



Care Coordination Quality Improvement Grant

Chris Singer, MAN, RN, CPHQ, Chief Operating Officer

Health Care Homes Learning Days

APRIL 9-10, 2019



VISION

*Strengthening the wellbeing of the community
through health care for all.*



CHARACTERISTICS

- Largest Minnesota FQHC
- Over 37,000 unduplicated patients seen annually
- 40% remain uninsured
- Large percentage of non-English speakers
- Large percentage of low health literacy
- Patient population with high insecurity in food, housing, transportation, legal services, and access to other community resources

CCQI Team

- Pat Swanson
Clinical Champion
- Shawna Hedlund
Health Start Program Director
- Lynn Ogawa
Health Care Home Director
- Lynn Janssen
Care Coordinator Supervisor
- Jonathan Bender
Data Analyst
- Emma Weiss
Project Coordinator
- Patient Advisory Committee



CCQI PROJECT GOALS

- Implement NowPow, a community resource “e-prescribing” platform
- Integrate NOWPOW with EMR
- Develop and maintain directory of community resources
- Measure community referrals and related health outcomes



WHAT IS NOWPOW?

NowPow Connects Health Care to Self Care

NowPow connects people to high quality community resources to help address their chronic health and social conditions or just stay well. From stress management to smoking cessation, fitness classes to family planning, NowPow makes it easy to leverage knowledge into action.

WORK PLAN

Objectives	Activities	Start Date	End Date	Responsibility
To develop clinical processes that assure effective coordination with community resources.				
Quarter 1: 12/01/2017-02/28/2018				
Develop CCQI workgroup.	<ul style="list-style-type: none"> Coordinate Quality and School-based Teams Partner with School Nurses and the Professional Learning Community Recruit patient participants 	12/01/2017	02/28/2018	Project Coordinator
Build understanding of community resources, roles and maintain resource lists.	<ul style="list-style-type: none"> Evaluate current process for referring patients to community resources. Compile directory of current community resources. 	12/01/2017	02/28/2018	CCQI workgroup
Quarter 2: 03/01/2018-05/31/2018				
Develop systems and infrastructure supports for bi-directional communication.	<ul style="list-style-type: none"> NowPow integration into GE Centricity. Staff training on NowPow e-prescribing and closed loop communication with patient and community resource. 	03/01/2018	05/31/2018	IT Manager & EMR Specialist
Quarter 3: 06/01/2018-08/31/2018				
Test systems and infrastructure for full implementation.	<ul style="list-style-type: none"> Conduct PDSA cycles using NowPow at one school-based site during summer hours. Collect feedback on number of referrals prescribed and referrals completed. 	06/01/2018	05/31/2019	QI Team Community Partners St. Paul Public Schools
Quarter 4: 09/01/2018-11/30/2018				
Integrate system at all school-based sites.	<ul style="list-style-type: none"> Pilot NowPow at 9 school-based clinic sites. 	09/01/2018	05/31/2019	QI Team
Measure effectiveness of community linkages	<ul style="list-style-type: none"> Measure number of community resources registered in NowPow Measure referrals prescribed via NowPow, referrals completed Measure percent of active Health Start patient who have received a referral for a community resource 	09/01/2018	05/31/2019	Data Analyst



PARTNERSHIPS

- NOWPOW
- St. Paul Public Schools
- IT relationships



ACCOMPLISHMENTS

- Developed master list of community resources across organizational system
- Identified new community partners to come into NOWPOW resource listing for external benefit
- Data infrastructure developed to collect and follow up on resource insecurities
- Invigorated staff engagement around community health integration

BARRIERS TO SUCCESS

- IT implementation and integration between NOWPOW and the EMR was greatly delayed.
- Challenges to staff capacity
- New market for technology led to reduced partnership
- Data collection not able to be performed until final quarter



SUSTAINABILITY AND SPREAD

- Plans underway to spread across full organizational system
- IT infrastructure now in place for continued design improvement
- Data capabilities in population health focus areas infinite



FINAL QUARTER PLANS

- Collect data!
- Review plan for sustainability and spread across other programs
- Evaluate project process improvement



QUESTIONS?