

Mentorship Webinar Series

Topic: Strategies for Patient Centered Medical Home (PCMH) Culture Change

November 7, 2017

Facilitator: Jeanene Smith

PCMH Coach



PCMH Transformation Team – *Mentorship Webinar Series*
August –January 2017



Learning Objectives for the Webinar Series

- Sharing the implementation experiences and lessons learned of mentor clinic(s) with interested clinic participants around a particular topic; including key strategies and challenges
- Opportunity for the “mentee” participant clinics to ask questions in a facilitated discussion with the mentors
- Build relationships across Idaho to share lessons learned and increase knowledge of the on-the-ground steps needed to implement PCMH transformation
- Link to Statewide Healthcare Innovation Plan (SHIP) Mentorship Framework document (copy link and paste into your browser)

http://ship.idaho.gov/Portals/93/Documents/PCMH/Idaho's%20PCMH%20Mentorship%20Framework%20DRAFT%20v7.0D_06052017.pdf?ver=2017-07-26-084527-037

Organizational Change

*“Lasting success lies in changing individuals first; then, the organization follows.” **

- Critical to success at adopting team-based care and quality improvement
- Need to change/address deeply held beliefs and values
- Alignment of behaviors and beliefs needed
- Need to shape and support the new culture, support staff and providers through the changes

**Source: Black and Gregersen, *Leading Strategic Change: Breaking Through the Brain Barrier*. 2003. 17*

Doing the Work for Recognition Can Move Providers and Staff to a New Culture

Under 2017 National Committee for Quality Assurance (NCQA) PCMH Standards, culture change is needed to succeed in many areas such as:

- Team-Based Care and Practice Organization (TC)
 - Competency A
 - TC1- PCMH Transformation Leads
 - TC O2 Structure and Staff Responsibilities
 - Competency B – TC 07 Staff Involvement in Quality Improvement (QI)
 - Competency C – Medical Home Information
- Performance Measurement and QI
 - Competency C- QI 15: Reporting Performance within the Practice

Today's Mentors

Family Health Center – Public Health District (PHD) Region 1 - Panhandle

- Dr. Scott Dunn, Physician Champion
- Brandy Giese, Office Supervisor

Kaniksu Health Services – PHD Region 1 – Panhandle

- Amber Villelli, Director of Performance Improvement

Guiding Questions for Mentors: PCMH Culture Change

- Describe your clinical setting
- Why is the issue of culture change important for your clinic to move forward with the PCMH model
- What were your first steps? Key strategies?
- Who and how did you undertake this effort?
- How did you finance this effort, if needed?
- What are your efforts to change the culture today? Plans going forward?
- What were the top 2 challenges or barriers? How did you overcome them?
- What were the major lessons learned from this effort?

Discussion and Sharing



The ingredients of Effective Change

- *A change* worth making
- *Leadership* committed to the change
- *Resources* sufficient to make the change
- *A plan* to use those resources well
- *Skills* and *perseverance* to carry out the plan
- *An ability to learn* from doing
- *Broad participation* and *engagement* in the full change process



Mentors' Contact information

Family Health Center

Dr. Scott Dunn – Physician Champion

Brandy Giese – Office Supervisor

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Wrap-Up: Evaluation Survey & Next topics

Look for an Evaluation shortly from GoToWebinar Survey

- Will be sent out in a follow-up email
- Please provide your input on this session and ideas or suggestions for other topics/other mentors

Next Topics:

- Risk Stratification – TBD Nov/Dec, Mentors TBD

You too can be a Mentor!

Contact your PHD SHIP QI Specialists or your PCMH Coach if you are interested in being a mentor on a topic. Let them know too if you have questions you want answered during a future webinar.

Mentorship Series - Contact information

In addition to your PHD SHIP QI Specialist, you can reach out to your own or these PCMH Coaches directly:

- Jeanene Smith
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- Nancy Jaeckels Kamp
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