

# Project Summation Learning Collaborative



LEARNING SESSION 4  
TUESDAY, NOVEMBER 4, 2014  
8:15 AM TO 4:15 PM  
COOK COUNTY HEALTH AND HOSPITALS SYSTEM  
ILLINOIS MEDICAL DISTRICT COMMISSION BLDG  
CHICAGO, IL

NOVEMBER 4, 2014



# Building Community-Based Medical Homes for Children Program ACHN



ICAAP and ACHN have worked on medical home transformation since October 2009, when Fantus' Pediatric clinic enrolled into ICAAP's Building Community-Based Medical Homes for Children Program 2009 - 2011



# Building Community-Based Medical Homes for Children Program



ICAAP and UIC-SCC have worked with the ACHN to spread the Illinois Medical Home Model <sup>TM</sup> by providing QI facilitation support to 5 high-volume pediatric ACHN sites through teaching and application of the Model for Improvement.

At this final Learning Collaborative Session, we worked to teach key policies and lessons learned to all of the ACHN sites to improve outcomes for patients and families across the ACHN.

# Which Sites Did We Work With?



## ACHN High Volume Pediatric Clinics (Lead Sites)

- Fantus Pediatrics
- Vista
- Cicero
- Logan Square
- Cottage Grove

## ACHN Lower Volume Pediatric Clinics (invited to learn about improvements made and to implement successful strategies in their sites)

- Austin
- Chicago Advocacy Center
- Englewood
- Jorge Prieto
- Morton East
- Near South
- Robbins
- Sengstacke

# Building Community-Based Medical Homes for Children Program ACHN



## What Was Our AIM?

**Aim:** By October 2014, 80% of ACHN pediatric patients will receive comprehensive, coordinated health and related services through the Illinois Medical Home Model™ in which providers partner with families to provide high-quality care, and youth and young adult patients receive services to successfully transition to adult health care.

# Building Community-Based Medical Homes for Children Program ACHN



## Did We Accomplish Project AIM and Goals?

- 1) ACHN Centers received training on the IL Medical Home Model™
- 2) ACHN sites have improved their capacity to provide comprehensive, coordinated health and related services through the PCMH
- 3) ACHN sites have partnered with community-based programs to better serve children and families
- 4) ACHN is developing and implementing a policy to support youth who are transitioning to adult health care
- 5) Today's session helps spread improvement across the ACHN

# Learning Collaborative Successes



## Implementing Key PCMH ACHN Policies

- **Patient-Centered Medical Home (PCMH) Model of Care (Family-Centered Care)**
- **The Model for Improvement (PDSAs)**
- **Team Huddles**
- **Transition Care for ED and Post-Hospital Discharge Patients**
- **Developmental Screening Using ASQ-3 and Process for EI Referral**
- **Immunizations**
- **Lead Screening**
- **Transitioning Youth to Adult Health Care (draft policy)**

We learned from 5 QI teams' successes and challenges .

# Recommendations



- 1) Continue to Meet Monthly with ACHN QI Teams
- 2) Designate a Pediatric PCMH Champion at Each Site
- 3) Expand Parent/Patient Involvement with QI Initiatives
- 4) Continue to Measure Change
- 5) Prepare for Joint Commission PCMH Certification (use self-assessment to build a road map to success)
- 6) Tell Your Story to ACHN Leadership (PP, publish articles)
- 7) Tell Your Story to Patients and Families (Public Relations)
- 8) Implement ACHN Policies Consistently
- 9) Improve Referral Tracking and Management
- 10) Improve Patient Education/Patient Self-Management Skills
- 11) Celebrate Accomplishments

# Next Steps for the Pediatric ACHN



- 1) Evaluation Reports for 5 Core ACHN Sites Will Be Distributed at Last QI Team Meeting (Nov/Dec 2014)
- 2) Identify Pediatric ACHN Leader at Each Site
- 3) Engage Parents and Patients in QI Work and Partners in Care
  - a) ACHN Advisory Council
  - b) Site Level
- 4) Link Sites Together as a Network
- 5) Conduct Monthly Network Phone/Webinar Meetings
- 6) Implement Peds NewsFlash (E-newsletter and Rapid Communication and Response Plan)

-- ICAAP staff will help develop and implement this model

# Thank You for Your Participation



We hope you enjoyed the Learning Session and our time together!

Thank you for all you do for patients and families. Your efforts can make a big difference in the lives of others.

“We make a living by what we get, but we make a life by what we give.”

-- Winston Churchill