

TRANSFORMING HEALTHCARE DELIVERY



Even once the need for change is recognized as a high priority, creating space in a busy practice for the work of transformation can sometimes feel like a huge challenge. Getting started on that journey, though, is sometimes one of the hardest parts. A first step in that direction can lead to doors opening to a new way of seeing... a new way of problem-solving... a new way of caring.

Colorado Clinical Guidelines Collaborative (CCGC) has developed a new resource to meet the needs of practices ready to take the first step in building skills and creating capacity for practice transformation.

"IPIP Lite," generously funded by the Colorado Medical Society, is designed as a two-day onsite CCGC Coached visit emphasizing an introduction to some of the key characteristics of the Patient-Centered Medical Home approach to care.

Your coached sessions use your processes and technology to introduce you and your staff to the use of a few select quality improvement tools and the incorporation of Team-Based Care. Depending on your circumstances, your practice may want to choose one or two of these areas for you to receive facilitated support during the onsite visit: Population Management, Coordination of Care, Patient Access, Patient Self-Management Support, or early work in building a Medical Neighborhood.

The onsite visit plan is customized to meet your highest priority needs for getting started down the path of practice transformation. Interval follow-up takes place by phone over a six month period following the completion of the onsite visit.

WHAT DO YOU NEED TO DO TO PARTICIPATE?

Not much more than a desire to begin working together as a team to identify solutions for achieving your improvement objectives. One of our primary intentions will be to assist you in integrating related HIT resources into your service delivery. Registry functionality and/or access to a HIPAA-compliant communication portal is encouraged. In instances where this may not already be available, CCGC will be pleased to further consult with you regarding possible alternatives.

NOW ACCEPTING APPLICATIONS FOR 2010

To learn more or to apply,
please contact:



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Redesigning Healthcare Delivery.

A two-day intensive at **your** site,
with **your** team,
looking at **your** processes,
using **your** technology...

you end up with new tools and a
plan for change that you begin to
implement before we leave.

"The onsite coaching has made a huge difference to us. Our team has been motivated because each individual can see how they make a difference in the efficiency and success of our practice."

- David Downs, M.D., FACP, Past President of the Colorado Medical Society, American College of Physicians' Governor's Council



WHAT IS IPIP LITE?

Program Objectives:

- Basic practice staff introduction to the PCMH and Chronic Care Model
- Help practices learn to use select, basic QI tools and approaches
- To start out on the journey for working on Team-Based Care
- Establishment of a workflow process incorporating related HIT use

Program Components:

- Customized planning for onsite visit
- Two day (12-15 hour) onsite coaching visit
- Post-Visit Follow-Up

Target Audience:

- Primary care (family, internal medicine, pediatrics)
- Specialty care interested in establishing coordination of care patterns with Primary Care already engaged at some level in IPIP activity

WHAT IPIP LITE OFFERS YOUR PRACTICE

Potential PCMH Areas of Focus (a choice of one or two) in the Context of Team Care:

- Population Management
- Coordination of Care
- Patient Access
- Patient Self-Management Support
- Early Work in Building a Medical Neighborhood

QI Tools and Skills:

- Mapping current workflow processes
- Use of the Model for Improvement (Small Tests of Change Cycles)
- Other assessment tools as relevant (i.e. Demand & Capacity, Cycle Times, Core & Supporting Processes)

Areas of Technology Supported:

- Registry use/achieving registry functionality using existing resources within EMR
- Use of a HIPAA-compliant communication platform for care coordination

RESOURCES FOR YOUR PRACTICE

- Companion Toolkits (*see examples*)
 - » Team-Based Care Toolkit
 - » Population Management Toolkit
 - » Coordination of Care Toolkit
 - » Self-Management Support Toolkit
- Assessment Feedback Reports
- Visit Summary with Action Plan



"The most important 'take away' for me during the IPIP Lite visit was defining the processes that a patient goes through, from admission to treatment; how a "referral" works; a better definition of who does what at our clinic."

- Tobacco Outreach Coordinator, Northwest Colorado VNA and Community Health Center, Craig, Colorado

"Patients no longer fall through the cracks – we have reminders and systems in place to ensure that we respond appropriately to patient requests and referral relationships have dramatically improved."

- James Shira, M.D., Colorado Chapter of the American Academy of Pediatrics

