BEHAVIORAL HEALTH INTEGRATION LEARNING COLLABORATIVE

Learning Webinar Series:

A Closer Look at Implementing Change: Sustainability

March 19, 2020

WEBINAR SERIES:
A CLOSER LOOK AT IMPLEMENTING CHANGE

Part I: Readiness

Part II: Implementation

Part III: Sustainability

TODAY'S SPEAKERS

Katherine Cox, MSW
Project Director & Practice Facilitator

Hwasun Garin, MEd
Project Director

Dee Watts, LSSBB
Practice Facilitator

DISCLOSURE

The speakers and the planning committee for today's webinar do not have any relevant financial relationship(s) to disclose.

OBJECTIVES

✓ Describe the importance of planning for the sustainability of change projects.

✓ Discuss how sustainability can be planned for

✓ Recognize the key factors in sustaining change initiatives

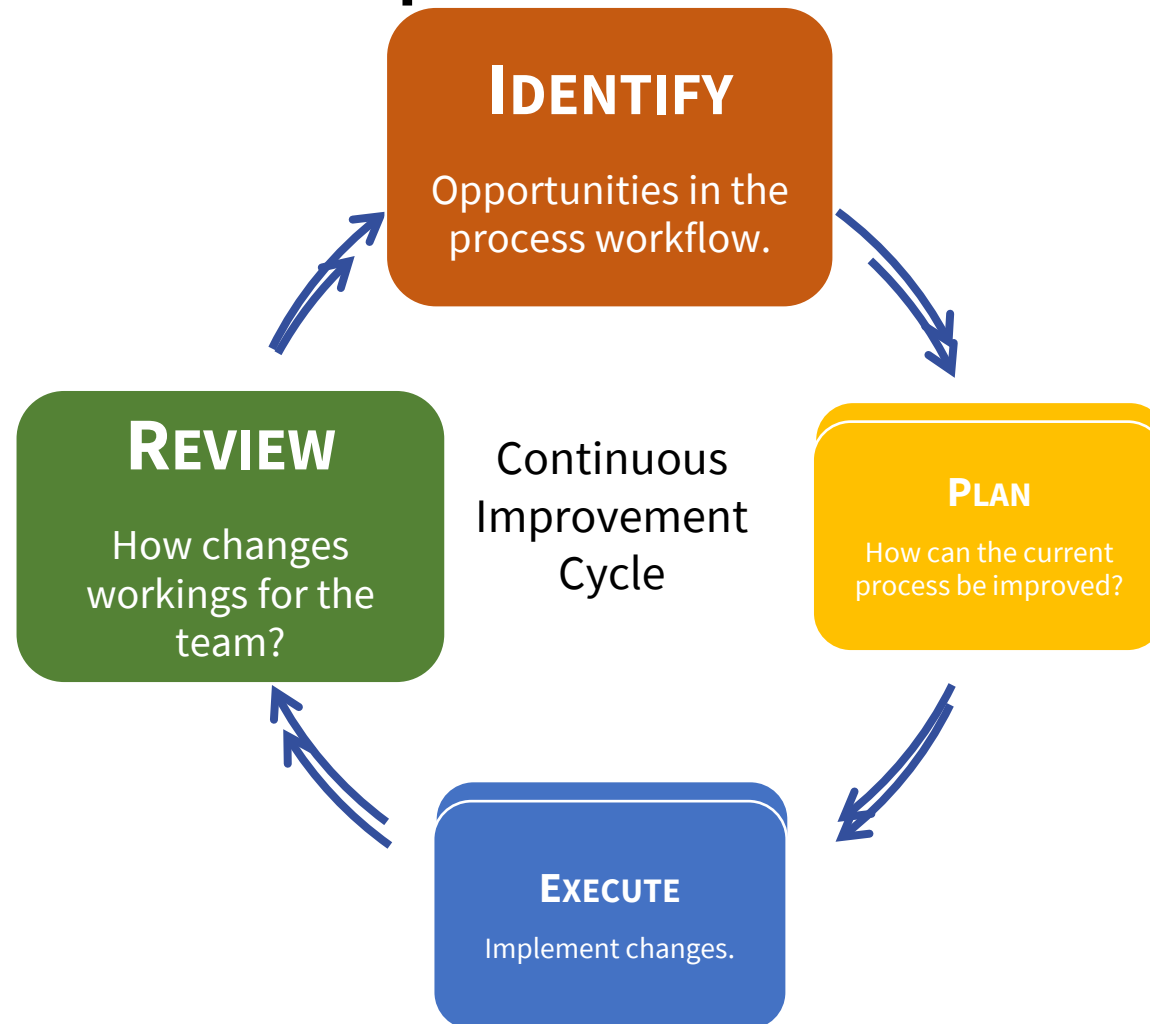✓ Utilize planning tools and concepts to prepare for the sustainability and maintenance of improved outcomes

AGENDA

I. Introduction of Sustainability Basics

II. Analyzing Data

III. Sustainability Tools

IV. Q&A

Continuous Improvement Culture

IDENTIFY
Opportunities in the process workflow.

PLAN
How can the current process be improved?

EXECUTE
Implement changes.

REVIEW
How changes workings for the team?

Continuous Improvement Cycle

What do we mean by sustainability?

The active process of establishing your initiative – not merely continuing your project but developing practices and procedures that become a lasting part of the work.

Sustainability Concepts

Support	Stability	Connectivity	Capacity
Evaluation	Adaptation	Communications	Strategy

Sustainability Basics

WHY DO WE NEED TO <u>PLAN</u> FOR SUSTAINABILITY?

- To give yourself time you need to solve for any challenges or barriers
- To map out how to get from *testing change* to ***sustaining change***
- To make your sustainability efforts more efficient and effective
- Developing a plan to monitor the change or progress is more cost-effective

Next Steps in Sustainability Planning

QUESTIONS YOU MUST ASK:

- Is there an improvement to sustain?

- Are there strategies to analyze the data?

- Are there tools that can help you?

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Analyzing Data – Straightforward Data
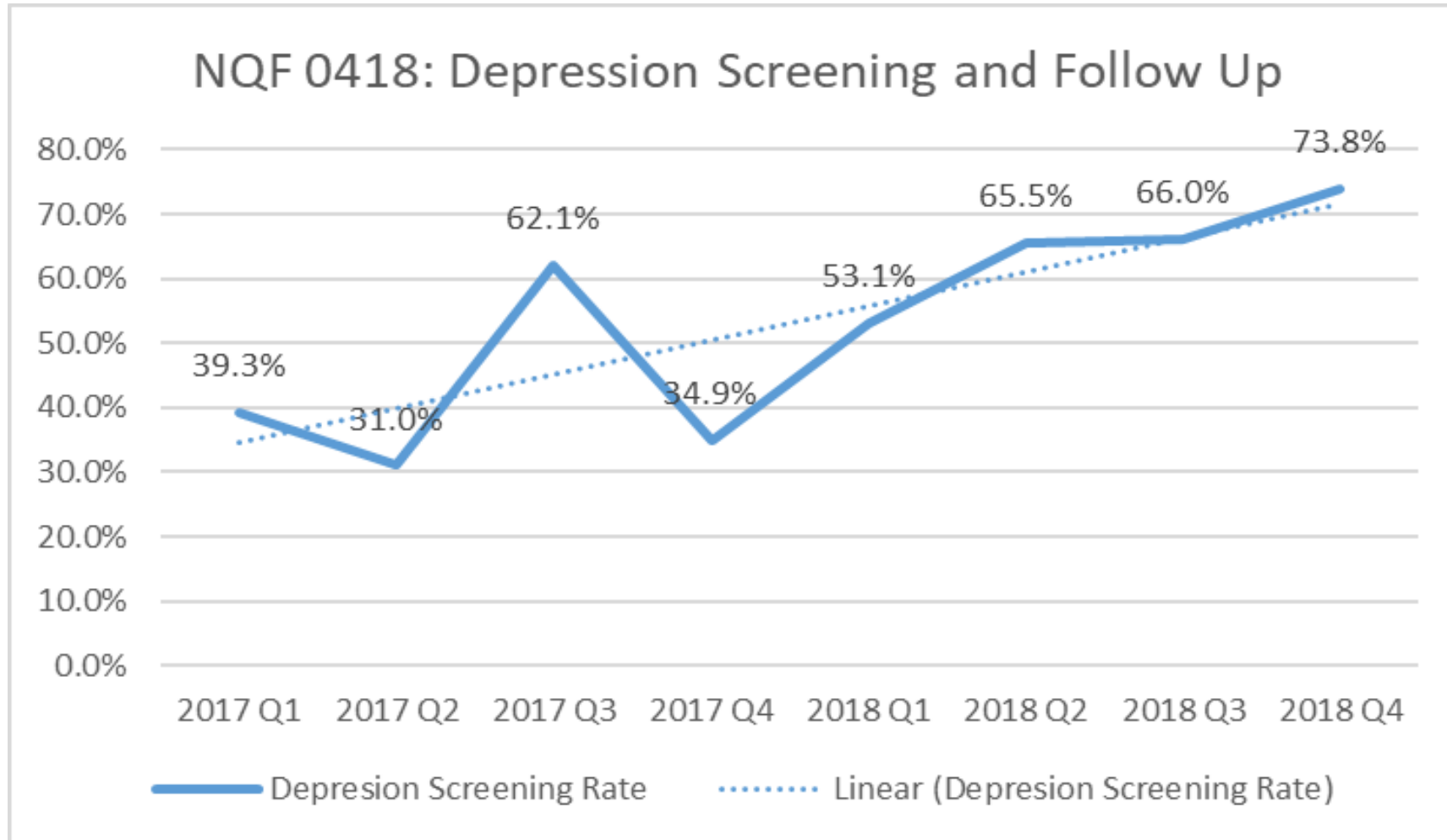
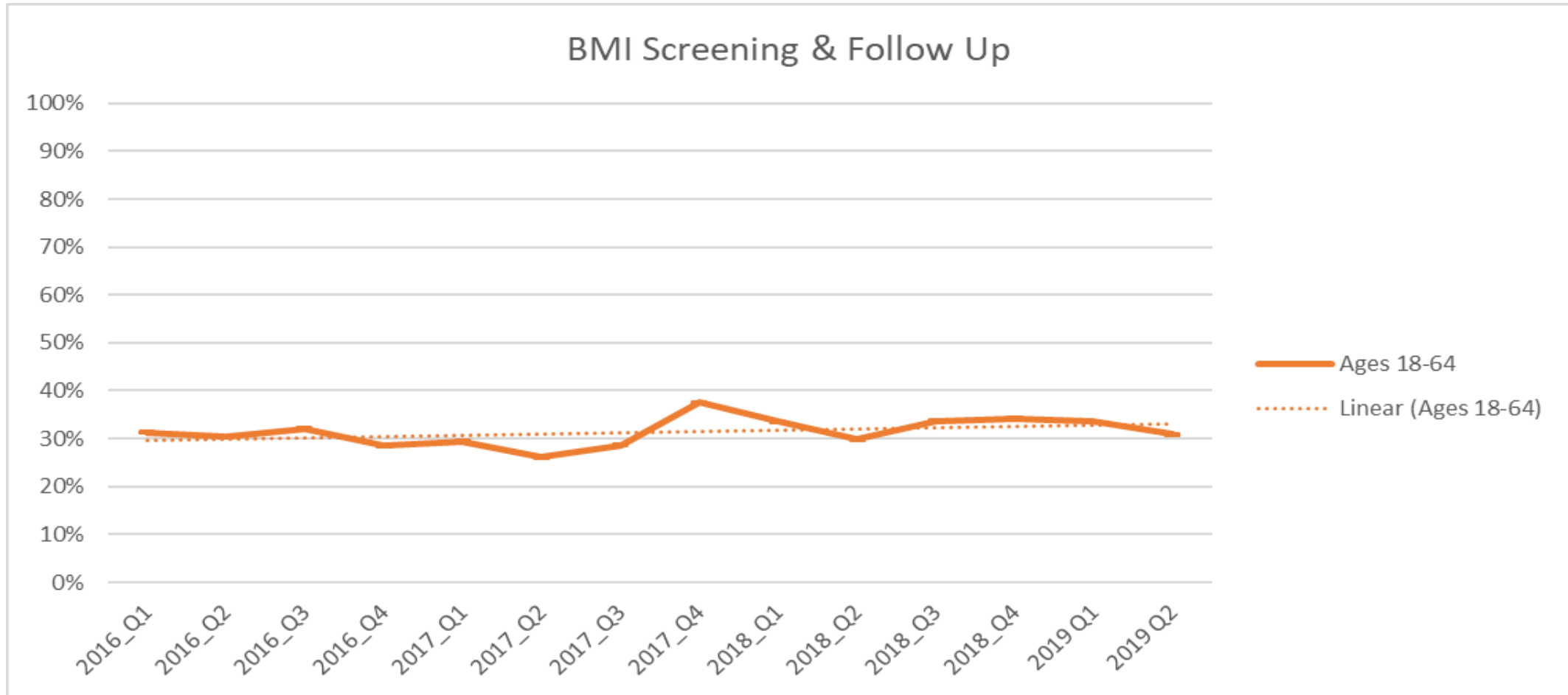Collected data along the way

Reports available

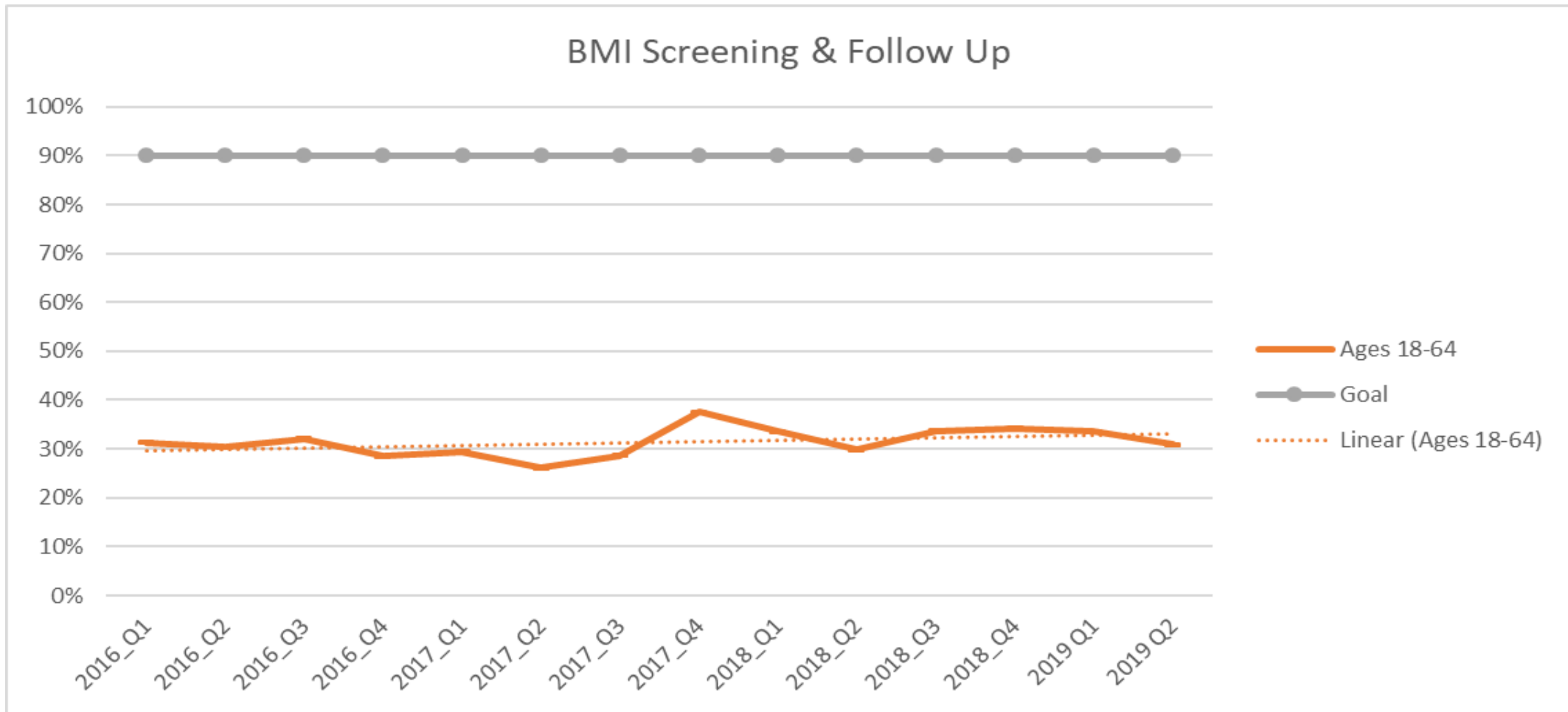Implemented change ideas

Demonstrated improvements

Case Study

NQF 0418: Depression Screening and Follow Up

Data points: 39.3%, 31.0%, 62.1%, 34.9%, 53.1%, 65.5%, 66.0%, 73.8%

Legend: Depresion Screening Rate — Linear (Depresion Screening Rate)

Analyzing Complex Data

BMI Screening & Follow Up

Legend: Ages 18-64, Linear (Ages 18-64)

X-axis: 2016_Q1, 2016_Q2, 2016_Q3, 2016_Q4, 2017_Q1, 2017_Q2, 2017_Q3, 2017_Q4, 2018_Q1, 2018_Q2, 2018_Q3, 2018_Q4, 2019_Q1, 2019_Q2

Analyzing Data – Complex Data

- What is your confidence level?
  - Number of patients?
  - Length of time?

- Do you know what you are measuring?
  - Have you collected baseline data?
  - Do you know what goal you are looking for?

Analyzing Complex Data

BMI Screening & Follow Up

Legend: Ages 18-64, Goal, Linear (Ages 18-64)

X-axis: 2016_Q1, 2016_Q2, 2016_Q3, 2016_Q4, 2017_Q1, 2017_Q2, 2017_Q3, 2017_Q4, 2018_Q1, 2018_Q2, 2018_Q3, 2018_Q4, 2019 Q1, 2019 Q2

Analyzing Data – Complex Data

- What type of data are you collecting?
  - Attribute or variable

- What are you trying to prove?
  - Null Hypothesis vs Alternative Hypothesis

- What are you changing?
  - Did you do a root cause analysis?
  - Did you only make one change at a time?

- Is there statistical significance?

What to do with complex data?

- Let the experts help
  - Ask an analyst
  - Utilize online tools
    https://www.graphpad.com/quickcalcs/ttest1.cfm

- Design of Experiment

Types of Data	Examples	Statistical Test to Use
One Attribute	Diabetes Diagnosis	1 sample proportion test
Two Attribute	Diabetes Diagnosis and A1C>9	Chi squared
One Variable	A1C level	T-Test
One Attribute and One Variable	Diabetes Diagnosis and A1C level	T-test or ANOVA
Two Variable	A1C level and BMI	Correlation test

Displaying Data
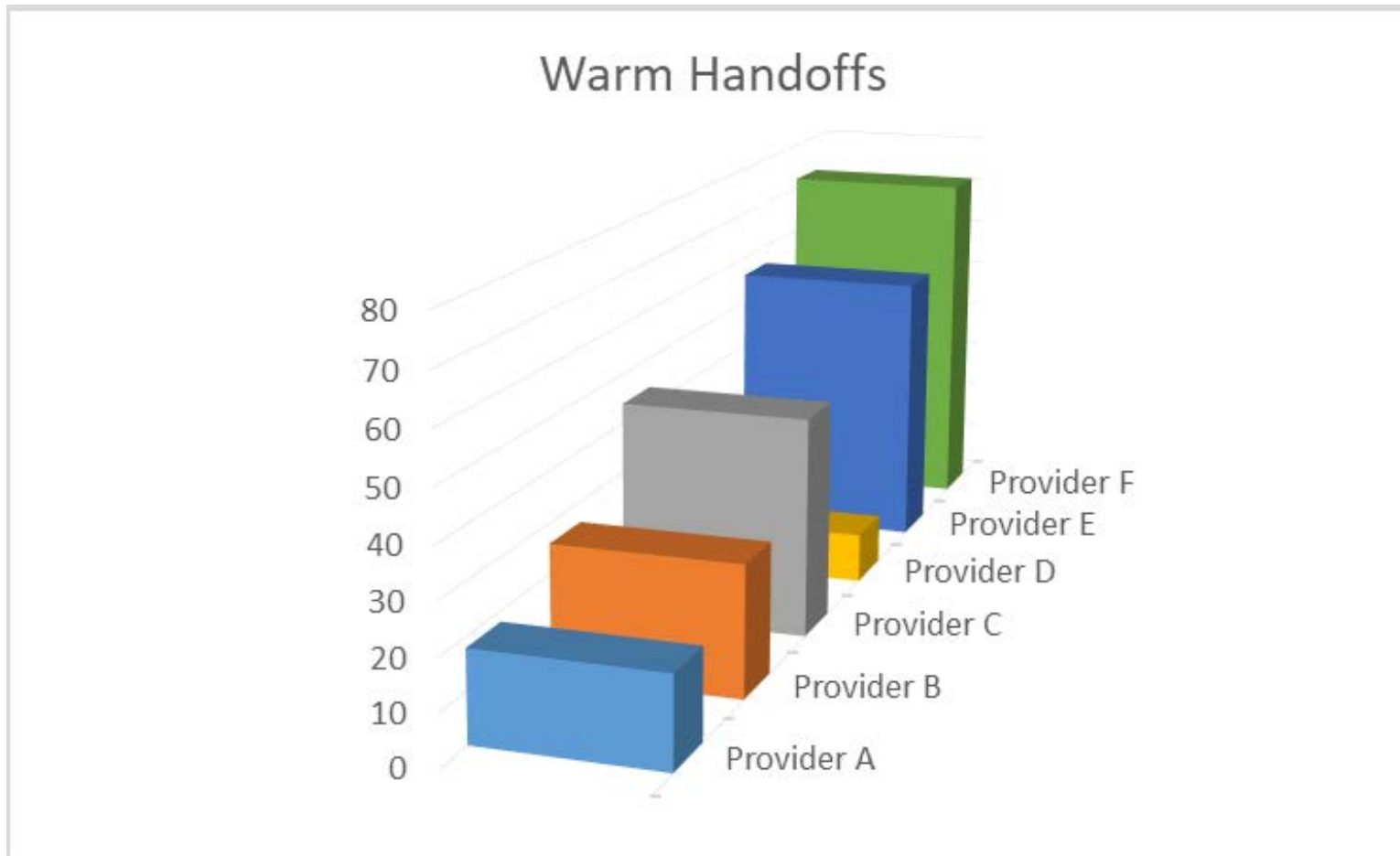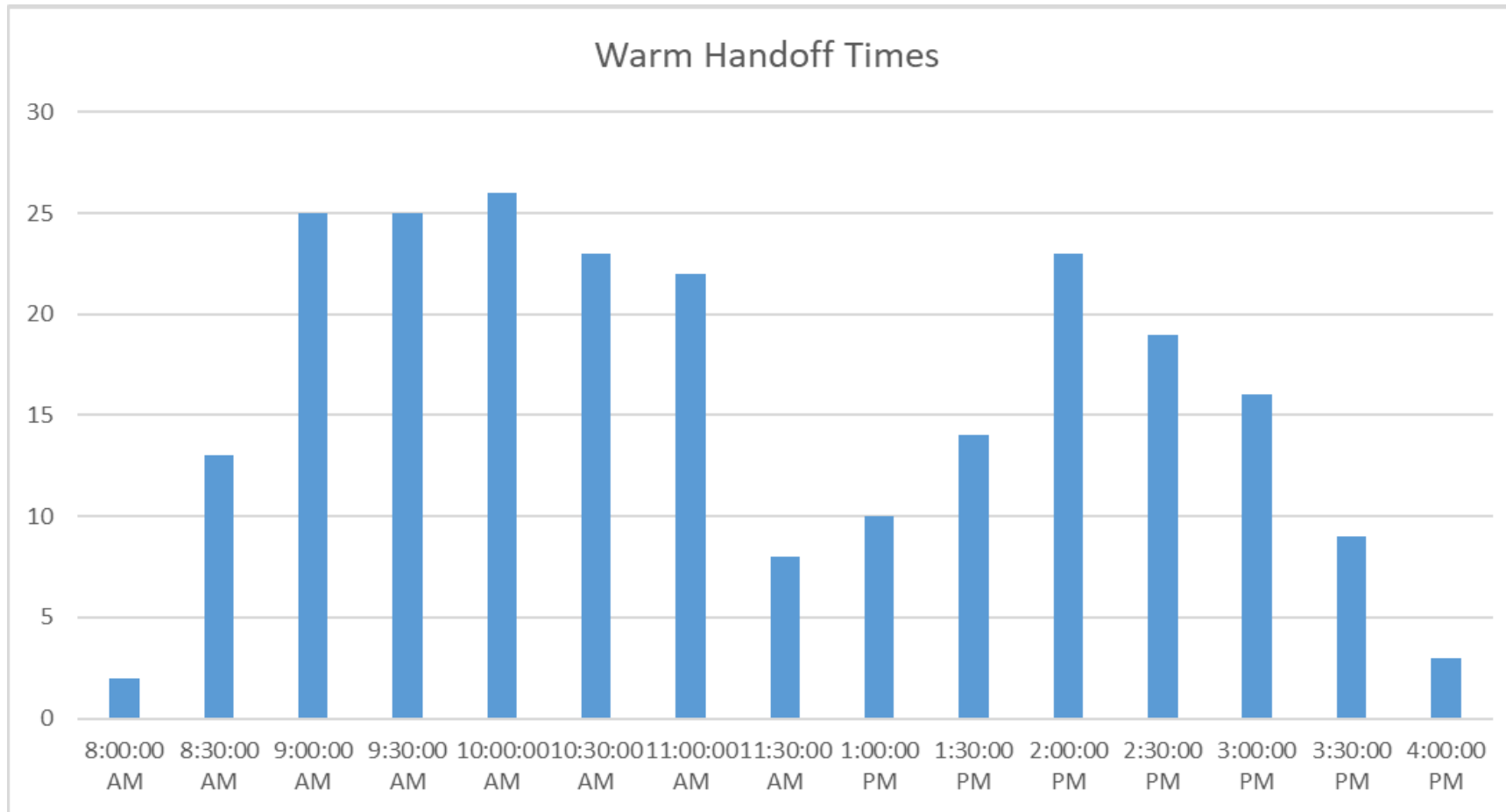
Warm Handoffs

(3-D bar chart showing values for Provider A, Provider B, Provider C, Provider D, Provider E, and Provider F on a scale from 0 to 80)

Displaying Data

Warm Handoff Times

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Sustainability Checklist

Project Sustainability	Yes	No
Do we have a process owner responsible for reviewing our data to monitor for slippage, designing ongoing improvements/adjustments, and facilitating communication about the performance?		
Are our senior leaders involved?		
Are the systems and processes we developed operating independently of the people involved?		
Have we created, adapted, or used all the existing tools required to make it easier for everyone to follow the new procedures?		
Are we continuously monitoring the project results?		
Have we celebrated our successes?		
Have we communicated our improvements to stakeholders?		

Adapted by K.Cox (2019) from Center for Public Health Quality (n.d). Project Sustainability Checklist.

Sustainability Resources

Program Sustainability Assessment Tool	Free sustainability self-assessment designed to evaluate the sustainability capacity of a program. • Offers a sustainability framework that identifies a small set of organizational and contextual domains that can help build the capacity for maintaining a program.
IHI– 6 Essential Practices for Sustainable Improvement	Web-based resource that reviews 6 Quality Control practices as the most promising path to sustainability: • Standardization, Accountability, Visual Management, Problem Solving, Escalation, & Integration
Center for Public Health Quality	• Spread Checklist and Plan – Tool to assist QI Staff and Leaders to plan for the spread of QI Tools, concepts, and new processes throughout the organization. • Leader's Checklist for Creating a Foundation for Success – useful checklist to guide leaders to create a culture of quality improvements; includes many sustainability elements. • QI Project Sustainability Checklist – Tool to assist QI staff and project teams develop a plan to sustain the improvement made during a QI project.

Spread Checklist

- Spread Evaluation
  - Relative Advantage
  - Compatibility
  - Simplicity
  - Trialability
  - Observability

- Spread Plan
  - What tool/concept/process will be spread?
  - Who will you spread it to?
    - How many people?
  - What key messages will be communicated?
    - How Often?
  - What strategies will you use to improve the odds of spread?
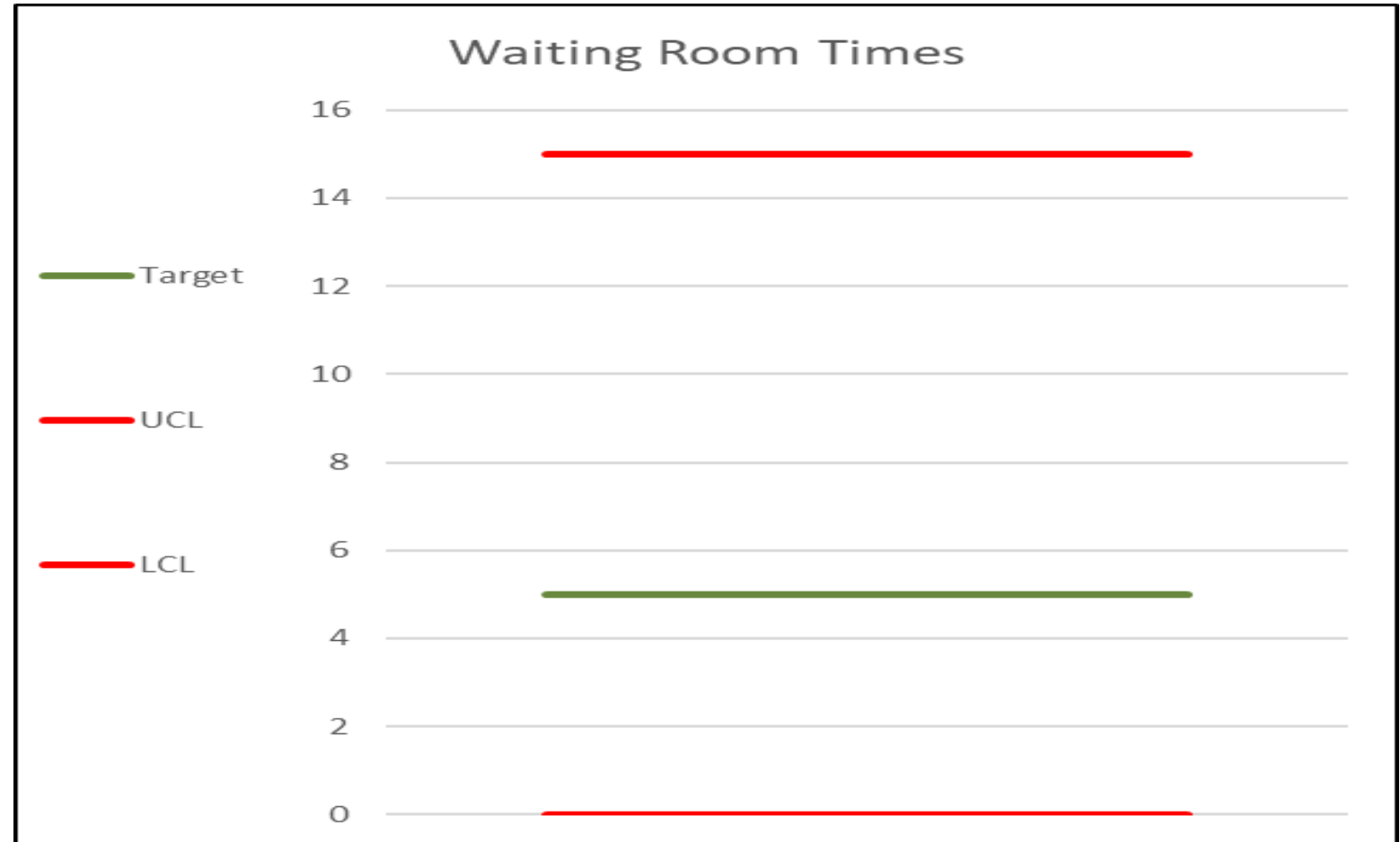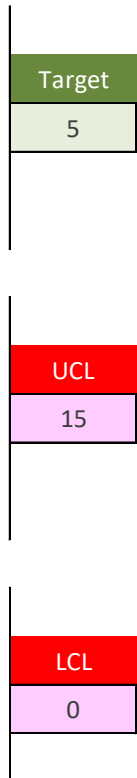 - What measures will you track to show you have successful spread the new tool/concept/process?
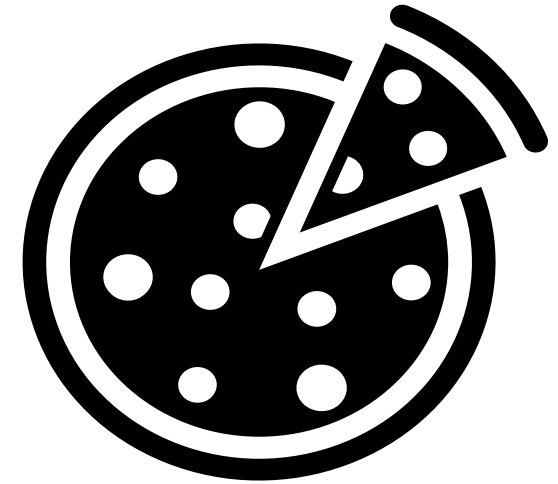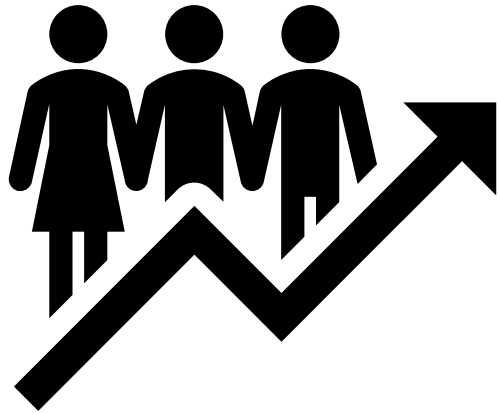
Control Plans

Process Owner	

Measurement and Specification	

Sampling and Reporting	

Documentation	

Corrective Action	

Control Charts

Target	
5	

UCL	
15	

LCL	
0	
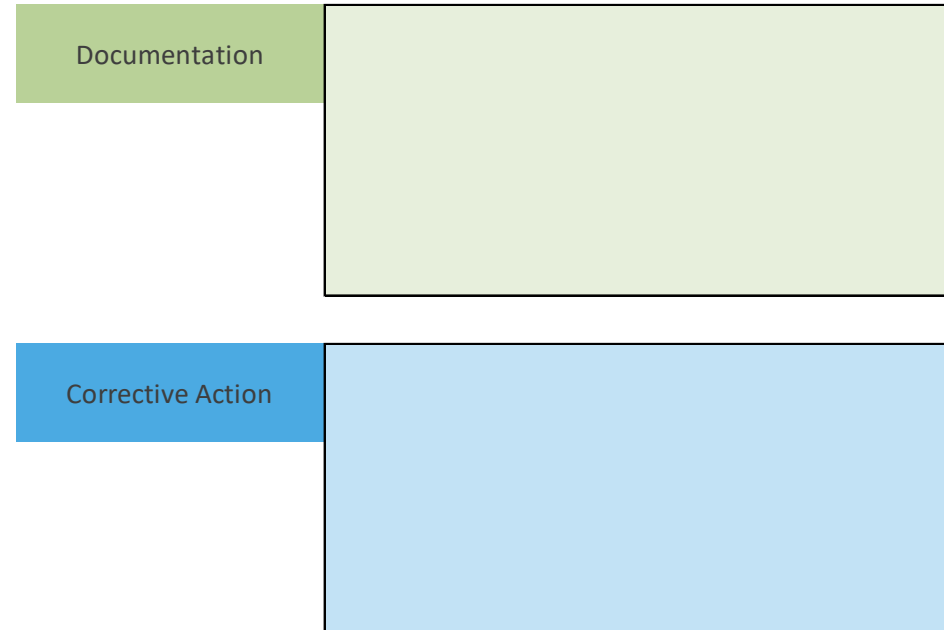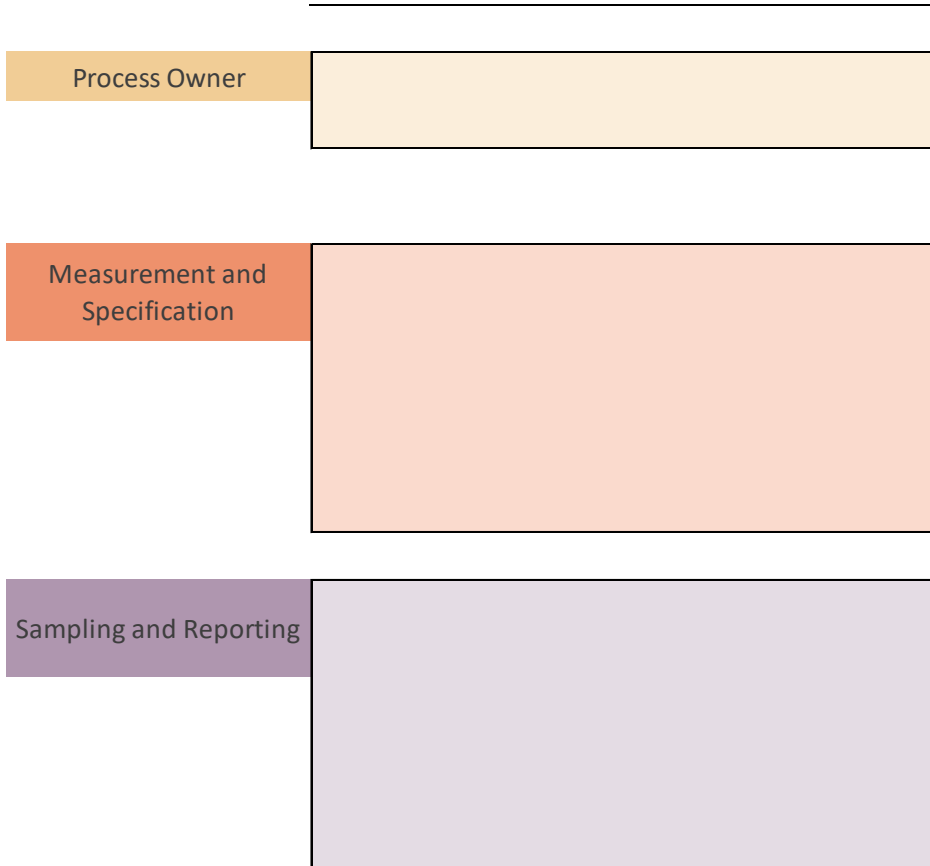
Waiting Room Times

Report Out and Celebration

QUESTIONS

VISIT US
www.citizenshealthinitiative.org

SEND US A NOTE
info@citizenshealthinitiative.org