

Institute for Clinical Systems Improvement

www.icsi.org

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Questions

- Who is ICSI and what can we offer to help you?
- What are evidence-based guidelines and how are they used?
- How are changes made healthcare settings?
- What barriers to clinicians face when trying to help patients make life style changes?

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Institute for Clinical Systems Integration (ICSI)

- A collaboration of 53 medical groups & hospital systems
- Sponsored by six health plans
- Established 1993
- Includes over 59 hospitals and medical practices with about 9000 physicians



The mission of our collaboration is to
champion the cause of health care
quality and to accelerate improvement
in the value of the health care we
deliver.

ICSI Sponsors

Principal

- HealthPartners
- Blue Cross Blue Shield Minnesota
- Medica

Associate

- Metropolitan Health Plan
- Preferred One
- UCare Minnesota
- Security Health Plan

ICSI Governance

- Not-for-profit corporation
- Board of 17
 - 11 representatives from participating medical groups and hospitals
 - 3 medical directors from sponsors
 - 2 patients or purchasers
 - 1 president of ICSI

ICSI Members (page 1 of 2)

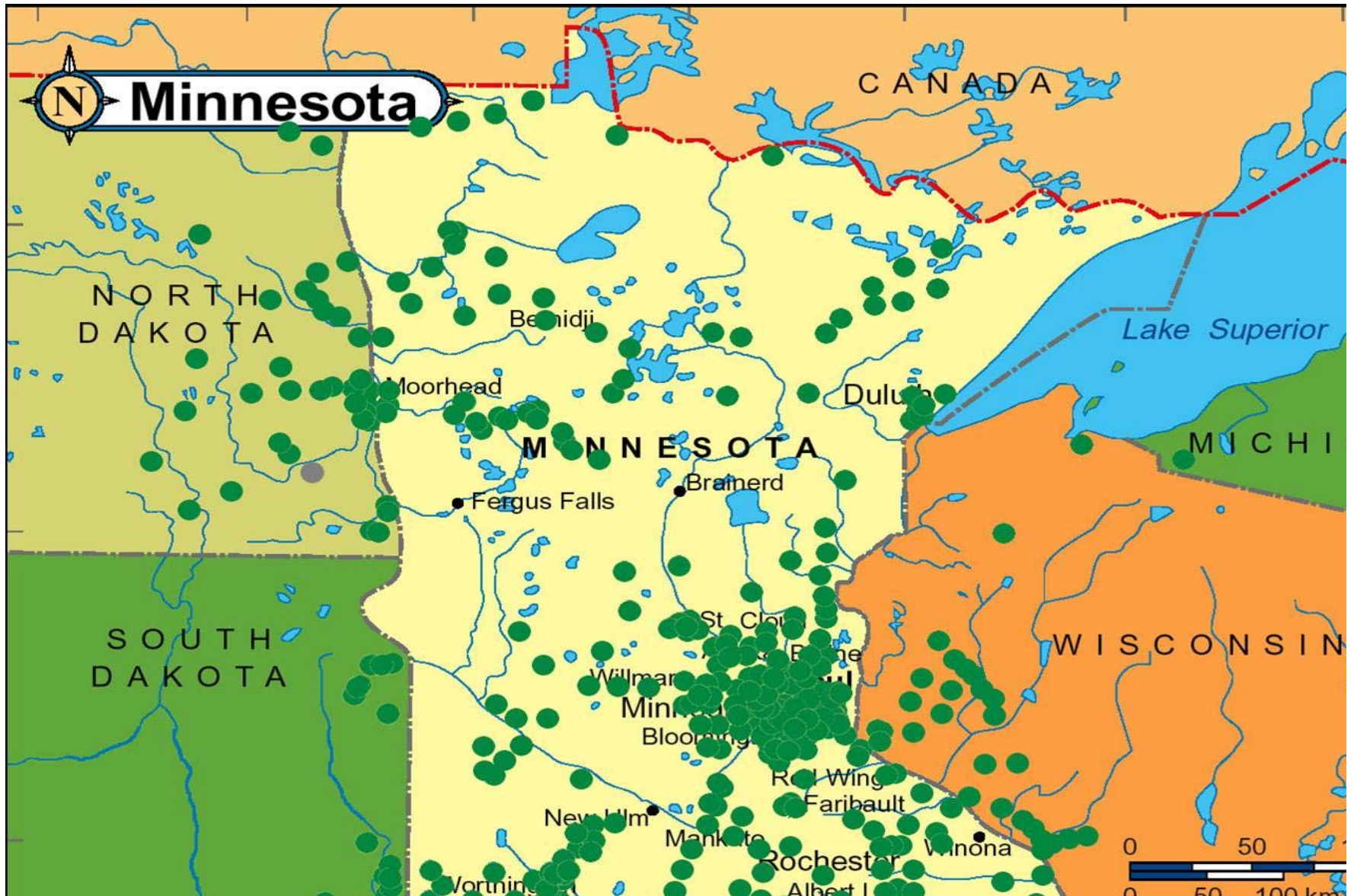
Affiliated Community Medical
Centers
Allina Medical Clinic
Aspen Medical Group
Avera Health
Brown Clinic
CentraCare
Chippewa County Montevideo
Hospital and Medical Clinic
Community-University Health Care
Center
Dakota Clinic
Ear, Nose & Throat SpecialtyCare
Fairview Health Services
Family HealthServices Minnesota
Family Practice Medical Center

Fergus Falls Medical Group
Gillette Children's Specialty Healthcare
Grand Itasca Clinic and Hospital
Hamm Clinic
HealthEast Care System
HealthPartners Central Minnesota Clinics
HealthPartners Medical Group & Regions
Hospital
Hennepin County Medical Center
Hennepin Faculty Associates
Hutchinson Area Health Care
Hutchinson Medical Center
Lakeview Clinic
Lake Region Healthcare Corporation
Mankato Clinic
Mayo Clinic

ICSI Members (page 2 of 2)

Marshfield Clinic
Mercy Hospital & Health Care Center
Midwest Spine Institute
Minnesota Gastroenterology
Multicare Associates
North Clinic
North Memorial Health Care
NorthPoint Health & Wellness Center
Northwest Family Physicians
Obstetrics and Gynecology Associates
Olmsted Medical Center
Park Nicollet Health Services
Paynesville Area Health Care System
Quello Clinic

Raiter Clinic
Rice Memorial Hospital
Ridgeview Medical Center
River Falls Medical Clinic
St. Mary's/Duluth Clinic Health System
St. Paul Heart Clinic
Southside Community Health Services
Stillwater Medical Group and Lakeview
Hospital
SuperiorHealth Center
University of Minnesota Physicians
Winona Health



Requirements of Members

- Initial orientation & training sequence
- Collaborative commitment cycle
- Physician participation (and other professionals) in work groups & committees
- Critical review of guidelines/scientific documents
- Team-based continuous improvement
- Staff adequate to support the improvement
- A pattern of improvement over time

ICSI Support for Improvement

- Education & training
- Member Relations/Coaching
- Action groups & redesign collaboratives
- Knowledge resources

Education & Training

- Cultivating Quality Series (orientation & training)
- Workshops, for example:
 - Crafting aims & measures
 - Leading and facilitating CQI teams
 - Human factors
 - Change management
- Annual clinical improvement colloquium with IHI
- Annual Reinertsen Lecture

Action Groups & Redesign Collaboratives

- Voluntary collaboratives of member organizations that share a common improvement focus
- Networking calls or meetings to share successes and failures
- Groups working on new concepts and ideas
- Example topics: depression, heart failure, safe site surgery, leading culture change, rapid response teams, patients safety

Knowledge Resources

- Summary reports
 - Improvement success stories
 - Guideline pilot reports
 - Patient focus groups
 - Action group / collaborative learnings
- Recorded presentations
 - Workshops, speakers, patient focus groups
- Work books
 - Leading and Facilitating Teams, Rapid Cycle Improvement, Excel, Root Cause Analysis
- Tools kits
- Scientific documents - guidelines, protocols, order sets

Guidelines

Evidence-based document outlining practices for prevention, detection or treatment of a specific health condition.

- Primary Prevention of Chronic Disease Risk Factors
- Prevention and Management of Obesity

Dietitian

Jennifer Goldberg, MS, RD, LD

Julie Roberts, MS, RD

Family Medicine

Tara Kaufman, MD

Kathryn Nelson-Hund, MD

Partick O'Connor, MD

Nursing

Andrea Carruthers, RN

Linda Haltner, RN

Pharmacy

Kathy Johnson, PharmD

Claire Kastenbaum, RPh

Psychology

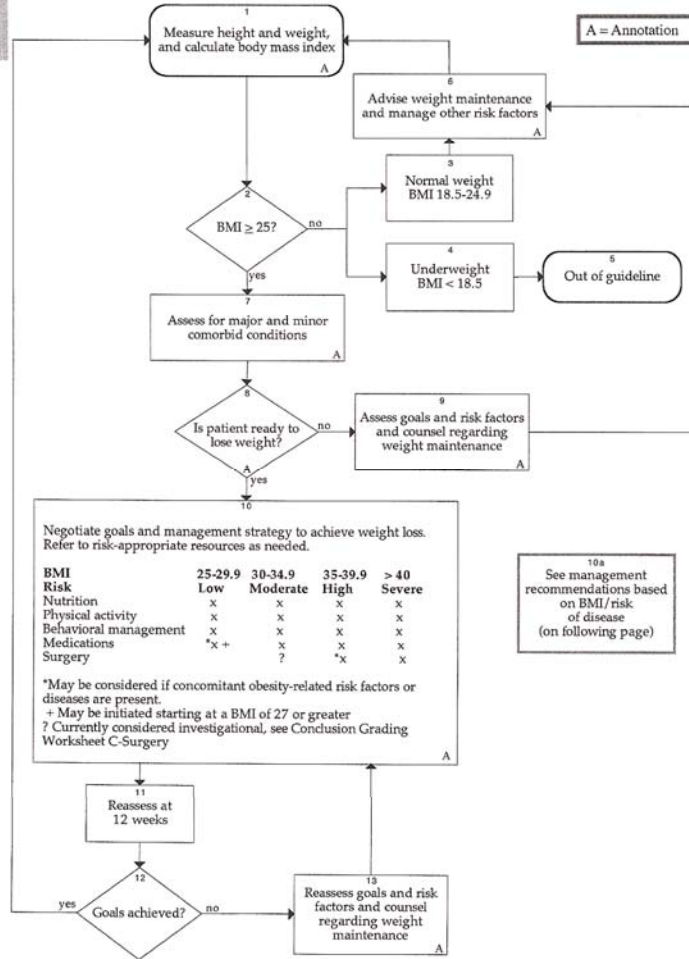
Nancy Sherwood, PhD

Surgery

Walt Medlin, MD

Health Care Guideline:
**Prevention and Management of Obesity
(Mature Adolescents and Adults)**

Prevention and Diagnosis Algorithm



Guideline Topics:

- Nutrition-balanced healthy eating plan or lower calorie balanced eating plan
- Physical activity
- Behavioral management
- Medication
- Surgery

Aims

- Increase awareness of BMI
- Increase % of pt with high BMI who have received counseling
- Improve outcome of treatment
- Improve community involvement in prevention and treatment of obesity

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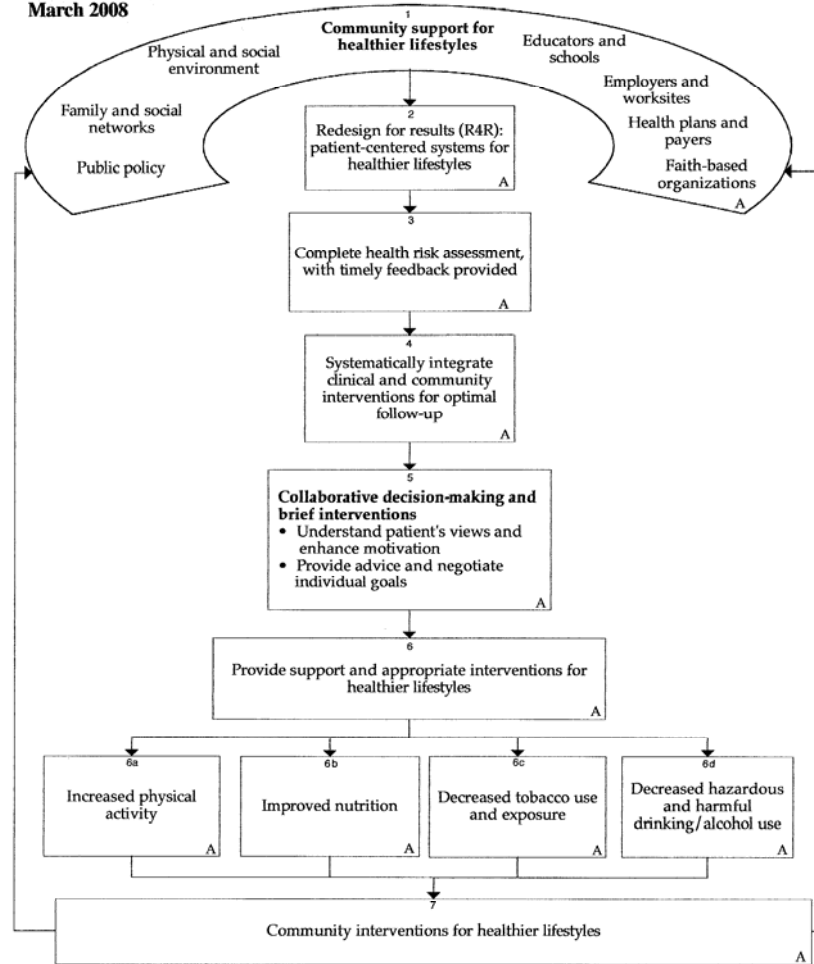


**Health Care Guideline:
Primary Prevention of Chronic Disease Risk Factors**

INSTITUTE FOR CLINICAL
SYSTEMS IMPROVEMENT

A = Annotation

**First Edition
March 2008**



Primary Prevention of Chronic Disease

- Improve Nutrition
- Increase Physical Activity
- Decrease Tobacco Use and Exposure
- Decrease Hazardous Alcohol Use

Primary Prevention of Chronic Disease

Tools

- Survey
- Readiness to Change
- Physical Activity Prescription

What are the barriers to
change?

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Discomfort

- Bringing it up
- Skills to talk about it

Brief counseling

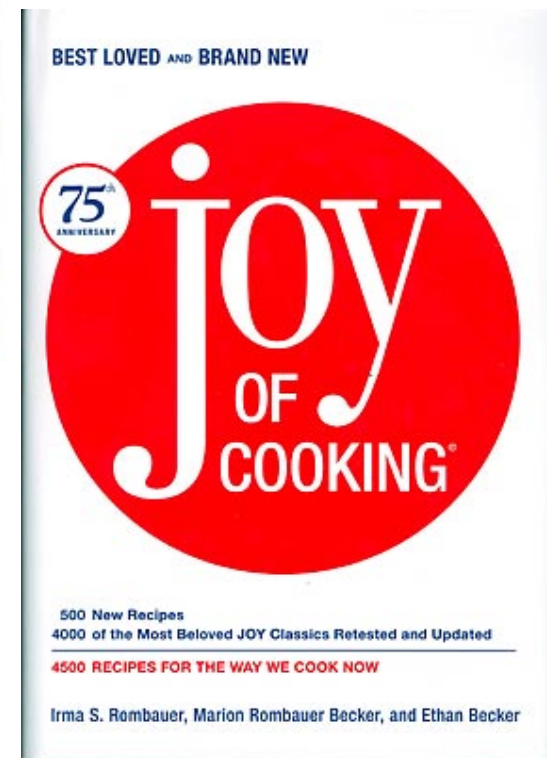
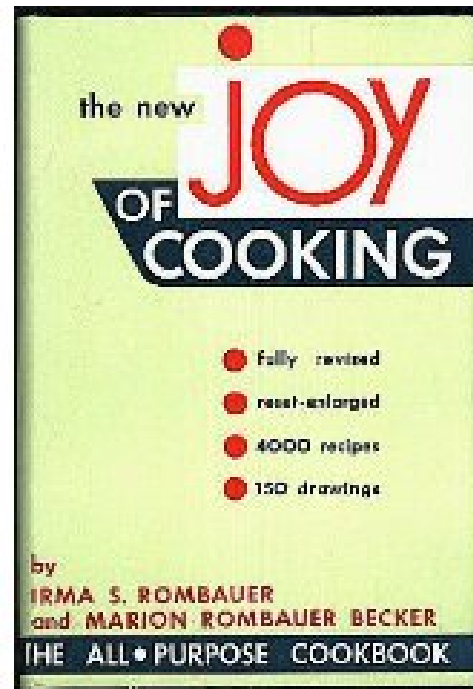
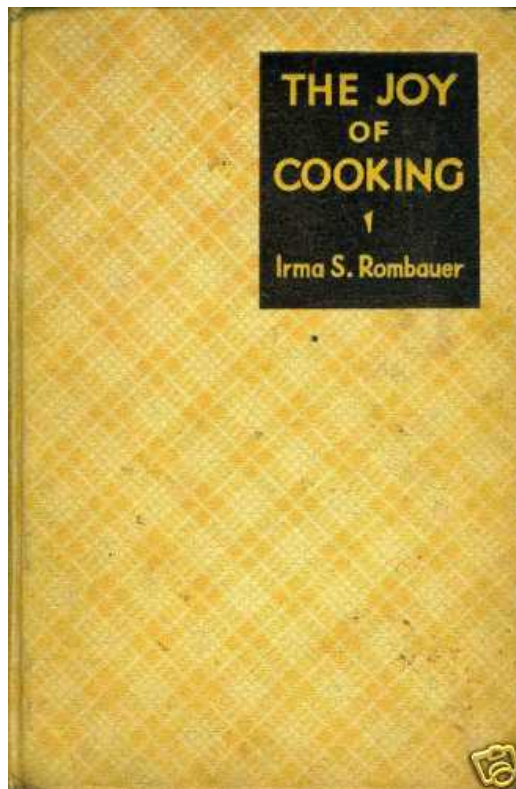
- Ask about topic
- Advise regarding healthy changes
- Assess willingness to change
- Assist
- Arrange follow-up



The All-American

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1936-2006





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- The primary care physician also may serve as a community leader and a public health advocate