



The Psychology of Change: Creating an Environment Where Improvement Can Thrive

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What is ICSI?



How do you feel about Quality Improvement?



Everyday Improvement Projects

- **Getting to work**
 - Goal: On time, good route

- **Cooking / recipes**
 - Goal: Tastes good, doesn't take too long

How culture affects improvement

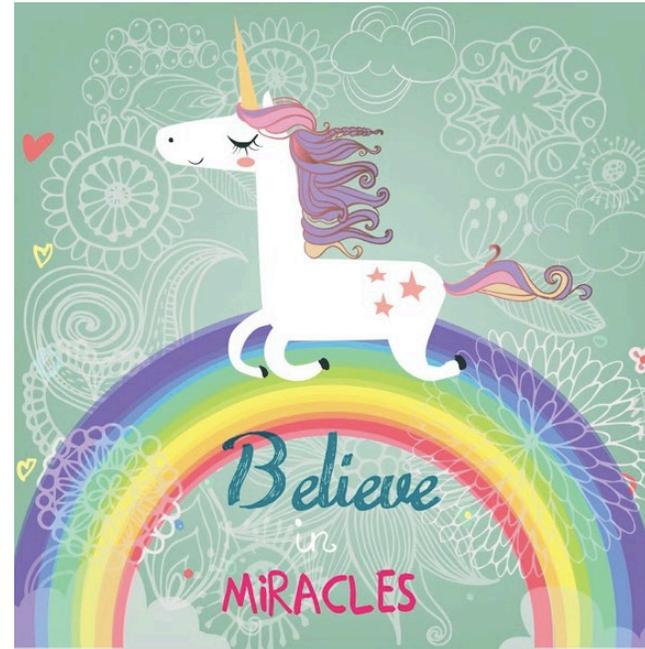
We are more likely to test and accept changes at home, than at work.

Home = Safe

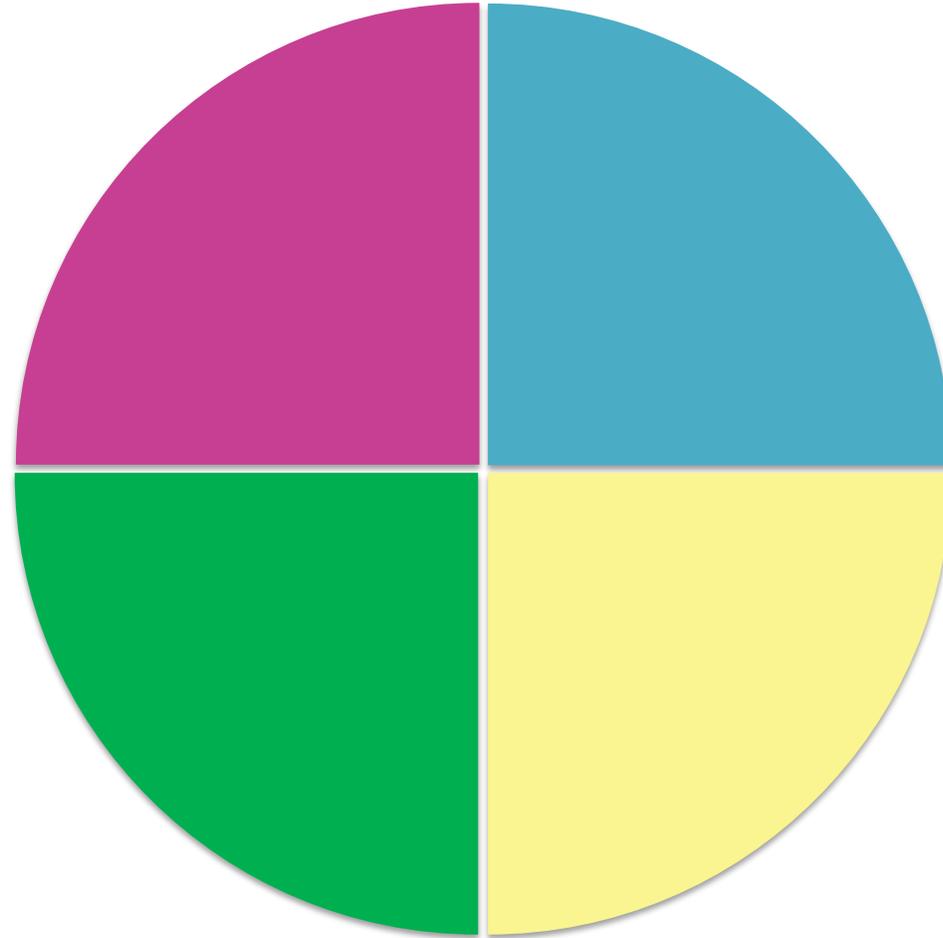
Work = Risk/Consequences

It's not the WHAT

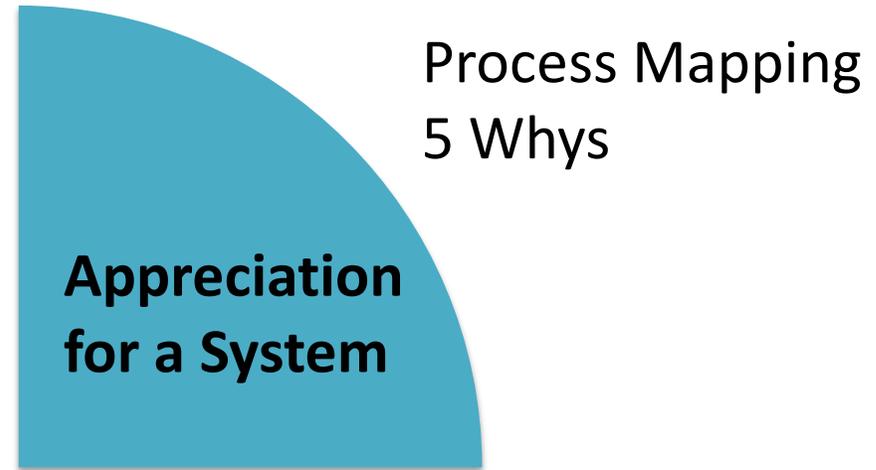
It's the HOW



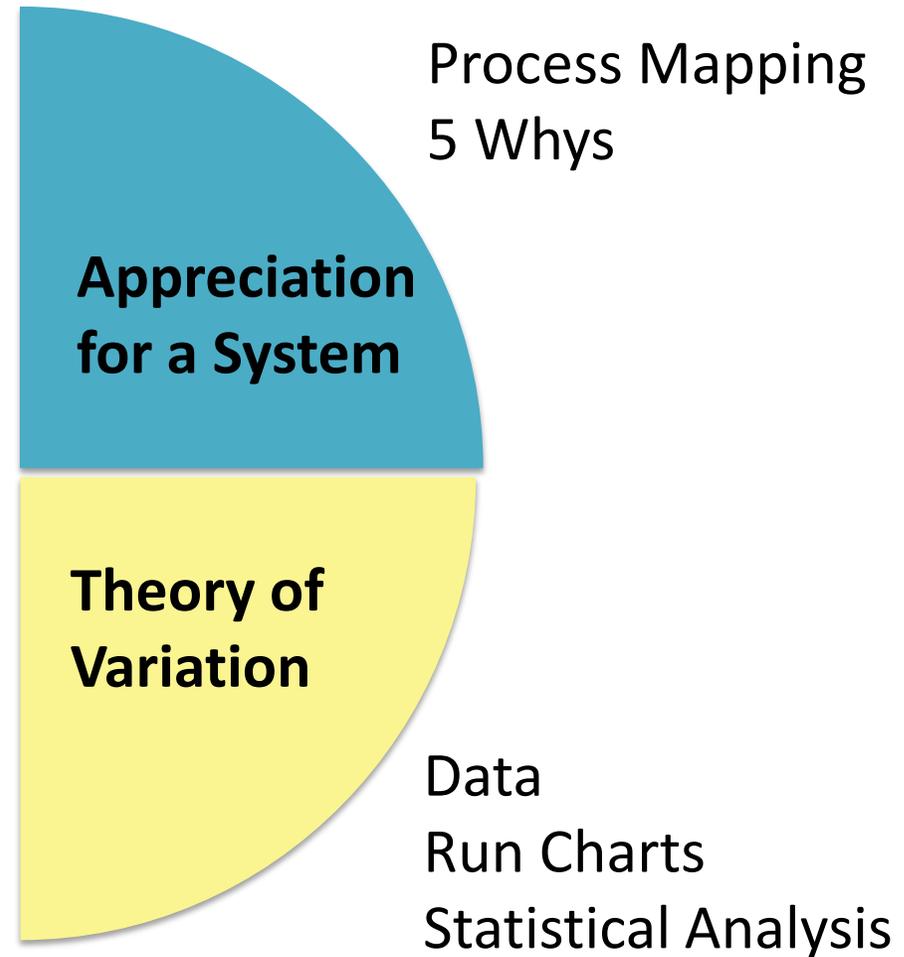
Deming's System of Profound Knowledge



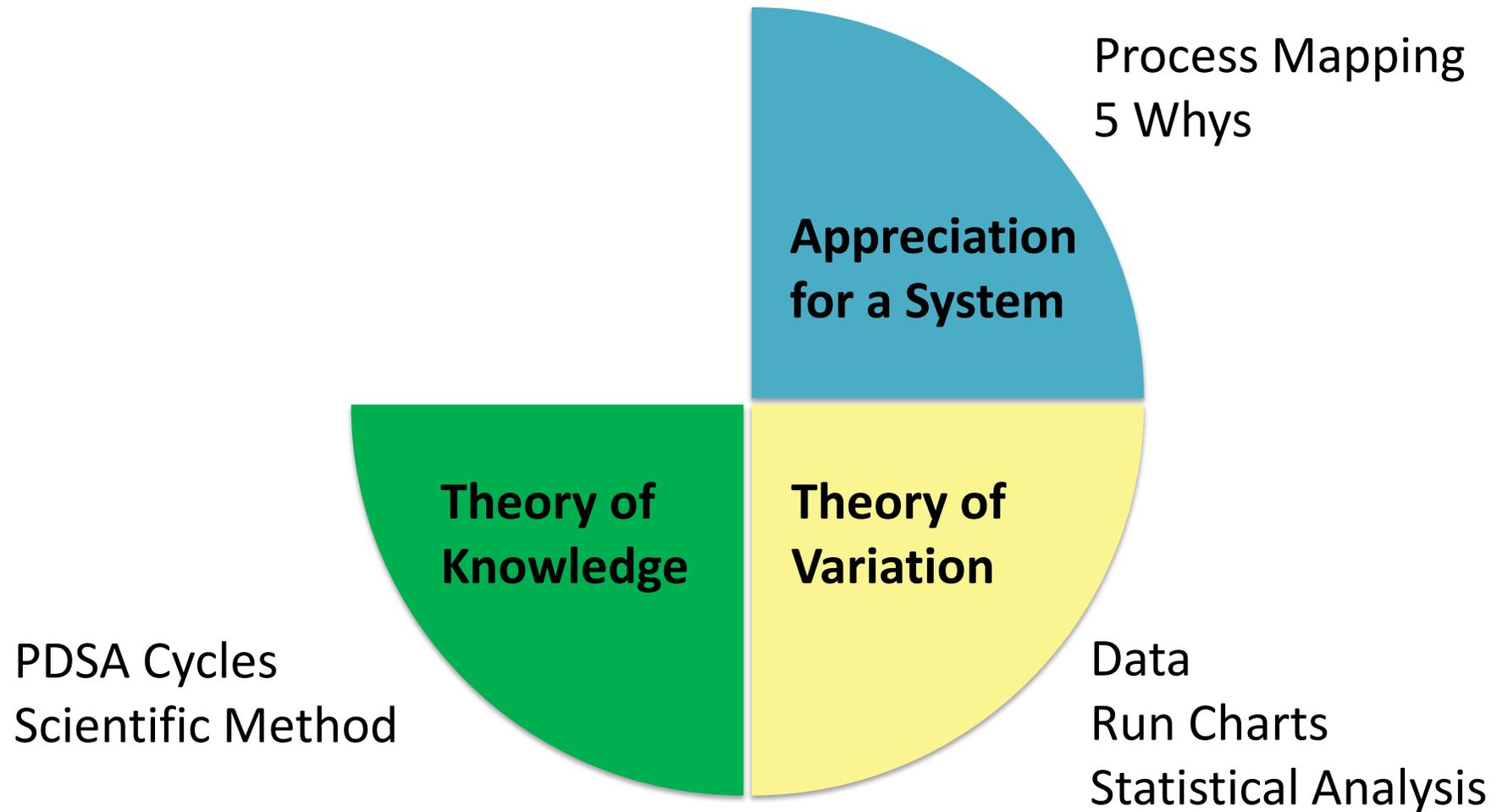
Deming's System of Profound Knowledge - Appreciation



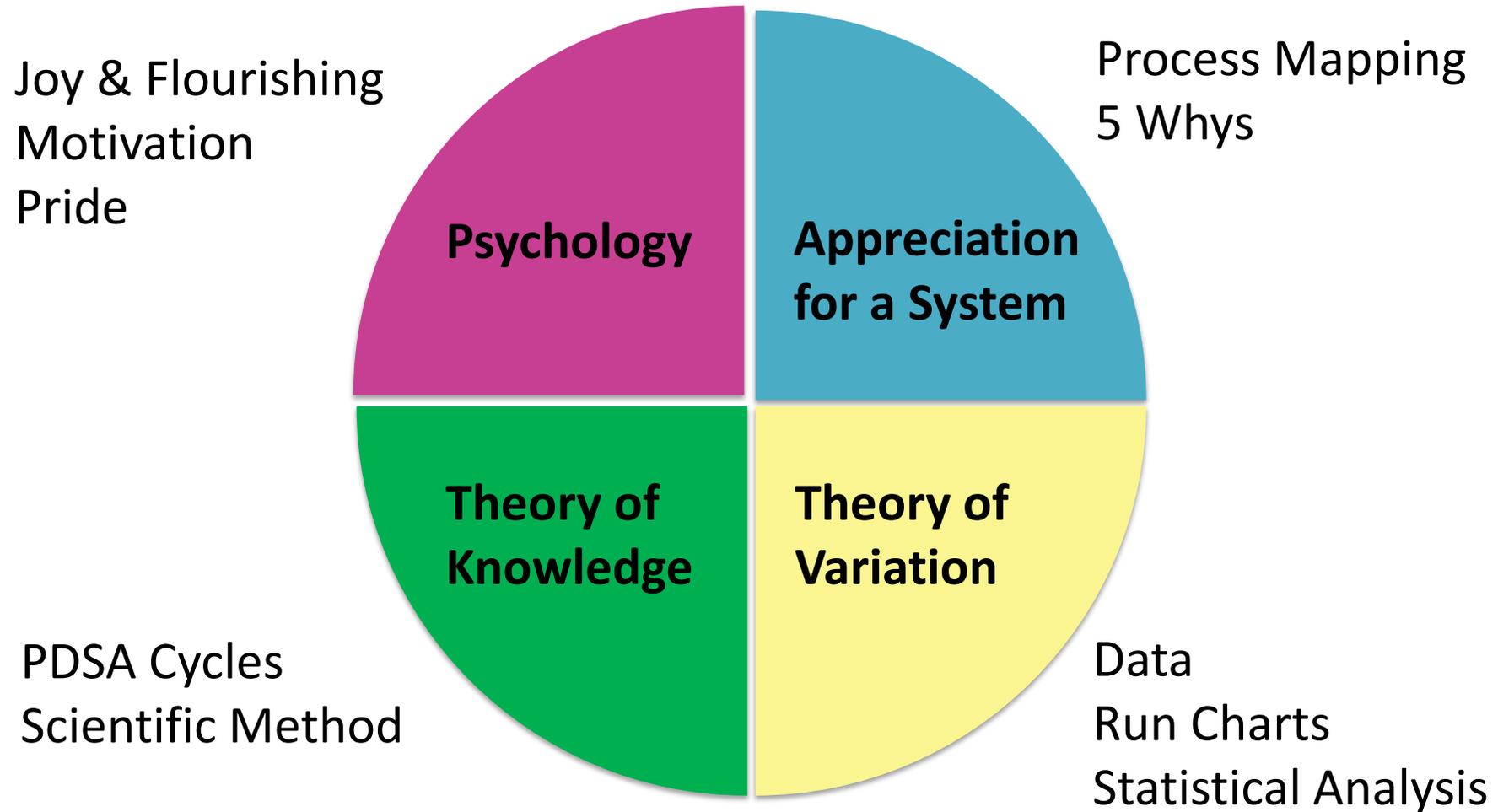
Deming's System of Profound Knowledge - Variation



Deming's System of Profound Knowledge – Theory



Deming's System of Profound Knowledge - Psychology

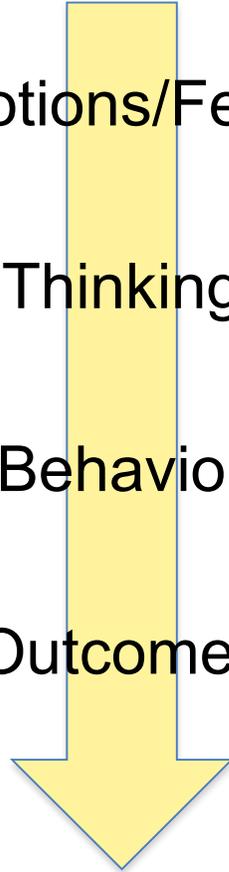


Emotions/Feelings

Thinking

Behavior

Outcomes



Nike Quality Improvement



“I can’t get them to buy-in”



My Own Journey

Welcome to Planet Earth



My Learning & Understanding the History

**“Oh wow! We thought the
quality person just did reporting stuff!”**

**“I don’t think we have a
policy on that.”**

“I only became the measure
champion because I was asked to.”

“I don’t know what happened,
all the sudden some people were let go.”

“Everyone has always just kind of done what they wanted.”

“It’s not all about the data.”

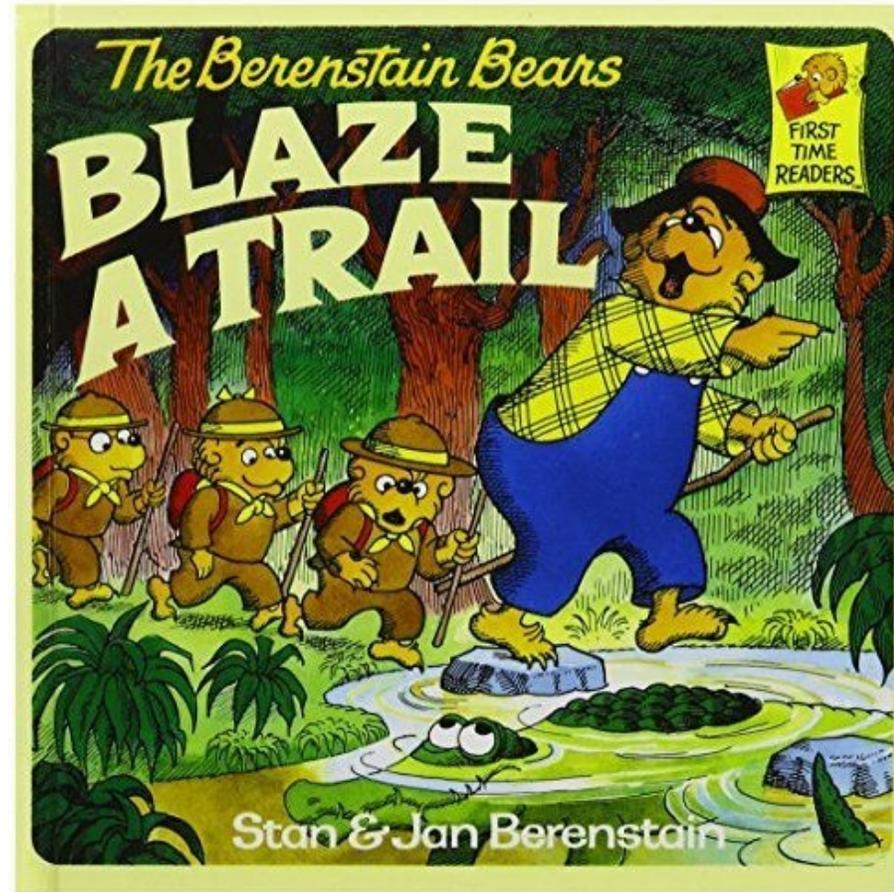
“Things change, but no one really tells us.”

“Oh, I don’t really know why we do that.”

My What Did I Get Myself Into?



My Time to Blaze the Trail



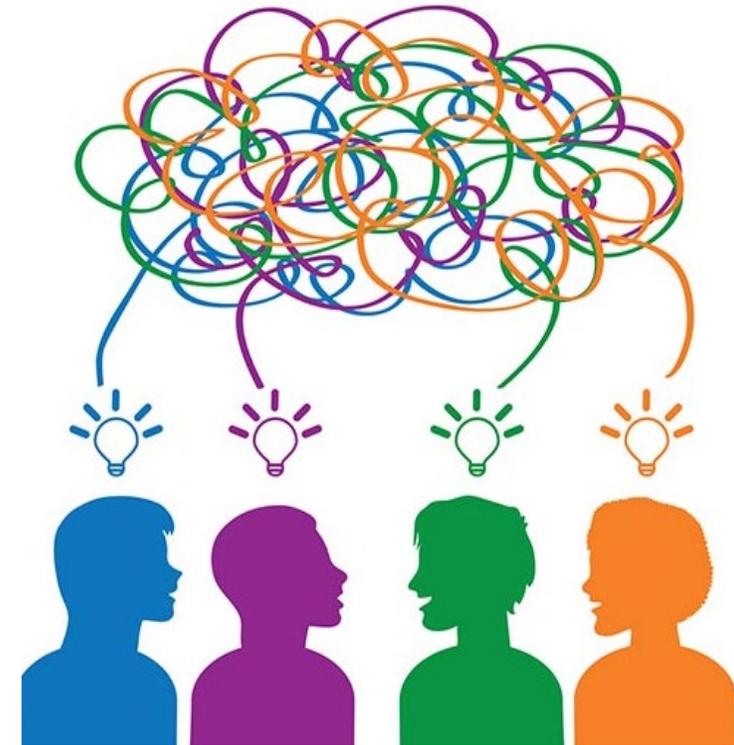
Focus Groups

- Key Measures

- Hypertension (59% Jan 2018; 73% Oct 2018)
- Diabetes (34% Jan 2018; 30% Oct 2018)
- Depression (71% Jan 2018; 88% Oct 2018)
- MyChart (97 users Jan 2018; 412 Oct 2018)

- Why it Works

- Collaboration
- Engagement
- Safe space to share
- Reaching small groups at a time
- Utilizing staff to spread the word



Engagement Through Education

GUIDE TO CLINICAL QUALITY MEASURES

UPDATED NOVEMBER 2018

Southside Community Health Services



ADULT BLOOD PRESSURE SCREENING POLICY AND PROCEDURE

Applicable To: Clinical Staff Subject: Adult Blood Pressure Screening Distribute To: Medical Clinic Staff Category: Medical Clinic Policy	Authorized By:	Signature Dr. Liza Ortiz Medical Director	
	Policy Dates	Effective: 10/1/2018	Revised/Reviewed:
Policy Reviewed by Board of Directors on: 10/16/2018 <i>(Only the Policy Statement is reviewed & approved by the Board)</i>			



Clinical Quality Measure Score Card 1/1/18 to 10/31/18



What we're measuring in 2018	2017 Year End	2018 Goal	September 2018	October 2018	Trend	Patients to Goal
FUHN requires us to improve our Diabetes, Hypertension, and Depression measures by 5% from 2017.						
Uncontrolled Diabetes (A1c >9%) <i>(Lower percentage is better!)</i>	32%	28%	30.7%	30.4%	Yellow square	5
Controlled Hypertension (<140/90)	69%	73%	70.9%	73.1%	Blue star	
Depression Screening & Follow Up	86%	91%	86.5%	88.6%	Green arrow up	90
Tobacco Use Intervention	94%	95%	94.0%	94.4%	Yellow square	34
Asthma Intervention	91%	95%	91.3%	93.9%	Green arrow up	2
IVD: Aspirin or Antiplatelet Use	68%	90%	90.9%	88.6%	Red arrow down	1
CAD: Lipid Therapy	71%	80%	100%	100%	Blue star	
Adult Weight Screening and Follow Up	36%	65%	37.4%	37.9%	Yellow square	
Pediatric Weight Assessment and Counseling	66%	70%	63.4%	66.8%	Green arrow up	
Childhood Immunizations	53%	58%	49.2%	49.2%	Yellow square	6
Cervical Cancer Screening	71%	75%	73.0%	75.0%	Blue star	
Colorectal Cancer Screening	47%	70%	58.7%	60.3%	Green arrow up	60
Early Entry into Prenatal Care	71%	75%	80.4%	82.7%	Blue star	

Tips of the Month: What Can We Do?

Tobacco Use Intervention

Note: Tobacco cessation is determined by the patient's last encounter therefore must be provided at every medical visit.

- Medical Assts: Identify patients who use tobacco during Pre-Visit Planning and alert provider during huddle.
 - During rooming, confirm tobacco status with patient and mark as reviewed.
- Providers: For all patients who use tobacco at every visit:
 - In History Activity, review smoking status and mark as reviewed.
 - Provide counseling on tobacco use and click YES for Counseling Given.
 - Use the Smart Phrase: TOBACCO to indicate counseling and/or treatment provided, even if patient refused treatment or referrals.

If you have any questions about the above data or have ideas on how to improve clinical quality measures, Please let Alyssa know!

Connect with a Visual Management Board

- Quality Measures
- Access to Care
- Quality Work Plan
- Stop Light Chart
- Patient Survey Results
- Staff Survey Results
- New Employee Highlights
- Idea/Comment Cards



Campaigns and Pushes

2 DAY iFOB COMPE*TUSHION!*



Thursday, October 11th							
FOBT given?		Lab Appt?			Provider	Appt Time	Patient Name
Yes	No	Yes	No	Check-Out Note		1:00PM	
Yes	No	Yes	No	Check-Out Note		3:40PM	
Yes	No	Yes	No	Check-Out Note		4:20PM	
Yes	No	Yes	No	Check-Out Note		8:40AM	
Yes	No	Yes	No	Check-Out Note		3:40PM	

Friday, October 12th							
FOBT given?		Lab Appt or Check-Out Note?			Provider	Appt Time	Patient Name
Yes	No	Yes	No	Check-Out Note		1:20PM	
Yes	No	Yes	No	Check-Out Note		10:20AM	
Yes	No	Yes	No	Check-Out Note		10:40AM	
Yes	No	Yes	No	Check-Out Note		10:00AM	
Yes	No	Yes	No	Check-Out Note		10:20AM	
Yes	No	Yes	No	Check-Out Note		4:20PM	

Adopting “*We Always*”

***We always* screen our patients for depression.**

“Suicide rates are up nationally 25% since 1999; up 40% in Minnesota.”

***We always* screen our patients for colorectal cancer.**

“Colorectal cancer is the 3rd leading cause of cancer-related deaths in men and women in the United States.”

Current Projects

- **“What Matters?” Conversations**
 - 1:1 conversations with staff to find out what motivated them to work in healthcare, what their ideal workplace looks like, what are the pebbles and boulders
 - These will go up on the Visual Management Board
 - Joy in Work team – reconnecting to why we’re here
- **Updating and Creating Policies and Procedures**
 - Without them, it’s optional
- **Developing Quarterly Onboarding Session**
 - Key people to introduce themselves and important information related to their department.

Regular Resources

- **Institute for Clinical Systems Improvement (ICSI)**
 - Seminars and trainings
 - Online tools and resources
- **Institute for Healthcare Improvement (IHI)**
 - Finding Joy in Work 12 week course
 - Regular newsletters and webinars
- **Health Information Technology Evaluation and Quality Center (HITEQ)**
 - Regulatory reporting, EMR, IT resources
 - Regular Newsletters and webinars
- **COLLEAGUES in QI**
 - Network!
 - Go grab some coffee and share ideas to bring home

“We’re Not in Kansas Anymore.”





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THANK YOU