

CollN to Advance Care for Children with Medical Complexity

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CollN to Advance Care for Children with Medical Complexity

Webinar: Share, Be Inspired, and Get Ready for QIDA!

May 7, 2019

12:30-2:00 pm EST

This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number #UJ6MC31113: *Health Care Delivery System Innovations for Children with Medical Complexity* (\$2,700,000 annually). This information or content and conclusions are those of the authors and should not be construed as the official position or policy of, nor should any endorsement be inferred, by HRSA, HHS or the U.S. government.
Anna Maria Padlan, HRSA/MCHB Project Officer


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Agenda

- **Welcome and Housekeeping (5 minutes)**
- **Team Spotlight and Inspirational Stories (40 minutes)**
 - Team Spotlight
 - Family Testimony
- **Family Focus Group Update (10 minutes)**
 - Share an update on the planning process for the on-site support visits
 - Share plans and expectations for the family focus group
 - Provide state teams time to ask questions
- **Measurement Update and Expectations (30 minutes)**
 - Share updated QIDA timeline and family and staff survey expectations
 - Review the QIDA Toolkit
 - Answer any lingering questions
 - Provide state teams time to ask questions of each other and share data collection tips
- **Wrap Up & Next Steps (5 minutes)**





Team Spotlight: Team Wisconsin



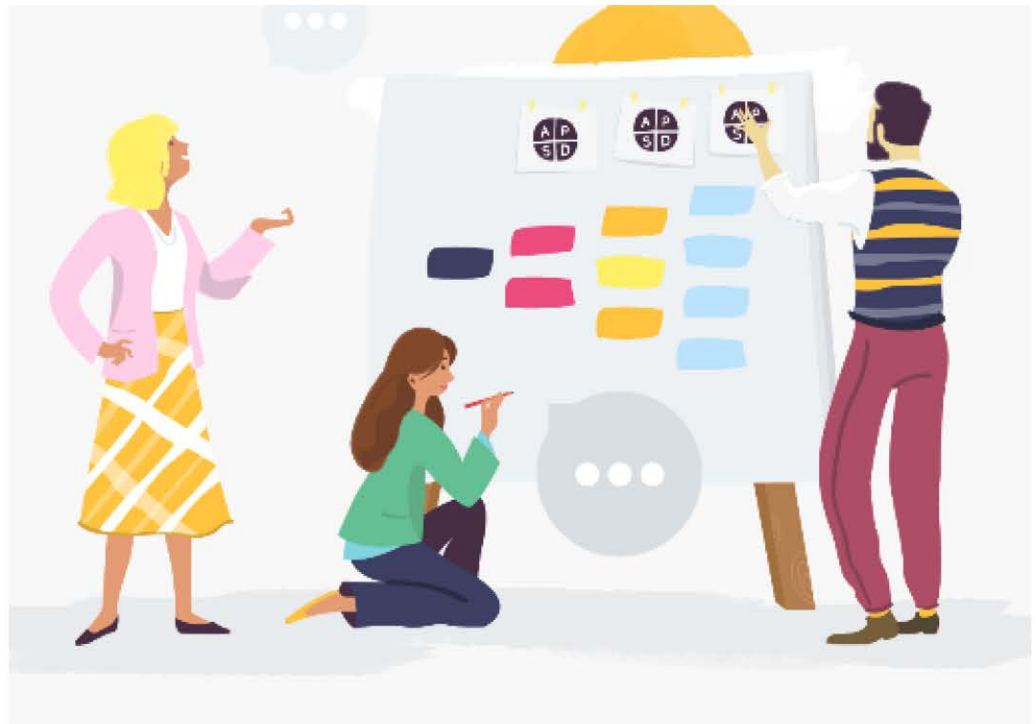


QI Project Platform

Example: Wisconsin Team

May 7, 2019

What our team uses



Why our team chose it

- Uses Model for Improvement
- Can easily build out and edit projects
 - Measures
 - Driver diagrams
- Tracks PDSA cycles and ramps
- Visually displays data
- Reasonable, per user cost

Children with Medical Complexity CoIIN

Only members can view

General Driver diagram Measures & Charts Projects Discuss

Actions ↓



Programme team



Driver diagram

3
Measures
2
Charts

Measures

Projects

2
Active
0
Completed
0
Cancelled

View all Projects →

AK
C
TB
SF
MW
SJ
R
+1



Programme Details

Edit ✎

Title

Children with Medical Complexity CoIIN

Start Date

01/01/2018

End Date

31/07/2021

Aim

To increase by 25% CCP enrolled families who report previously unmet needs being met

Privacy



AIM

PRIMARY DRIVERS

SECONDARY DRIVERS

CHANGE IDEAS

10% increase over baseline of CCP participants also enrolled in CLTS waiver program by June 30, 2019
1 linked measure

CCAs understand importance of CLTS waiver enrollment and process to promote enrollment
2 linked measures

SPoC lists CLTS waiver enrollment as a goal
1 linked measure

families understand waiver application process and its benefits

families are connected with resources to encourage enrollment, other options if on wait list
1 linked measure

CCP team views CLTS waiver caseworker as team member
1 linked measure

CCP clinic

CCP clinic,

CCP clinic, Regional Center communication

CCP clinic, Regional Center communication

CCP clinic

group viewing of DYK, NYK modules

training across sectors

in-person training across sites

"11-step" process to promote enrollment
1 linked PDSA ramp

CCA conversations by phone (vs in-person)

new FV of WIFact Sheets

Referral and ROI to Regional Center
1 linked PDSA ramp

Generated by 

CHW CCP: Promoting enrollment in CLTS waiver program

Only members can view

General

Driver Diagram

Measures & Charts

PDSAs

Discuss

Actions ↓

Change Idea: "11-Step" Process To Promote Enrollment

New PDSA ramp +

CLTS workflow summary for CCAs

4 pdsa cycles

A P A P A P A P

S D S D S D S D

→

Change Idea: Referral And ROI To Regional Center

Using RC referral scripted language and ROI at in-person CCA check ins with families

1 pdsa cycle

A P

S D

→

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Family folders and CCA scripting, including list of specific CLTS service examples

Currently on cycle 3 of 4 

PDSA

Tasks

Actions ↓

Plan

Edit 

Title 

Family folders and CCA scripting, including list of specific CLTS service examples

Aim

This cycle is to test whether sharing specific service "asks" with families (listed in FV of WI fact sheets) empowers families to obtain services they need

Overview/Notes

Prediction

Sharing examples of specific services that CLTS can provide to families will result in 7 out of 10 families in May choosing to pursue waiver program eligibility.

Charts

Add a chart +

Percent of WI CCP participants enrolled in CLTS waiver programs (CHW CCP: CLTS waiver enrollment)

Quarterly Data Overdue



Aggregate chart

Edit

Run Chart

BASELINE

Y

Q

48

46

44

42

40

38

36

34

32

Label

Value

Q1 2018

31

Q4 2018

48

CLTS 39.5

How it helps in QI project management

- Tracks PDSA ramps and cycles
 - Tracks associated tasks
 - Pull up during online team meetings, document discussion in real time
- Visual displays make data interpretation easy and efficient
- Team discussion section
- Keeps majority of QI-project related details in one place

Initial impressions

- Not perfect, but solid
- American and British spelling differences
- Esp. helpful for those with QI-specific responsibilities



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Inspirational Stories: Team Texas





Family Focus Groups



Family Focus Groups – What's the Game Plan?

- Conducted annually at state team support visits
 - Coordinated by each state team
 - State team facilitator w/ BU co-facilitator
 - 2019 visits June – August
 - First state team support visit= June 4&5 (Team MA)
 - We need questions finalized BEFORE that visit!
- Results
 - BU will bring back recording to home base for qualitative analysis
 - Identifying information removed (e.g., children or parent's names)
 - De-identified transcript shared with state teams and full collaborative in a timely way to inform/improve their interventions
 - Annual summary and end-of-project report based on network-level qualitative analysis



Family Focus Groups - Specifics

- Currently developing the final focus group questions
- We will have a script for you to use
- Sessions will last 1 to 1.5 hours at most from start to finish
- 8-10 participants (10 is the absolute max)
- Participants will receive stipends
- BU will bring back recording to home base for qualitative analysis
 - All identifying information will be removed
 - De-identified transcript will be shared with teams and the collaborative
 - Annual summary and end-of-project report based on network-level qualitative analysis



Family Focus Groups - Considerations

- You will want to designate your family leader facilitator for the focus group
 - Experience with focus groups if possible
 - Optimal if able to recruit participants
- Consider timing – is the evening best?
 - If evening, first day of site visit is optimal
- Consider mode – in person or virtual?
- You will be responsible to recruit your focus group participants





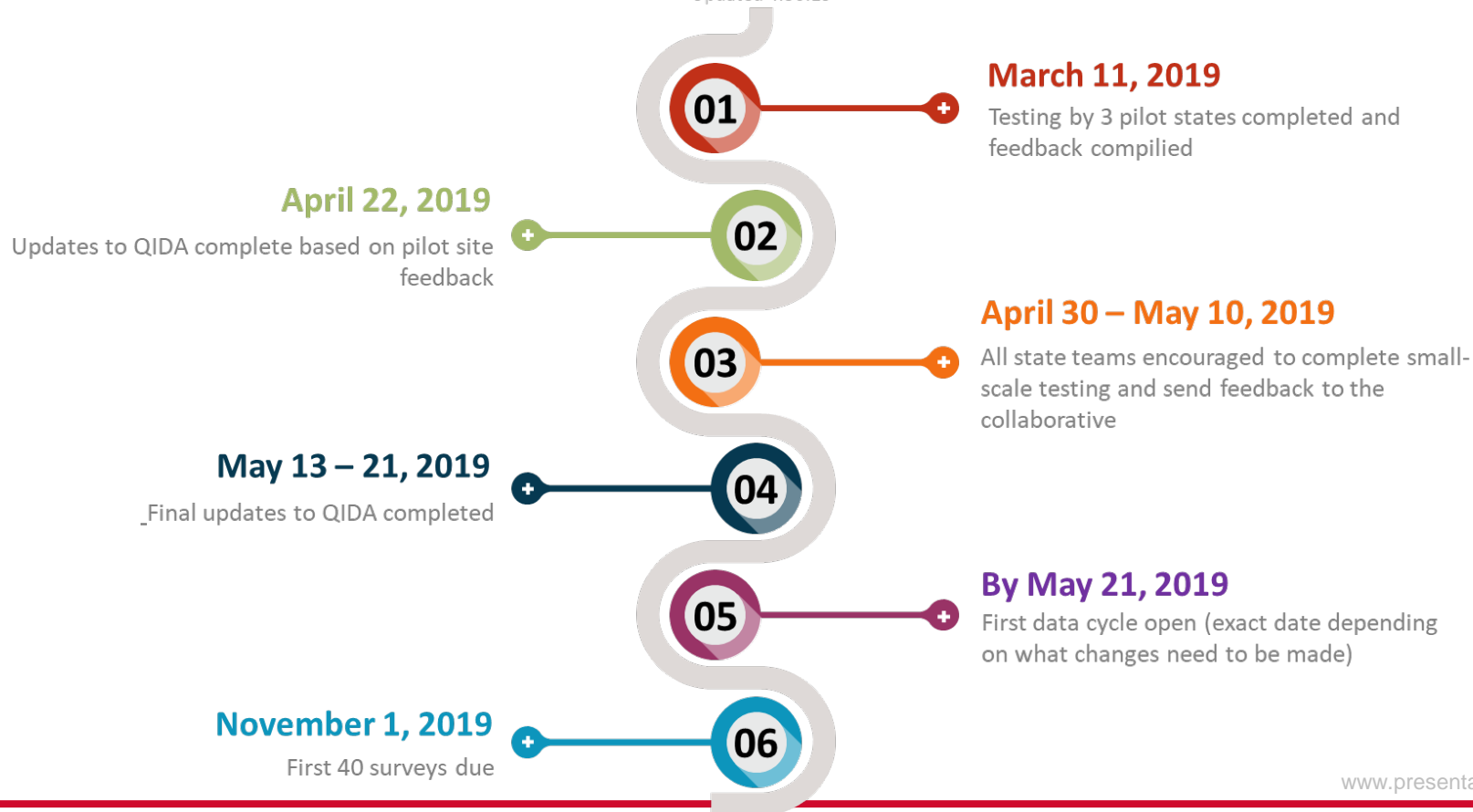
Measurement Updates and Expectations



Measurement Updates and Expectations

Updated QIDA Timeline

Updated 4.30.19



www.presentationgo.com



QIDA Changes Resulting From Pilot Feedback

Things We Changed

- Manual close
- Composite measures moved to the end
- Added tips to help alleviate QIDA timeout errors
- "Child's Age" now goes up to 26 years
- Added a "Prefer Not To Answer" option for all demographic questions
- Multiple selections allowed for the type of insurance coverage question
- Likert scale response options reordered for several questions
- Skip patterns and "NA" options added, as needed

Things We Couldn't Change

- The numbering of the questions in QIDA



Family and Staff Survey Expectations

Teams Will:

- Submit at least 40 family surveys every 6 months to QIDA
- Submit staff surveys every 6 months for all appropriate staff to QIDA
- Manually close and open QIDA data cycles (ask your coach for help, if needed!)
- Submit state-specific supplemental questions at least every 6 months (either via QIDA or Box upload)

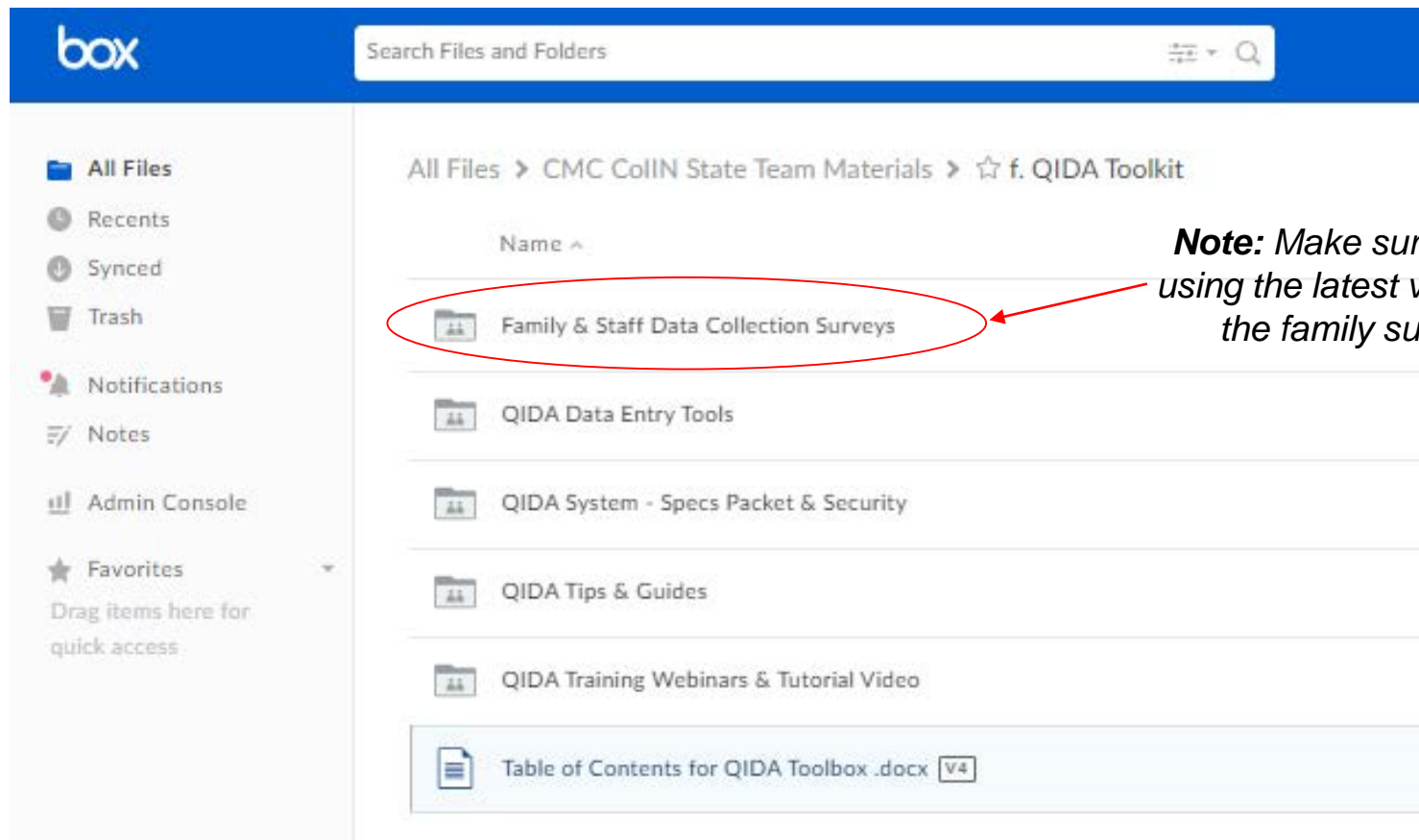
The Collaborative Will:

- Provide SurveyMonkey, REDCap, and Qualtrics templates
- Provide Spanish translation of the core measures ONLY
- Provide updates on aggregate data and collaborative wide progress
- Provide feedback on your state-specific data during monthly coaching calls, as appropriate

Please note: QIDA is great for displaying data, but not great for getting individual level data back out

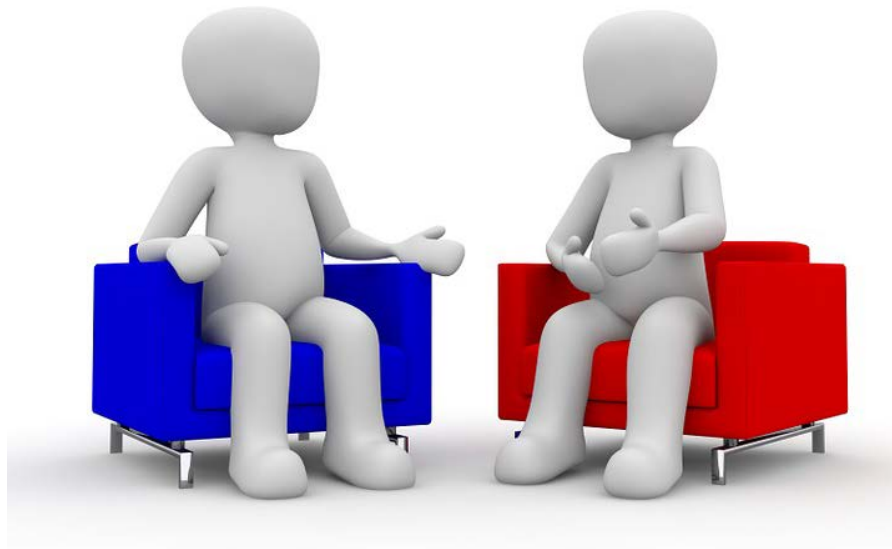


Don't forget about the QIDA Toolkit!



Discussion Time!

- Each state team to:
 - Ask a question related to data collection or
 - Share one tip they've learned re: data collection





Wrap-Up & Next Steps



Next Steps

- ***Begin your first full cycle of data collection*** (first 40 surveys due by **November 1st**)
- ***Send any data collection tips*** to your coach so they can be added to the Tip Sheet!
- ***Review the evaluation summary*** Bethlyn sent out via e-mail on 4/9 and come prepared to discuss at the upcoming office hours (**May 15th** from **2 - 3pm ET** – special session with Chris Louis and Steve Fitton)
- Continue to ***upload documents for cross sharing*** on Box!
- ***Be on the lookout for an e-mail from Bethlyn*** with more support visit information



Evaluation

<https://www.surveymonkey.com/r/S2QCQPM>

