Solutions Center Interactive Accelerating Performance Through Collaborative Learning
Solutions Center Interactive Team

Karen K. York, MA, CPHQ, CPMSM, Solutions Center Consultant, HealthTeamWorks

Karen York is a healthcare consultant with more than 30 years of experience in a variety of healthcare settings, including hospitals, emergency physician groups, physician practices, medical plans, and hospice care. She is a skilled facilitator and has led organizations to better outcomes. Karen is certified in the areas of Healthcare Quality Improvement, Medical Staff Services, Clinical Healthcare Coaching, and Lean Healthcare Management. She is currently an Adjunct Faculty in the Healthcare MBA Program at Belmont University teaching Patient Centered Care and Healthcare Quality Improvement. Karen earned her Master of Arts degree in Organizational Leadership and holds a BA in Education.

Heather Walker, Learning Experience Designer – HealthTeamWorks

Heather has earned certificates in Designing Learning and Evaluating Learning Impact as well as the designation of Master Instructional Designer from the Association for Talent Development. At present, Heather is pursuing a Master’s of Science in Information and Learning Technology with an emphasis in Instructional Design and Adult Learning from the University of Colorado Denver.
Using WebEx Chat

- Minimize & Maximize chat panel
- Choose All Participants to make entries visible to all attendees
- Type Chat Message Here
- Click Send

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Using WebEx Feedback Tools

Minimize & Maximize chat panel

Feedback Menu

Raise Hand
WebEx Annotation Tools

“Pen” icon must be blue/active to use annotation bar. Click to activate

- Click on the tool that you would like to use to activate it.
- To deactivate tool, click on it again.
Where are you?
Today’s Panel

Moderator
Bert Miuccio, Chief Executive Officer - HealthTeamWorks

Bert has planned, financed, developed, operated, expanded, and transformed healthcare and public interest organizations for thirty years. Before joining HealthTeamWorks, Bert was Senior Solutions Lead at TransforMED. Prior to TransforMED, Bert co-founded and served as the CEO of the Center for Internet Security (CIS), a public interest technology organization with global reach and impact, in executive leadership positions in the Adventist Health System and was President of CentraCare, an urgent care company with locations throughout central Tennessee. He also held leadership positions at several acute care hospitals affiliated with the Catholic Health Association.

Panelist
Joanne Shear, MS, FNP, CEO & President – Primary Care Transformation Experts

Joanne is the CEO and President of Primary Care Transformation Experts LLC. She has recently retired from her role as National Primary Care Clinical Program Manager at the Veterans Health Administration (VHA) where she was a key leader in the development and implementation of the VHA patient centered medical home model.
Today’s Panel

Panelist
Kristin Martina, Organizational Development Manager - HealthTeamWorks

With over 10 years of medical social work and care management experience, Kristin brings expertise in facilitation, project management, and operational management. She is passionate about the training and advancement of the healthcare workforce. Kristin is a Gallup Certified Strengths Coach and uses the strengths-based coaching framework to enhance individual contributions, teamwork, and leadership in sectors including healthcare delivery systems, executive leadership teams, and non-profit management. She also received a Lean Certificate from The Armstrong Institute for Patient Safety and Quality at Johns Hopkins Medicine. Kristin received her Master’s Degree in Social Work from the University of South Florida.
What is Collaborative Learning?

A type of learning in which the collective knowledge, skills, training, and experience of a group is used to solve a problem.
Value of Collaborative Learning for Staff

- Dedicated time for teams to experience work, learn, network and SHARE
- Hands On application of improvement processes and frameworks
- Expert and Peer affirmation and challenges
- Practical approaches to leading up & down
- Real time place for resources & tools
- You are not alone...

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Value of Collaborative Learning for Leaders

- Improved patient care & staff experience
- Fosters cost efficient and effective team care model
- Engages all disciplines in process
- Promotes quality improvement efforts
- Builds learning organization

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VA TLC Training Outcomes

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<tr>
<th>Participants: TLC necessary to implement PCMH.</th>
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<td>Significant increase in improvement cycles</td>
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<td>93% (n=1,547) of PDSAs successfully implemented.</td>
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<td>80% Teams successfully achieved aims/goals</td>
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<td>High correlation goal achievement with improvement cycles (R²=0.88)</td>
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<td>Most Successful AIMS:</td>
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<tr>
<td>• Offering same-day appointments</td>
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<td>• Increasing non-face-to-face care</td>
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<td>• Improving team communication</td>
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<td>PCMH Metrics indicated an improvement after TLC (p-value&lt;.000)</td>
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<tr>
<td>Physicians observed differences in their care practice (p-value&lt;0.002)</td>
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Initiatives that emphasize Collaborative Learning Activity

- Comprehensive Primary Care Plus (CPC+)
- State Innovation Model (SIM)
- Transforming Clinical Practice Initiative (TCPi)
- EvidenceNOW Southwest (ENSW)
Better Care, Better Costs, Better Colorado (BC3)

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<th>Colorado-based program that emphasized collaborative learning through a variety of modalities:</th>
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<td>• Virtual Peer Learning Networks</td>
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<td>• Workforce Development Trainings</td>
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<td>• Learning Collaborative Events</td>
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<tr>
<th>Program Findings</th>
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<tr>
<td>• High level of engagement of provider champion(s)</td>
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<td>• High level of accountability</td>
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<tr>
<td>• Individualization of project work and alignments of efforts</td>
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<td>• Tailored learning experience</td>
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<th>Recipe for Success:</th>
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<td>• Engaged Leadership</td>
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<td>• Culture of continuous quality improvement</td>
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<td>• Practice transformation experiences</td>
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Key Steps for Planning & Implementing a Learning Collaborative

1. Create a Vision (what improvements are needed?)
2. Select topics, identify, collaborative goals, and outcome measures.
3. Identify and engage participants (core project team, local leaders, attendees)
4. Develop AIMs to address collaborative goals
5. Map/model the business processes by charting workflows
6. Create measurement system, begin data collection to give insight into current performance
7. Design change package
8. Sustain and spread
What Works in High Performing Networks Part 3: The 11 Drivers of Advanced Network Integration

July 11, 2018
11:00 a.m. MST/12:00 p.m. CST
Open to the Public

The Tools and Teamwork of Effective Risk Stratified Care Management

August 8, 2018
11:00 a.m. MST/12:00 p.m. CST
Open to the Public

https://www.healthteamworks.org/center/events