Introductions & Roll Call
• Name
• Organization
• Name 1 thing you would like to see accomplished this year as it pertains to the WPCC
Approve Agenda & Minutes
Follow Up Items from December Announcements
Follow Up Items from December

• WSU Mobile Needs Assessment – Dr. Manriquez presentation and Q&A at February’s meeting

• Coaching Update
Announcements – Quarterly Reporting

2 Types of Reporting
Progress to Date
Measure – Data

Reports Due: January 10th
If you are having struggles – email me!

Reporting to NCACH can be painful – don’t make it worse by trying to go at it alone when things are not working – I am here to help 😊

Choose the correct dates when pulling data for measures.
Announcements – Quarterly Reporting

Video and Power Point Tutorials
<table>
<thead>
<tr>
<th>Announcements: Change Plan Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Change Plans Due</strong></td>
</tr>
<tr>
<td>2018: 7/31/2018</td>
</tr>
<tr>
<td>2019: 12/21/2018</td>
</tr>
<tr>
<td>2020: 12/31/2019</td>
</tr>
<tr>
<td>2021: 12/31/2020</td>
</tr>
<tr>
<td><strong>Initial Scores Released</strong></td>
</tr>
<tr>
<td>2018: 8/10/2018</td>
</tr>
<tr>
<td>2019: 1/15/2019</td>
</tr>
<tr>
<td>2020: 1/15/2020</td>
</tr>
<tr>
<td>2021: 1/15/2021</td>
</tr>
<tr>
<td><strong>Updated Change Plans Due</strong></td>
</tr>
<tr>
<td>2018: 8/20/2018</td>
</tr>
<tr>
<td>(for those that did not pass)</td>
</tr>
<tr>
<td>2019: 1/31/2019</td>
</tr>
<tr>
<td>2020: 1/31/2020</td>
</tr>
<tr>
<td>2021: 1/31/2021</td>
</tr>
<tr>
<td><strong>Final Scores Released</strong></td>
</tr>
<tr>
<td>2018: 8/31/2018</td>
</tr>
<tr>
<td>2019: 2/15/2019</td>
</tr>
<tr>
<td>2020: 2/15/2020</td>
</tr>
<tr>
<td>2021: 2/15/2021</td>
</tr>
<tr>
<td><strong>Change Plan Implementation Timeframe</strong></td>
</tr>
<tr>
<td>2018: 9/1/2018 – 12/31/2018</td>
</tr>
<tr>
<td>2019: 1/1/2019 – 12/31/2019</td>
</tr>
<tr>
<td>2020: 1/1/2020 – 12/31/2020</td>
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<tr>
<td>2021: 1/1/2021 – 12/31/2021</td>
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### Announcements: Payment

The MOU states “Provide Stage 2 funding to the organization in the amount of $xx,xxx for the last quarter of 2018, payable within 90 days of receipt of the fourth quarter report (Q4 2018).”

2019 Funding is calculated based in Medicaid Encounters and Change Plan scores.

<table>
<thead>
<tr>
<th>Annual Medicaid Encounters</th>
<th>Maximum Base Funding</th>
<th>Quarterly Base Funding</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; 75,000</td>
<td>$100,000</td>
<td>$25,000</td>
</tr>
<tr>
<td>30,000-74,999</td>
<td>$80,000</td>
<td>$20,000</td>
</tr>
<tr>
<td>10,000-29,999</td>
<td>$65,000</td>
<td>$16,250</td>
</tr>
<tr>
<td>&lt;10,000</td>
<td>$50,000</td>
<td>$12,250</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Points on Change Plan</th>
<th>Funding Amounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>90-100</td>
<td>Maximum funding</td>
</tr>
<tr>
<td>60-89</td>
<td>60-89% of funding (each point = 1%)</td>
</tr>
<tr>
<td>&lt;60</td>
<td>No funding</td>
</tr>
</tbody>
</table>
Learning Activities
Learning Activities – Bidirectional Integration

Behavioral Health into Primary Care LAN
57 individuals/11 Organizations: avg 29 indiv./LAN

**Highlights**
- Content directly related to change plans
- Team collaboration: hearing what others were doing including their successes and missteps

**Improvements**
- Process improvement for breakout session - logistics
- Continuity within small group sessions
- Giving participants questions they would have to answer ahead of time so they would come prepared vs off the cuff answers
Learning Activities – Bidirectional Integration

Primary Care into Behavioral Health LAN
47 individuals/7 Organizations: avg 26 indiv./LAN

Highlights
- Introduction and creation of new tools and processes
- Team collaboration: hearing what others were doing including their successes and missteps

Improvements
- More rural health examples given
- A bit too long, would have preferred 1 hour
- A few more sessions after 1st PDSA cycle
- Better understanding of where participants are within their integration process
Learning Activities

• Empanelment Sprint – Fridays, 12-1pm
  • 7 Organizations Participating

• Foundations of Motivational Interviewing
  • February 14-15\textsuperscript{th} – Samaritan Hospital in Moses Lake
  • March/April – Okanogan County, location TBD

• Introduction to Quality Improvement – virtual
  • February 26\textsuperscript{th}, March 5\textsuperscript{th} & 12\textsuperscript{th} 12:00-1:30

• QI Affinity Group – January 22\textsuperscript{nd} 12-1pm, “Setting up a QI Team” (see portal for details)
Peter’s continued role in the WPCC
January 2019 WPCC Meeting

Synthesizing Asthma Data Dialogue
Planning for 2019
Today’s Leadership Learning Topic: Reflections and Synthesis

- Managing change
- Leading Improvement
- Sustain and Spread
- Alignment
Two basic types of Motivation

**Extrinsic Motivation**
- Fear
- Punishment
- Public humiliation
- Incentives
  - Incentive pay
  - Pay for performance
  - Negative incentives
- Campaigns-Slogans/Appeal to Authority

**Intrinsic Motivation**
- Variety of stimuli
- Ability to control the variables; influence outcome
- Sense of meaning, making a difference
- Feedback
- Recognition

Concept: Hygiene vs. Motivating Factors

**Popular Change Models**

**Lewis's Model**
- Unfreezing
- New Learning
- Refreezing

**Jeffrey Hiatt Change Model**

**Kotter**
- Create Urgency
- Form a Powerful Coalition
- Create a vision for change
- Communicate the vision
- Remove obstacles
- Create Short-term wins
- Build on the change
- Anchor the changes in the Culture

**Variation: The Juran Trilogy**

- **Common Cause Variation**
  - Quality Improvement
  - Chronic Waste=30% system costs

- **Special Cause Variation**

**Everett Rogers**

**Diffusion of Innovation**

- Innovators
- Early Adopters
- Early Majority
- Late Majority
- Traditionalists

Adapted from the Juran Trilogy

Jeffrey Hiatt, 1991
Asthma Data

What are we learning?
Asthma Data

• At the fall meetings we agreed to go back and gather data on our populations of people with Asthma.

• What are we seeking?
  • Any geographic concentrations?
  • Any patient segments to focus our collective energy?
  • Any process issues we can address as a group?
Washington State Asthma Prevalence
Data from one payer
Asthma Disparities

Adult current asthma prevalence was lower among Hispanics than non-Hispanic whites in Washington; however, rates were higher among non-Hispanic multiracial persons and non-Hispanic blacks throughout the U.S.
Asthma Disparities

Child Current Asthma Prevalence by Race/Ethnicity, NSCH, 2007

Child current asthma prevalence was higher among non-Hispanic blacks and non-Hispanic multirace persons throughout the U.S. Comparisons between race/ethnic groups in Washington were not reported due to sample size. **The estimate is suppressed.**
Reference Slides
Two basic types of Motivation

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  - Punishment
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Concept: Hygiene vs. Motivating Factors
Variation: The Juran Trilogy

Quality Improvement

Quality Planning

KQC

Special Cause Variation

Common Cause Variation

Chronic Waste = 30% system costs

Quality Control

Adapted from the Juran Trilogy
Popular Change Models

The Process of Change
Lewin’s Model

- Unfreezing
  - Disproving current beliefs
  - Creating a tension for change

- New Learning
  - Need new tools and methods

- Refreezing
  - Reinforcement
  - Recognition

Kouzes & Posner

- Inspire a shared vision
- Challenge the process
- Model the way
- Enable others to act
- Encourage the heart

Kotter

- Create Urgency
- Form a Powerful Coalition
- Create a vision for change
- Communicate the vision
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IHI Leadership Framework

1. Set Direction: Mission, Vision and Strategy
   - Make the status quo uncomfortable
   - Make the future attractive

2. Establish the Foundation
   - Reform Operating Values
   - Build Improvement Capability

3. Build Will
   - Plan for Transformation
   - Set Aims/Allocate Resources
   - Measure System Performance
   - Provide Encouragement
   - Make Financial Links
   - Learn Subject Matter
   - Work on the Larger System

4. Generate Ideas
   - Read and Scan Widely, Learn from other Industries/Disciplines
   - Benchmark to Find Ideas
   - Listen to Customers
   - Invest in Research & Development
   - Knowledge Management
   - Understand Organization as a System

5. Execute Change
   - Use Model for Improvement: Plan, Design and ReDesign
   - Use Change Leadership Model: Review and Guiding Key Initiatives
   - Spread Ideas
   - Communicate Results
   - Sustain improved levels of performance

Jeffrey Hiatt Change Model

- Awareness of the need for change
- Desire to support and participate in the change
- Knowledge of how to change
- Ability to implement the change
- Reinforcement to sustain the change

www.change-management-coach.com
Everett Rogers
Diffusion of Innovation

from Rogers, 1995
Round Table