



Patient Centered Care in Action

Learning & Action Networks



**Quality Improvement
Organizations**
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES



HealthInsight
UTAH

Navigating Transformation

Learning & Action Networks Plenary Session

David Cook, Director of Operations, HealthInsight Utah





Continuing Medical Education (CME) Planning Committee Disclosure:

In compliance with the ACCME/NMMS Standards for Commercial Support of CME, ***Bri Marshall, Brux McClellan, Dana Hawes, Daniel Chipping, David Cook, Janet Tennison, Joan Gallegos, Larry Garret, Linda Egbert, Maggie McCann, Michelle Carlson, Paige Fieldsted, Rebecca Durham, Ryan Brown, Sarah Woolsey, and Wyatt Packer*** has asked to advise the audience that he/she have no relevant financial relationships to disclose.

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Continuing Medical Education (CME) Faculty/Speaker Disclosure:

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What is a Learning and Action Network?

- An improvement initiative that brings together health care professionals, patients, and other stakeholders around an evidence-based agenda to:
 - Share best practices – “all teach, all learn”
 - Develop plans of action to achieve rapid, wide-scale improvement
 - Offer resources to assist in improving quality





What is Patient-Centered Care?

“...care that is respectful of and responsive to individual patient preferences, needs and values, ensuring that patient values guide all clinical decisions”

IOM. (2001). *Crossing the Quality Chasm: A new health system for the 21st century*. Washington, DC: National Academy Press.





Tell Us About You

- Your name
- Your organization
- Your role
- One thing you have accomplished recently at your office or care setting





What is the Goal with Practice Transformation?

- Safe: avoid injuries
- Effective: based on scientific knowledge
- Patient centered : respective and responsive
- Timely: no harmful delays
- Efficient care: avoid waste
- Equitable: not vary in quality





What is the Goal with Practice Transformation? (cont.)

The Triple Aim

- Better health
- Healthy people/healthy communities
- Affordable care





Can We Measure It?

“The only way to know whether the quality of care is improving is to measure performance.”

-The Institute of Medicine (IOM)

“What we measure we improve”





Discussion

- How do you ensure patient-centered care is delivered in your setting?
- How might you measure practice transformation?





Logistics/Workbook/Action Plan

- The agenda is in your workbook
- Four breakout sessions will repeat and are offered twice



Navigating Transformation

Wednesday, October 22, 2014
 7:30 a.m. to 1:30 p.m.
 Salt Lake Community College Miller Campus
 9750 South 300 West Sandy, Utah

Agenda

7:30 – 8:00 a.m.	Registration/ Continental Breakfast
8:00 – 8:15 a.m.	Welcome <i>Dave Cook, Director, Operations Quality Improvement, Healthsight Utah</i>
8:15 – 8:45 a.m.	Positive Partnerships for Hope <i>Jodi Hansen, Parent Advocate, Utah Parent Center and son, Jacob Hansen</i>
8:45 – 9:45 a.m.	Engaging Patients and Families: On the Cusp of a New Frontier in Health Care <i>Rachel Willard-Grace, Director of Research, Center for Excellence in Primary Care, University of California, San Francisco</i>
9:45 – 10:00 a.m.	Break
10:00 – 11:00 a.m.	Educational Session #1 1. <i>Tools for Engaging Patients and Families: Advisory Councils and Health Coaches</i> 2. <i>Transforming Chronic Disease Care</i> 3. <i>Reporting Quality Measures</i> 4. <i>Increasing Your Office's Revenue Through the Use of Transitional Care Management Codes</i>
11:00 – 11:15 a.m.	Break
11:15 am – 12:30 p.m.	Educational Session #2 1. <i>Tools for Engaging Patients and Families: Advisory Councils and Health Coaches</i> 2. <i>Transforming Chronic Disease Care</i> 3. <i>Reporting Quality Measures</i> 4. <i>Increasing Your Office's Revenue Through the Use of Transitional Care Management Codes</i>
Quality Award Luncheon	
12:30– 1:00 p.m.	Luncheon
1:00 – 1:30 p.m.	Award Presentation Program <i>Juliana Preston, Executive Director, Healthsight Utah</i>
1:30 p.m.	Adjourn



