Creating an Action Plan for HCH Implementation for Minnesota Clinics

1. **Conduct a gap analysis** using the HCH certification self-assessment tool.
   a. Break the tool into standards and evaluate each criteria.
   b. Keep in mind that innovation is our transformation goal and the HCH standards / criteria is a road map.
   c. There are many ways to show and verify that you have implemented the standard / criteria.

2. **Identify key people** that should be involved in the implementation and transformation.
   a. Don’t forget a new source of energy, “your patients”.

3. **Review** your HCH self-assessment results with your team.

4. **Discuss** differences and similarities between the intent of the standards / criteria.

5. **Identify gaps in performance**: Look at your gaps and brainstorm:
   a. Opportunities
   b. Barriers and challenges
   c. What can we do to overcome the barriers?
   d. What are the steps to get there?
   e. Who needs to ‘buy in’ and how do we get them on-board?

6. **Remind yourself all along the way; small steps of change are best!**

7. **As a team, ask yourselves:**
   a. Where will we get pushback? How do we get team members such as providers / patients / leadership on board?
   b. Are there some “just do its” (low-hanging fruit)?
   c. Do we have written documents, workflows, policies and procedures?
   d. Do we need additional technology?
   e. What will the total cost of the project be? Can we afford it (ask leadership)?
   f. What other major events in the life of the practice might impact this initiative (site moves, major technology implementations, change in corporate structure?)
   g. Where will we need to educate patients?
   h. Where will there need to be additional staff training?

8. **Agree to a goal or a few goals to get started?** Take measurable, achievable steps.
   a. E.g. “Use registry function to identify and follow patients with care plans” or “Improve access for patients with acute illness”
9. **Agree on your achievable and ideal state** (brainstorm and document): If it was a perfect world and you had unlimited resources, what would it look like and then what can you accomplish within your current reality that will meet the standards / criteria as a starting place.

10. **Start a list of action items** with target dates for completion and assignments.
    a. Include all group members in assignments, provide encouragement, some time and food (always helps)!

11. **Report findings** to the group, then **Post the plan**

12. **Re-visit** your Action Plan at intervals to evaluate progress and set new goals.

13. **Celebrate those small steps of change along the way!**

14. **Update your certification assessment tool along the way too!**