Video conference access – PRE-REGISTER

- Please see Zoom registration confirmation email

- From your PC, Mac, Linux, iOS or Android device, go to

  https://bostonu.zoom.us/meeting/register/db25e303a721c570cde7dc3c8da9331e

- On your phone, dial:

  - 669-900-6833 **or** 408-638-0968 **or** 646-876-9923

  - Use meeting ID number 787-292-208

If possible, please mute your computer speakers to minimize echo and use your phone for audio – thanks!

ColIN 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

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BOSTON
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Housekeeping & Hellos

- This call is being recorded

- Make sure to mute your phone when you are not speaking
  - Press the "mute" button on your handheld or press *6 to mute and *6 again to unmute

- Please do not put us on hold

- Please do not use speaker phone if at all possible

- Participation is essential

- Chat box

- If using phone audio, please take a minute now to link your phone with your computer

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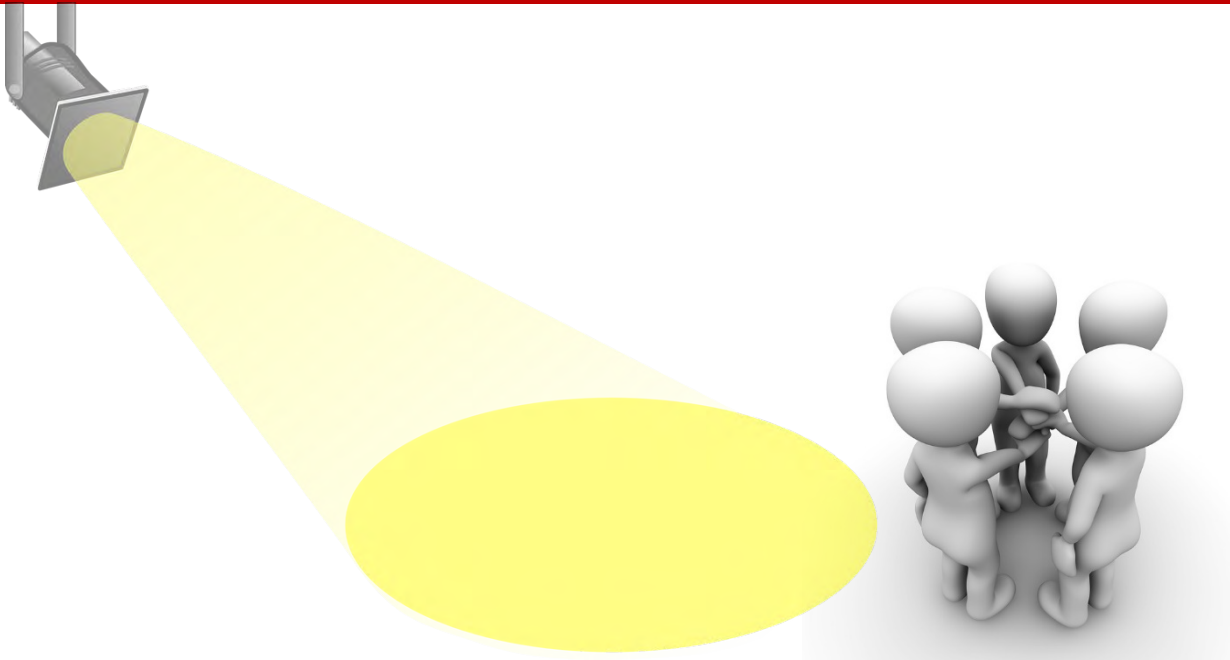**If you join by computer <u>AFTER</u> calling in via phone**: You can enter the Participant ID to bind your phone and computer session together by entering **#Participant ID**# on your phone. Your participant ID usually pops up for easy access on the webinar platform, but you can find it under "join audio" if it does not.

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)**

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Team Spotlight: Team Wisconsin

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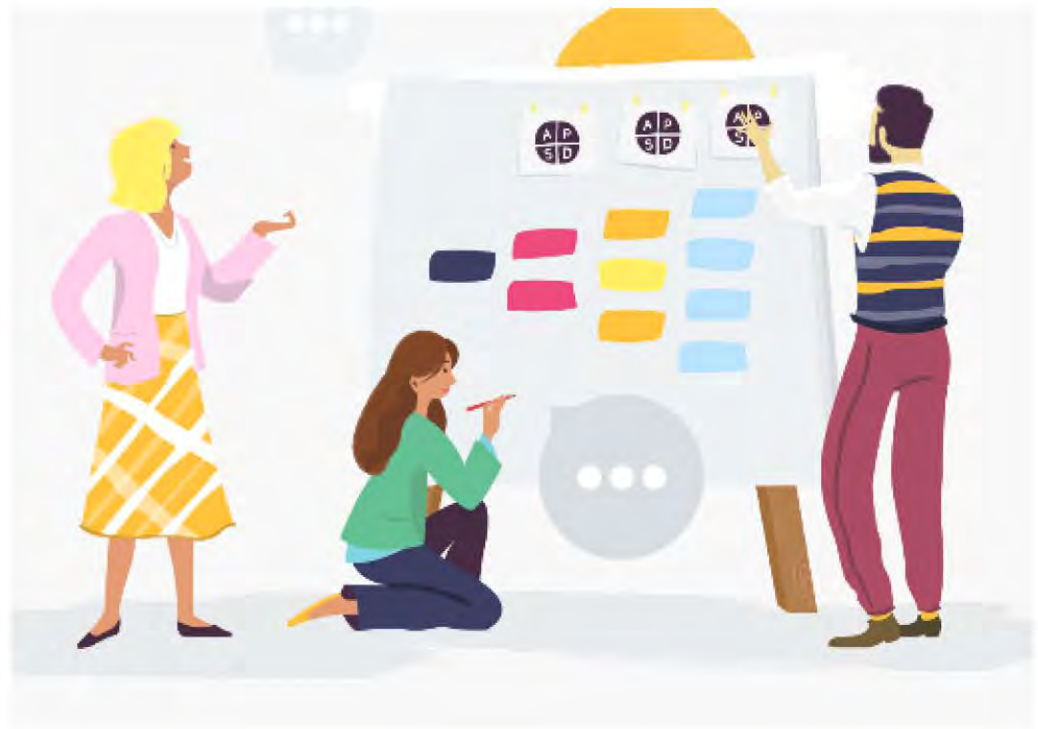Center for Innovation in Social Work & Health

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 ↓

AK C TB SF
MW SJ R +1

Programme team

Driver diagram

3
Measures

2
Charts

Measures

Projects

2
Active

0
Completed

0
Cancelled

View all Projects →

Programme Details   Edit ✎

Title	Start Date	End Date
Children with Medical Complexity CoIIN	01/01/2018	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 WI Fact Sheets

Referral and ROI to Regional Center
1 linked PDSA ramp

Generated by LifeQI

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   →

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   →

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.

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

CL: 39.5

Label	Q1 20X8		BX2 Q2 20X8
Value	31		48

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

Arianna Keil, MD

Quality Improvement Director
WI Department of Health Services' Family Health Section
Children's Health Alliance of Wisconsin

akeil@chw.org
608-225-7249

Inspirational Stories: Team Texas

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Family Focus Groups

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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

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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

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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
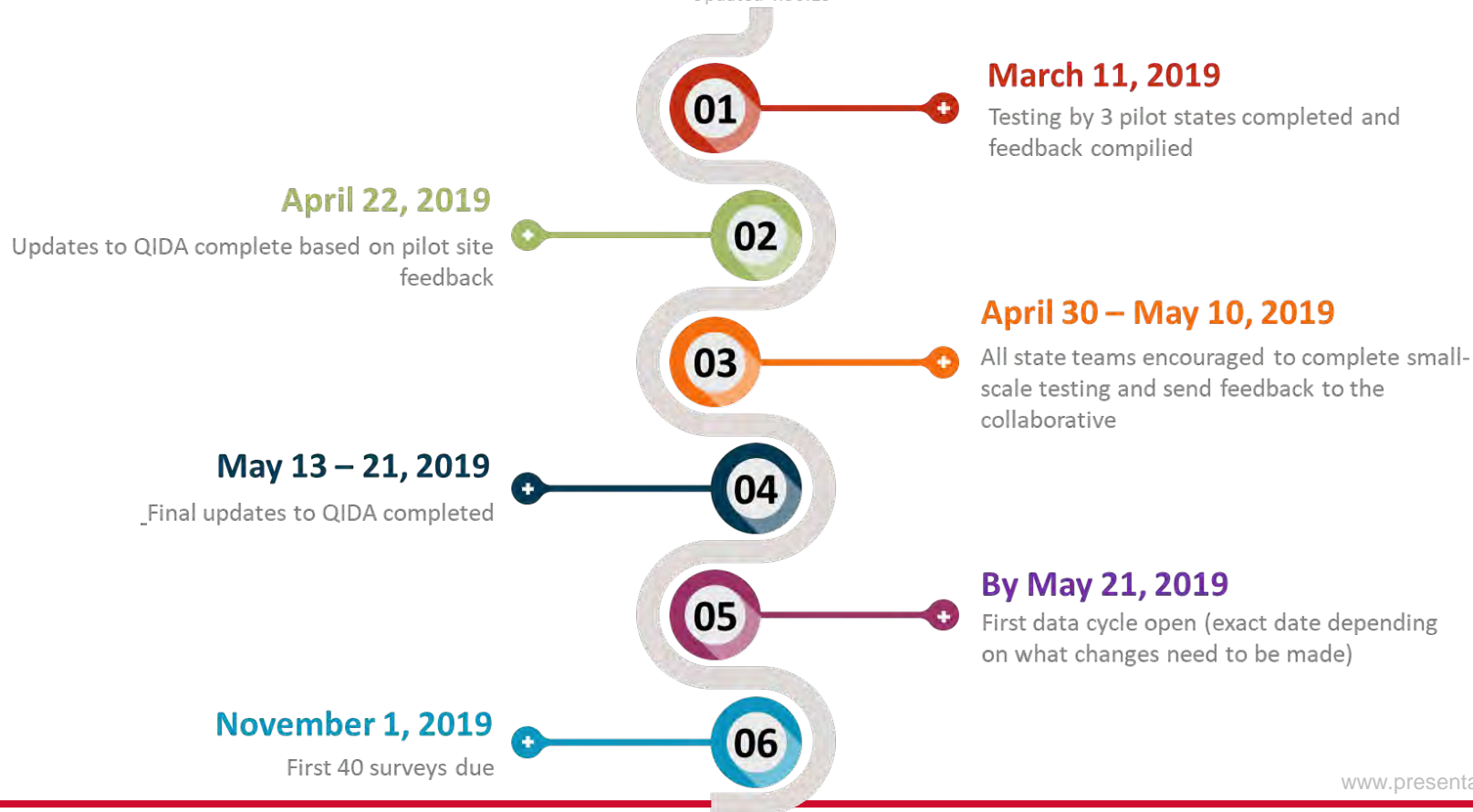
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Measurement Updates and Expectations

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Updated QIDA Timeline

Updated 4.30.19

March 11, 2019
Testing by 3 pilot states completed and feedback compilied

April 22, 2019
Updates to QIDA complete based on pilot site feedback

April 30 – May 10, 2019
All state teams encouraged to complete small-scale testing and send feedback to the collaborative

May 13 – 21, 2019
Final updates to QIDA completed

By May 21, 2019
First data cycle open (exact date depending on what changes need to be made)

November 1, 2019
First 40 surveys due

01 02 03 04 05 06

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QIDA Changes Resulting From Pilot Feedback

Things We Changed	Things We Couldn't Change
• 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	• The numbering of the questions in QIDA

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Family and Staff Survey Expectations

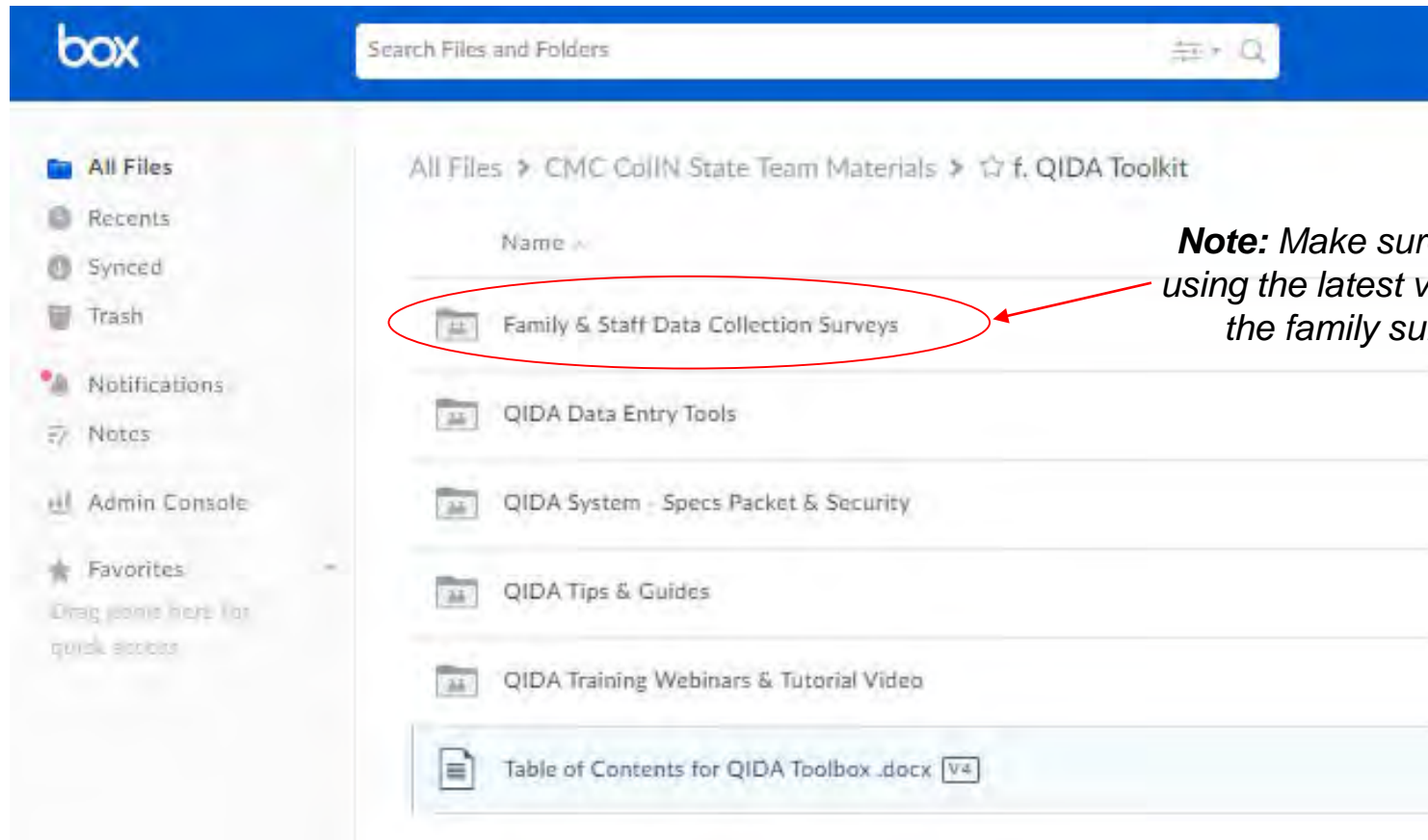| Teams Will:	The Collaborative Will:
• Submit at least 40 family surveys every 6 months to QIDA • Submit staff surveys every 6 months for all appropriate staff to QIDA • Manually close and open QIDA data cycles (ask your coach for help, if needed!) • Submit state-specific supplemental questions at least every 6 months (either via QIDA or Box upload)	• 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
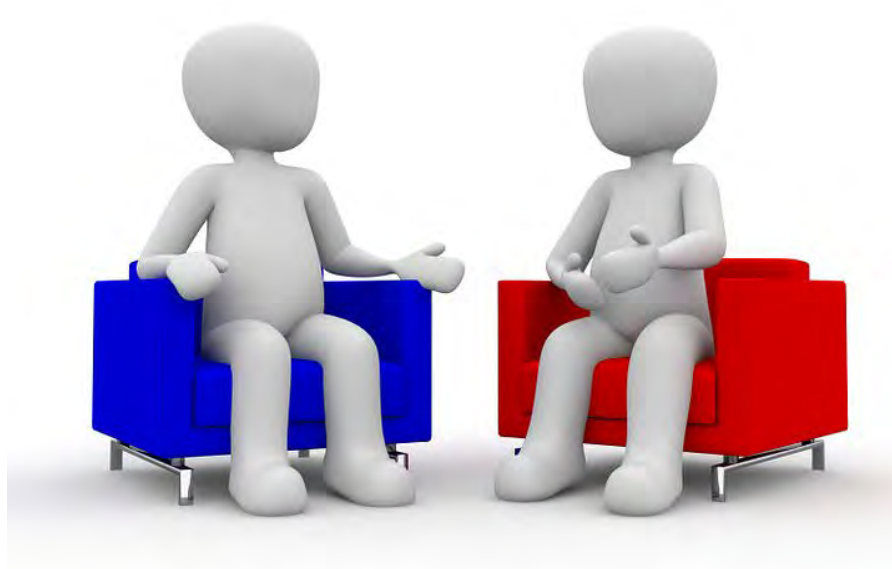
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Don't forget about the QIDA Toolkit!

Note: Make sure you're using the latest version of the family survey!

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

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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

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Evaluation

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

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