaboration with other providers
- Engage patients in their care
- Leverage data to drive improvement activities

Why is it important?



Identify patients

- Who are my patients?
- Which provider cares for those patients?
- Who will outreach to them if they need it?



Access to care

- Is my clinic accessible so patients don't have to seek ED care unnecessarily?
- How can I improve access?

Learn more on October 20

Why is it important?



Care management

- Intense management of high-risk patients can prevent ED and hospital visits
- Outreach to rising-risk patients can prevent progression of their chronic condition



Team-based care

- Utilize highest skill-set of each team member
- Every team member practices to top of their license
- Improves employee and provider satisfaction

Why is it important?



Improve collaboration

- Improved communication with other providers
- Notification of ED and hospital discharges
- Avoid duplication of testing
- Reduce unnecessary referrals



Engage patients

- Patients learn to manage their own health
- Better control of chronic conditions

Why is it important?



Leverage data

- Assess if processes are improving outcomes
- Help practice identify areas for focused improvement

Learn more on December 1

Ensuring Success

Change is hard!

Identify a champion

- Someone who can drive both technical and user change forward.
- They will promote and steward the transformation.
- A sponsor is needed to answer vital questions, including the rationale for change.

Communicate the mission

- Explain the background and rationale
- Explain *why* this is important

Get staff buy-in

- Formal and informal leaders
- Convert your naysayers
- Involve *all* staff in the change

Monitor your progress

- Establish metrics
- Communicate progress to staff
- Staff feedback is just as important as the data

You are never “done”

- Not a project, but a shift in culture
- Continual monitoring is necessary

Continue to reinforce the change

- Check-ins and communication are crucial
- Expect to backslide

Next Steps

- Whose support do you need to begin the path to practice transformation?
- What team members have the passion to “lead the charge”?
- Invite them to the upcoming session!
- Reach out to KFMC consultants for tailored practice transformation support.

Questions?



Seeking Practices!

- We are looking for practices to work with us on our Practice Transformation Project.
 - Tailored support from KFMC consultants
 - Workflow and process analysis services
 - Data analysis
 - HIT consultation
- *Free for eligible practices*

Learn More

- Email practices@kfmc.org
- Visit our webpage
<https://www.kfmc.org/practice-transformation>

Next Session-October 20

- ***Identify your patients***
- ***Provide enhanced access to care***
- Utilize care management services for high-risk patients
- Use team-based care to improve care delivery
- Improve collaboration with other providers
- Engage patients in their care
- Leverage data to drive improvement activities



Our Team

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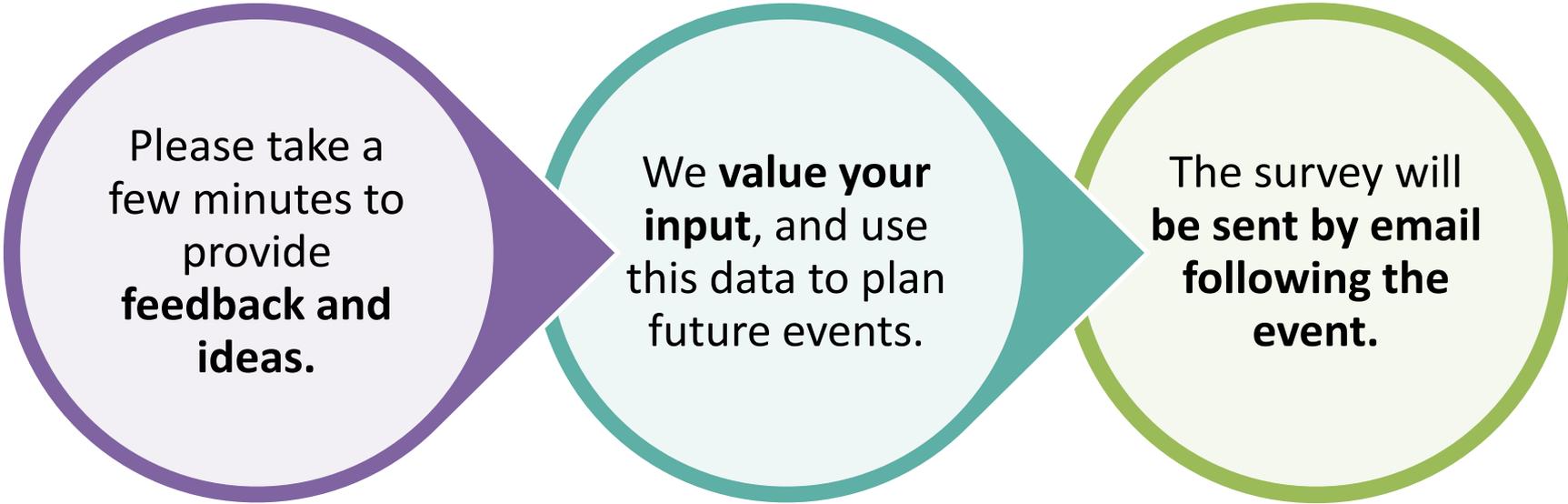
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Post-Event Survey



Please take a few minutes to provide **feedback and ideas.**

We **value your input**, and use this data to plan future events.

The survey will **be sent by email following the event.**