

# QDI Peer Learning Call

9/29/21



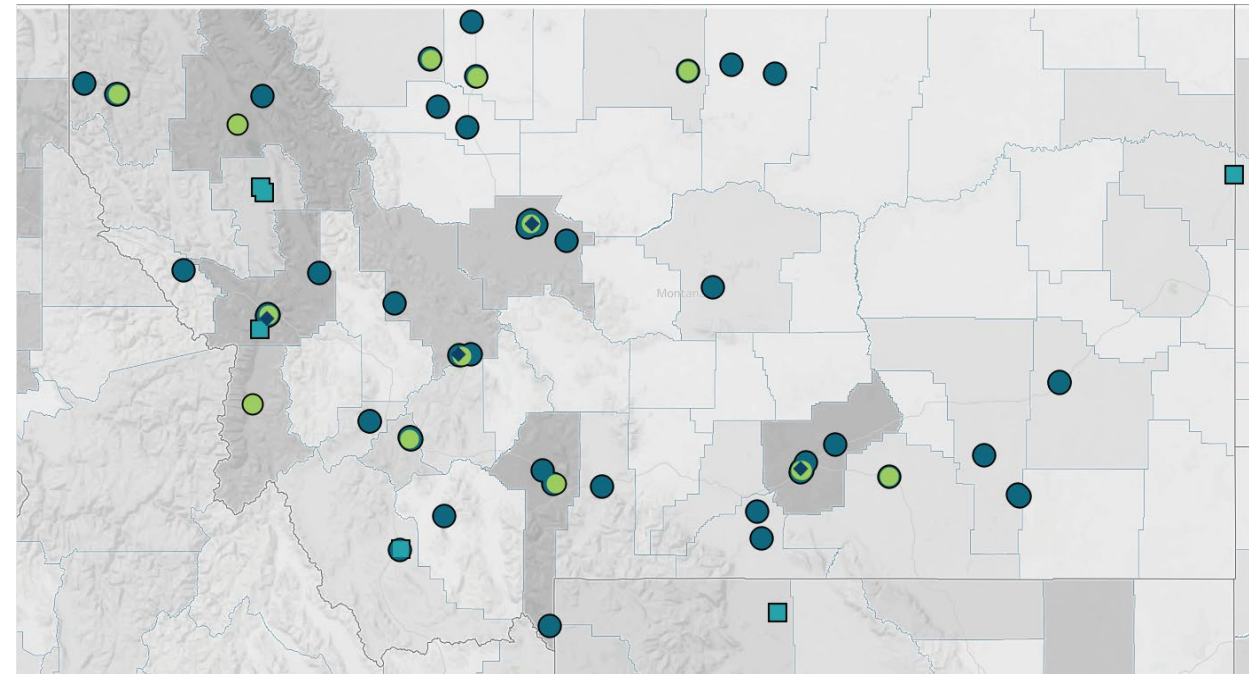
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# MPCA

- The **Mission** of the Montana Primary Care Association is to promote integrated primary healthcare to achieve health and well-being for Montana's most vulnerable populations.
- The **Vision** of MPCA is health equity for all Montanans.
- MPCA values integrity, collaborations, and innovation.
- The Montana Primary Care Association is the support organization for Montana's 14 Community Health Centers and 4 of our Urban Indian Health Centers. MPCA centers serve over 117,500 patients across Montana.



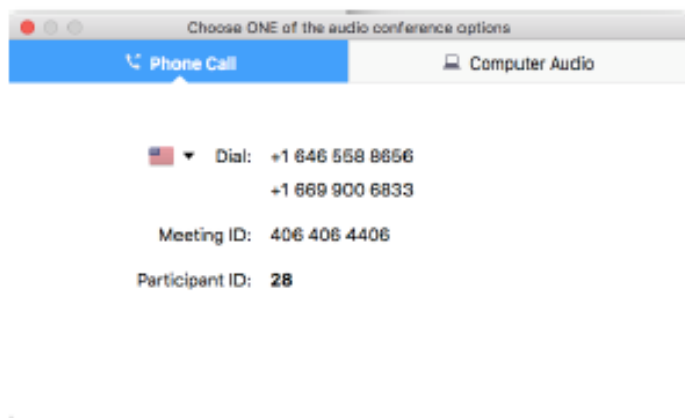
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# Zoom tips and tricks!

**CHAT:** Please jump in if you have something to share, but we also have this nifty chat function.

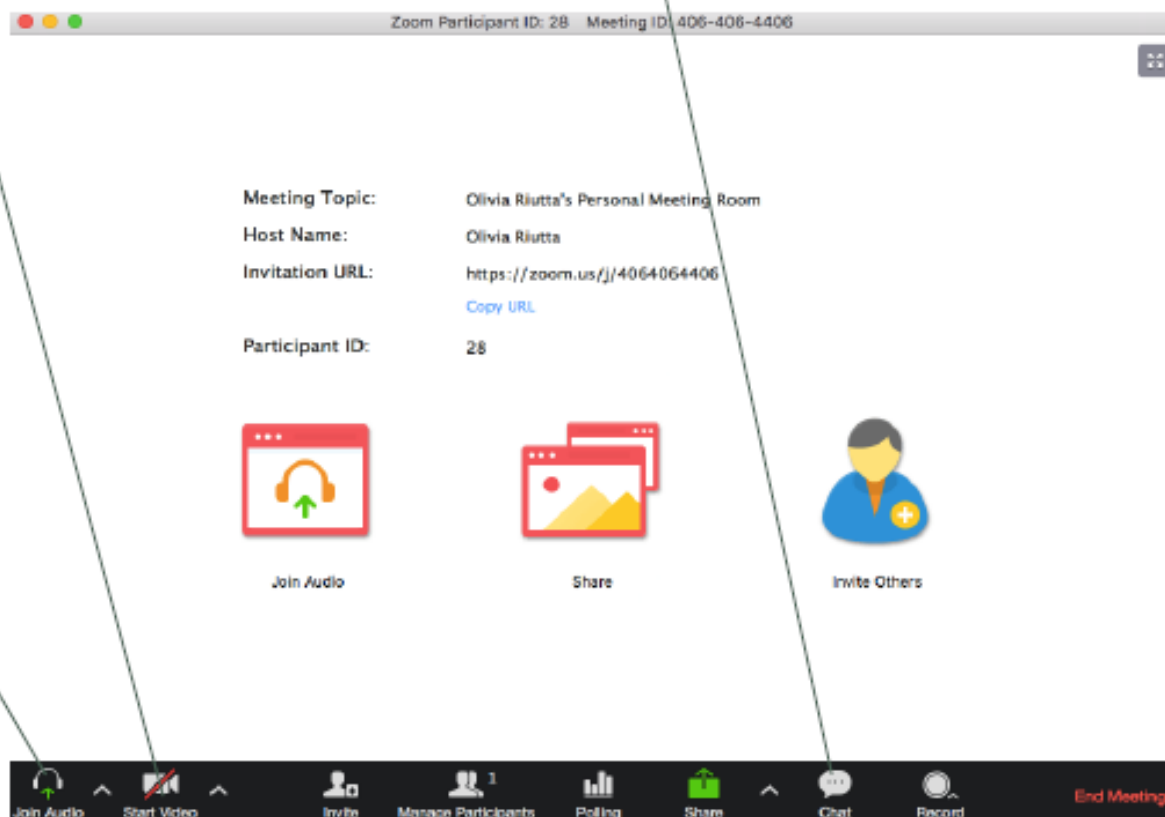


**VIDEO:** We want to see you!  
If your camera isn't on, start your video by clicking here.

**ATTENDANCE:** If there are multiple attendees together on the call, please list the names and your location in the chat box

**AUDIO:** You can use your computer speakers or your phone for audio. The phone is generally better quality. If you click "Join Audio," this "Choose one..." box will pop up. If you dial in, just make sure you include your audio code.

**MUTE/UNMUTE:** \*6 or click the mic on the bottom left of your screen.



# Upcoming Trainings and Events

September 30th 2:00- 3:00 **Self Measured Blood Pressure, Remote Patient Monitoring, Hypertension Control Peer Learning**

October 14<sup>th</sup> – 15<sup>th</sup> Helena **Population Health Summit**

October 14<sup>th</sup> 12:00-1:00 **Compliance Peer Group**

October 21<sup>st</sup> 12:00- 12:30 **Rural Cancer Survivorship: Nutrition and Physical Activity Among Cancer Survivors**

October 27<sup>th</sup> 10:00- 11:00 **QDI Peer Learning Call**

October 27th 11:00- 11:30 **PCMH Office Hours**

October 27<sup>th</sup> 1:00- 3:00 **Fall Motivational Interviewing Training Series**

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# Agenda

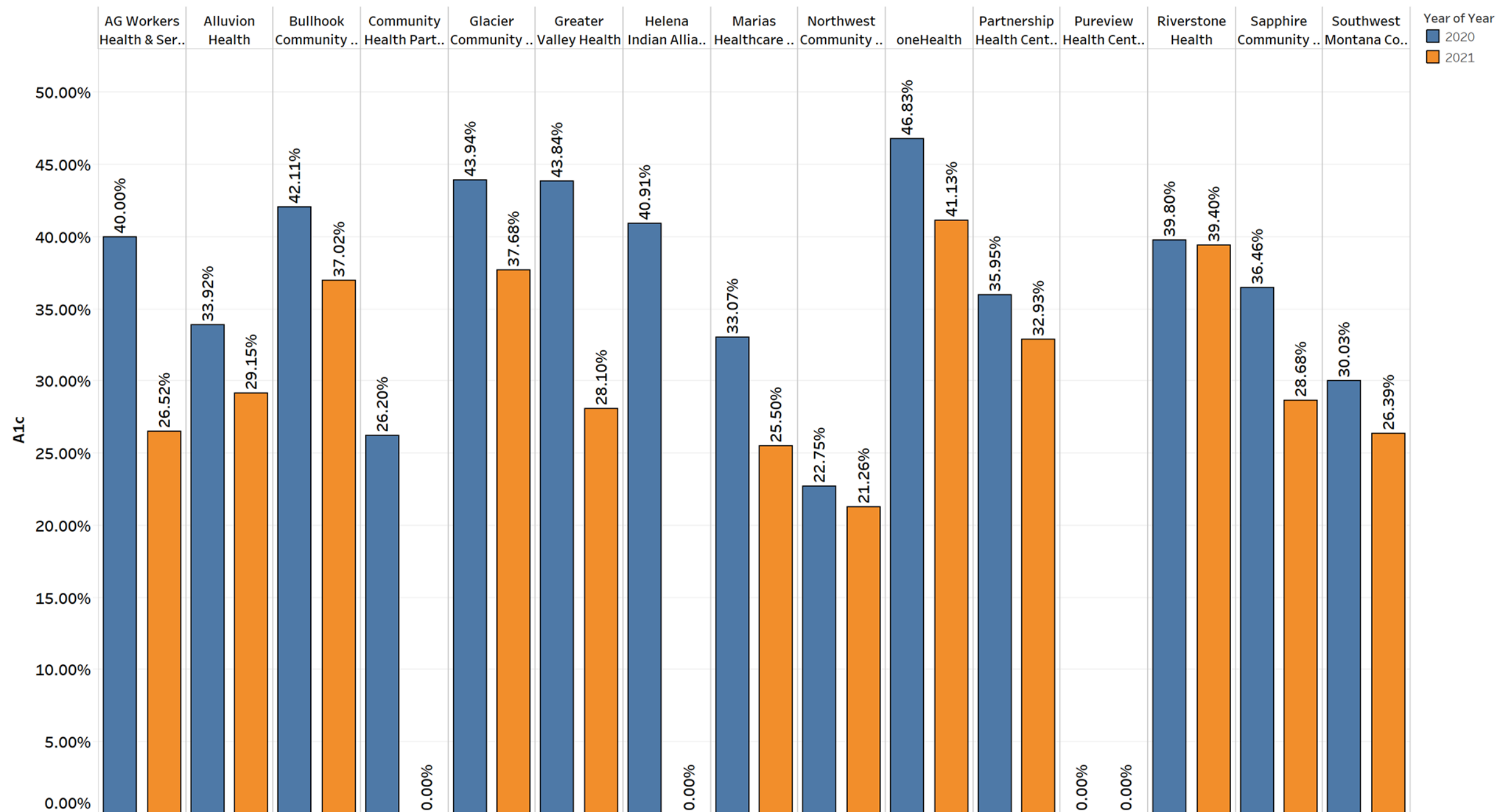
- Welcome, Housekeeping
- Data highlights
- Clinic Headlines
- Three Good Things
- Health Center Excellence Framework and Maturity Model Review
- QDI List of Assumptions
- Quality (Management) Plan Discussion
- Wrap Up and Homework

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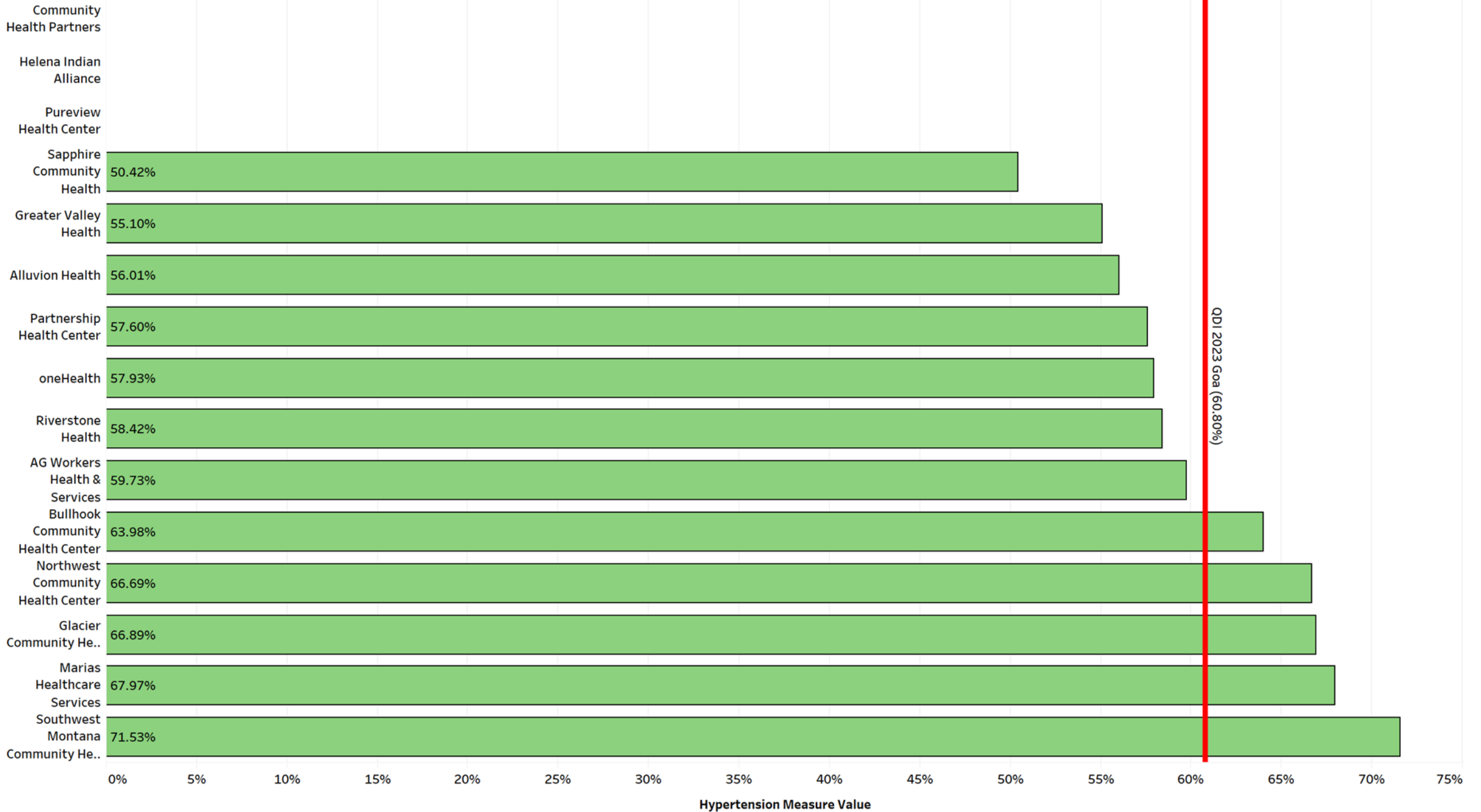


# Diabetes Management (August 2020 vs August 2021)



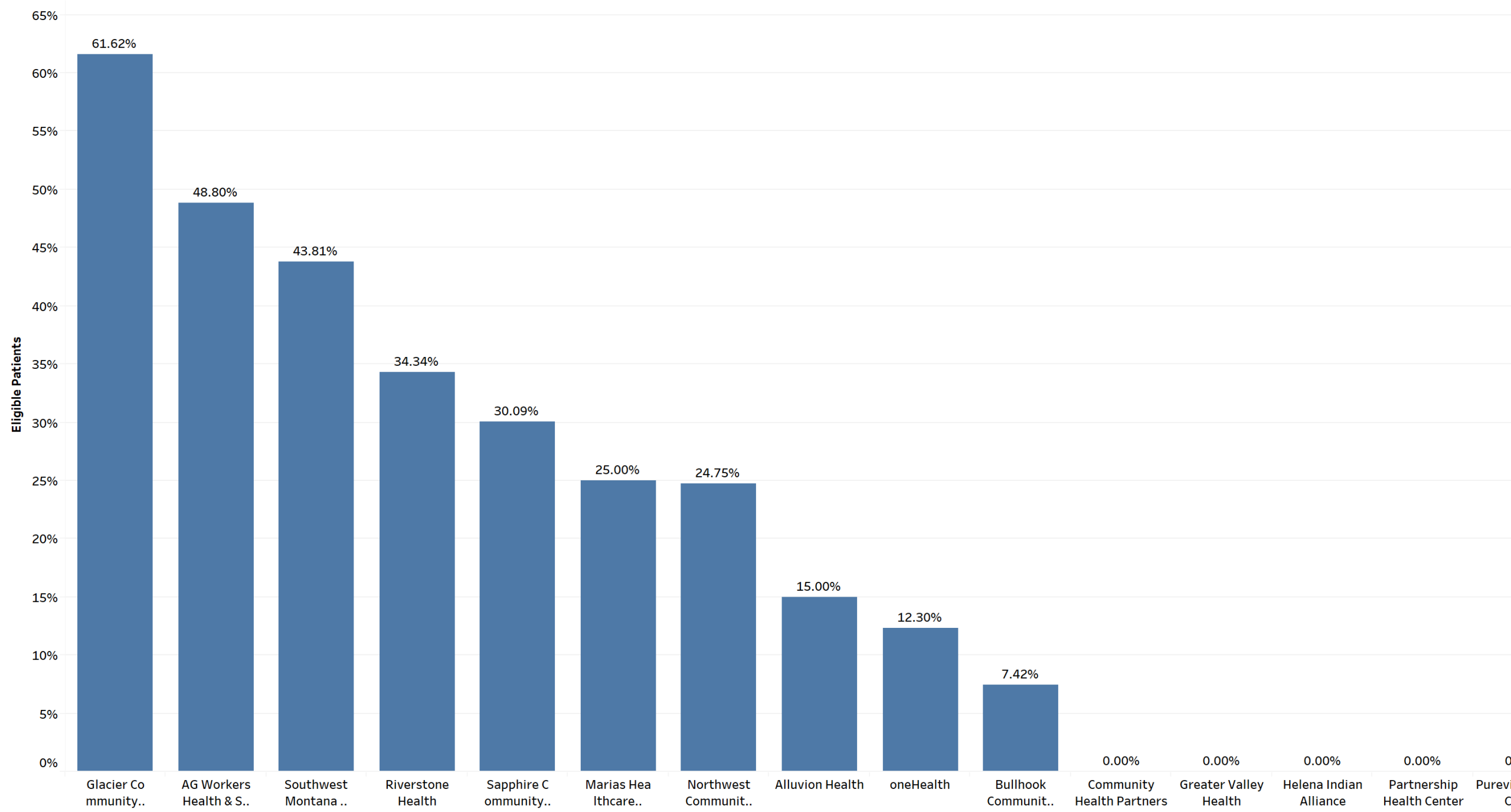
Sum of A1c for each Year Year broken down by Health Center1. Color shows details about Year Year. The marks are labeled by sum of A1c. Details are shown for Month.

# Hypertension Controlling High Blood Pressure (1/1/2021 to 8/31/2021)



Sum of Hypertension Measure Value for each Health Center1. The marks are labeled by sum of Hypertension Measure Value. The view is filtered on Health Center1, which has multiple members selected.

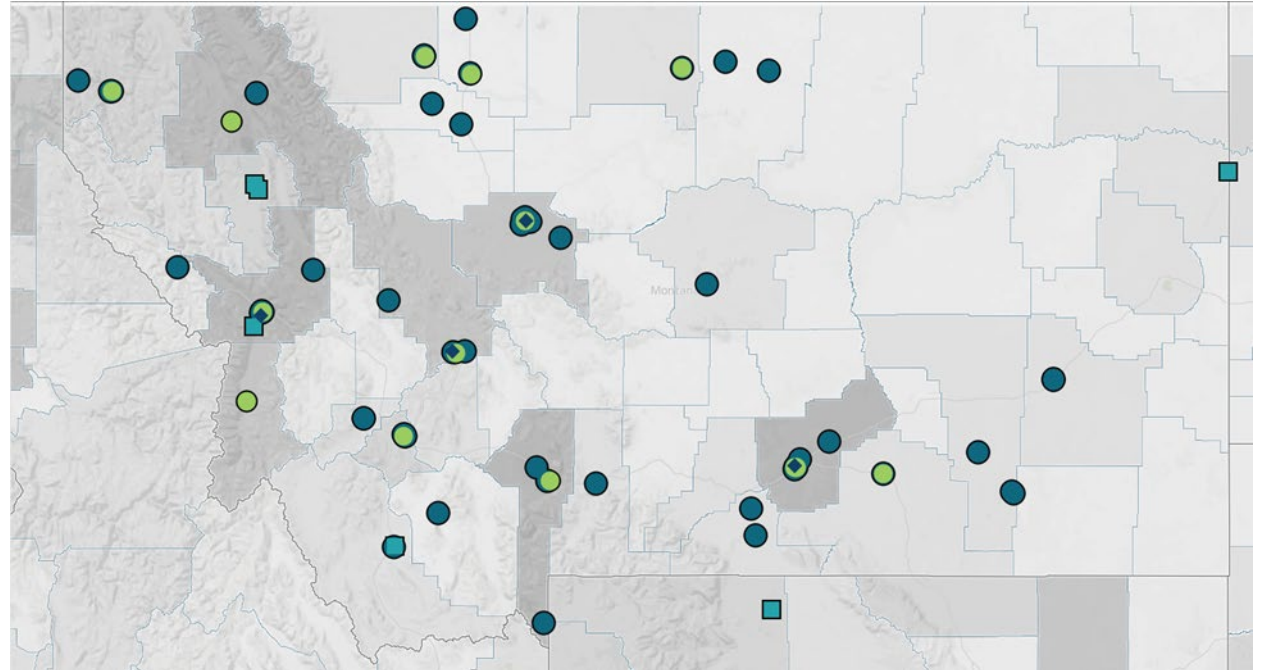
Percentage of Eligible Patients Vaccinated with COVID-19 (1/1/2021 to 9/2/2021)





# Clinic Headlines

How are things going with your quality work and the Delta surge?



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# Three Good Things



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# Advancing Health Center Excellence

Stakeholder Webinar

*August 26, 2020*

**Jennifer Joseph, PhD, MEd**

Bureau of Primary Health Care (BPHC)

**Lisa McKeown, MPH**

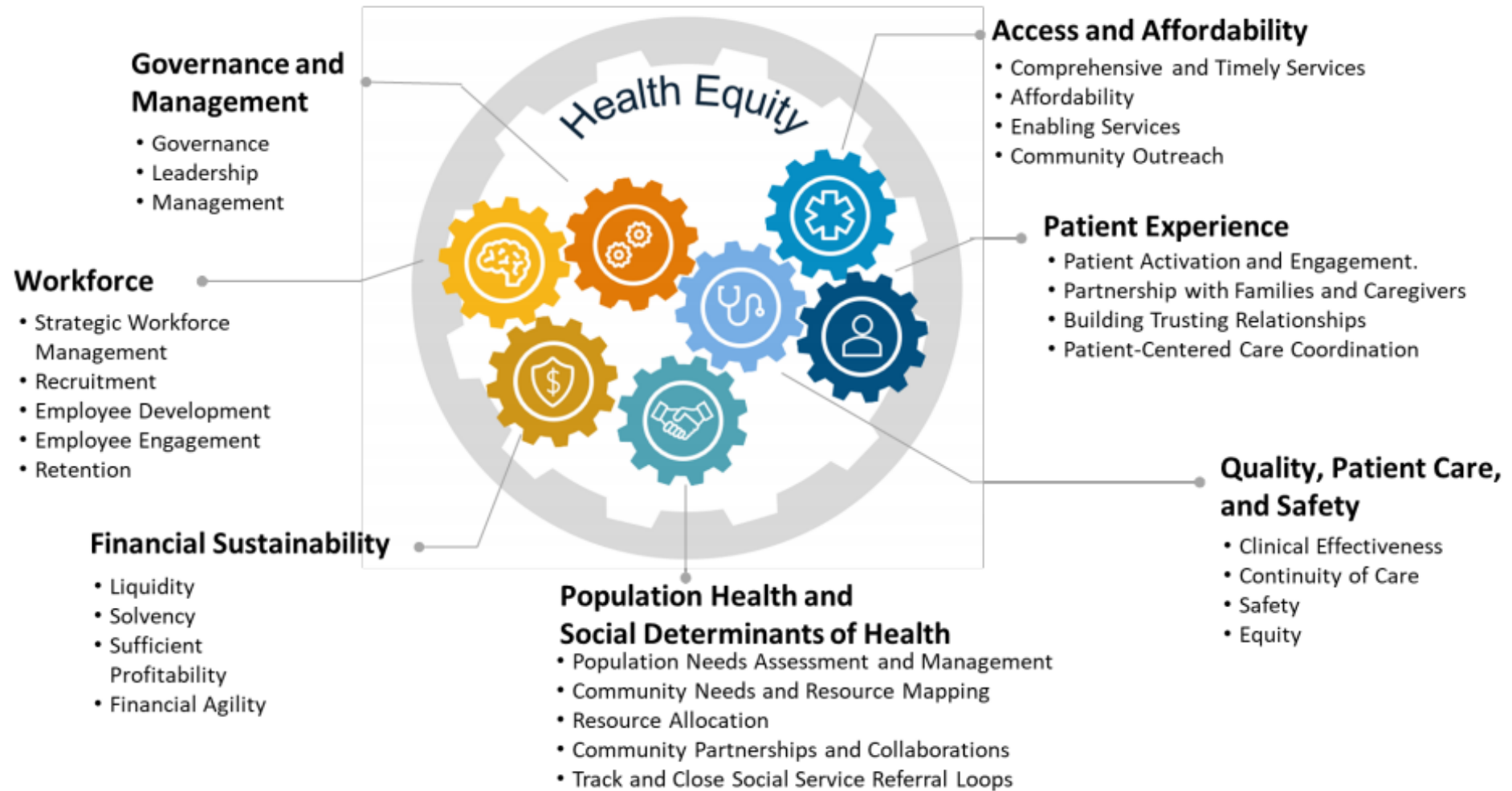
MITRE Corporation

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**Vision: Healthy Communities, Healthy People**



## Domains and Performance Expectations



# Definition and Performance Expectation Areas



## Definition

The health center provides safe, effective, appropriate, timely, and equitable health care services to patients to increase the likelihood of desired health outcomes.

Performance expectation areas that illustrate the priorities for Quality, Patient Care, and Safety are:

Clinical Effectiveness

Continuity of Care

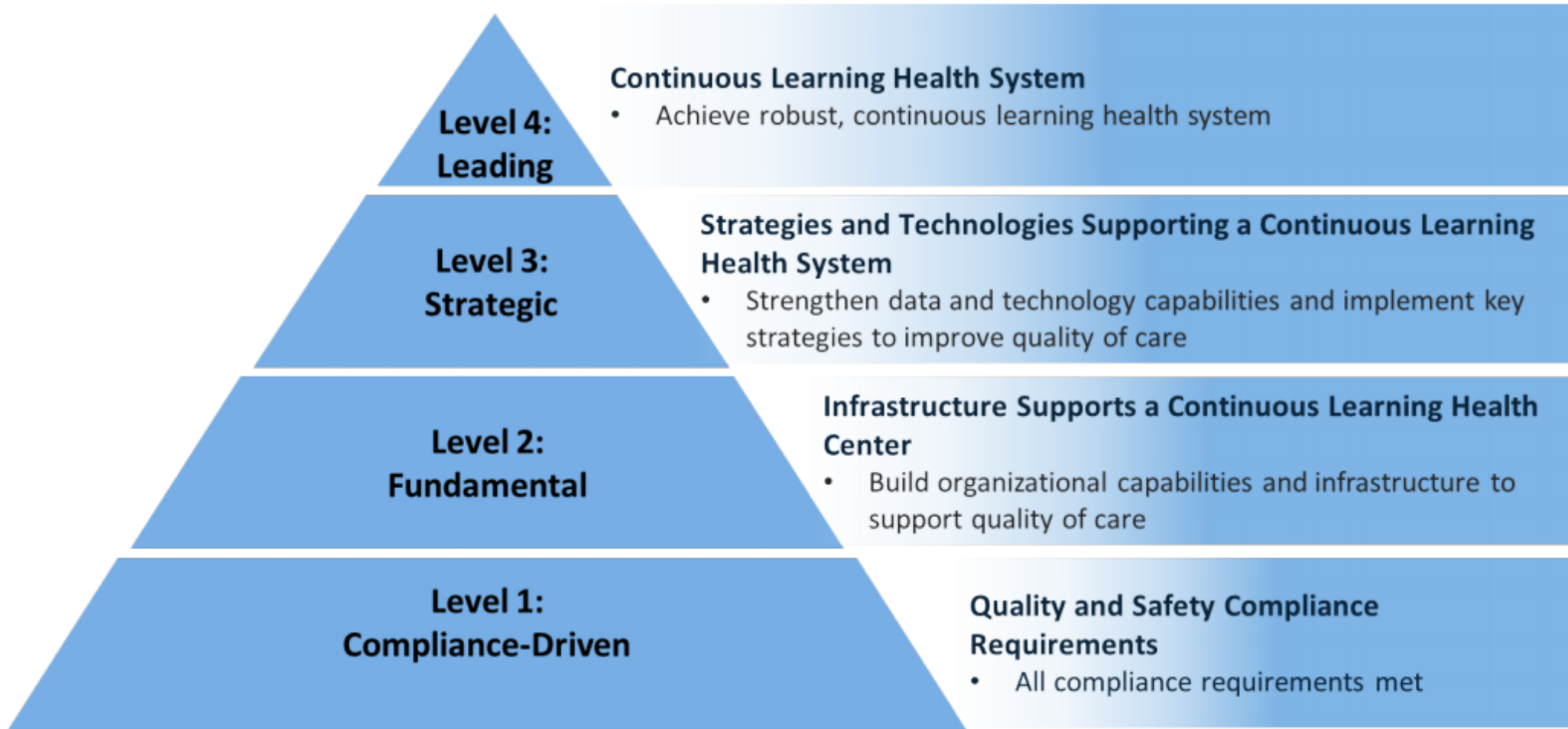
Safety

Equity

Relevant Health Center Program Compliance Manual Chapters:

8 and 10

# Quality, Patient Care, and Safety Maturity Model



# Quality Data Initiative Assumptions

- All centers have and are using a quality plan
- All centers are using a quality improvement process (Lean Six Sigma, PDSA, etc)
- All centers are NCQA PCMH recognized
- Quality is a team sport and involves the following people at each health center:
  - CEO
  - CMO
  - Operations Manager or equivalent
  - Nursing Manager or equivalent
  - Care team members

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# Quality (Management) Plan Discussion Questions

- How do you use your quality plan?
- What is included in your quality plan?
- Who is involved in the development and implementation of your quality plan?



# Homework

For the October QDI Peer Call, please be ready to discuss what quality improvement framework you use at your clinic.



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