

## 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!**