



Physicians Caring for Texans



TMA & ACMQ TEXAS QUALITY SUMMIT
Quality Strategies for a Prosperous Practice
www.texmed.org/qualitysummit

Pre-Conference Workshop

American College of Medical Quality (ACMQ): Quality Improvement and Patient Safety Workshop
Friday, Nov. 18, 2016, TMA Building, Thompson Auditorium, Austin, TX

5.25 AMA PRA Category 1 Credits™

5.25 Ethics and/or professional responsibility

GOAL: Improve Quality and Patient Safety

OBJECTIVES:

Active engagement in this workshop will enable participants to:

- 1) Implement the concepts of clinical quality improvement, including basic methods, tools and leadership.
- 2) Apply new concepts through hands-on experience using cases and exercises in implementing effective quality measurement and improvement.
- 3) Study topics relevant to the American Board of Medical Quality (ABMQ) certification exam (this course has not been approved by the ABMQ and is not deemed a guarantee for passing the examination).
- 4) Implement concepts of patient safety in their own organizations.
- 5) Effect and sustain organizational systems and culture changes necessary for quality improvement and patient safety.

QUALITY IMPROVEMENT: METHODS AND TOOLS	
10:00–10:10am	Welcome and Introductions <i>Prathibha Varkey, MD, MPH, MHPE, MBA</i>
10:10–10:30am	Quality Improvement Overview <i>Prathibha Varkey, MD, MPH, MHPE, MBA</i> <ul style="list-style-type: none"> • Why address quality (include local perspective) • Definition of quality
10:30–11:15am	Quality Improvement Scenario – Group Exercise <i>Prathibha Varkey, MD, MPH, MHPE, MBA</i> <ul style="list-style-type: none"> • Methods for QI: PDSA; Six-Sigma (DMAIC); Lean (Toyota Production System) Step 1: Select the process to be improved and establish well-defined process improvement objectives <ul style="list-style-type: none"> ✓ Types of quality problems – overuse, underuse and misuse ✓ Urgency/Impact chart (Exercise)

	<ul style="list-style-type: none"> ✓ Clinical Value Compass <p>Step 2: Organize a team to improve the process</p> <p>Step 3: Define the current process using a flow chart; literature search</p> <ul style="list-style-type: none"> ✓ Flow Chart – identifies process components and their interdependencies (Exercise) <p>Step 4: Simplify the process by removing redundant or unnecessary activities</p>
11:15am–12:30pm	<p>A Step-Wise Improvement Model <i>Jennifer Hooks, MBA</i></p> <p>Step 5: Data</p> <ul style="list-style-type: none"> ✓ Sources of data ✓ Types of Quality Measures – structural, process, outcomes (5 min Exercise) <p>Step 6: Visual Data Communication</p> <ul style="list-style-type: none"> ✓ 4 Step Process <ul style="list-style-type: none"> ○ Understand goal (10 min Exercise) ○ Choose the best tool <ul style="list-style-type: none"> ▪ Pareto Chart – Vital few, Trivial many ▪ Histogram/Bar Chart – Distribution/Compare Variables ▪ Scatter Diagram – Plots 2 variables to determine relationship ▪ Control Chart – Selection (5 min Exercise) ○ Highlight the Point <ul style="list-style-type: none"> ▪ Data Collection Plan (15 min Exercise) ○ Make it Simple <p>Step 7: Process Capability, Process Stability (5 min Exercise)</p> <p>Step 8: Root Causes</p> <ul style="list-style-type: none"> ✓ Cause and Effect Diagram (Fishbone or Ishikawa) – Identifies potential contributors to outcome – where to focus efforts (10 min Exercise) ✓ Pareto Chart (5 min Exercise) ✓ 5 Whys (5 min Exercise)
12:30–1:00pm	Discussion: Exercise Sharing
1:00–1:45pm	<i>Working Lunch Break</i>
PATIENT SAFETY: STRATEGIES FOR IMPLEMENTING AND MAINTAINING QUALITY AS AN ORGANIZATION’S CORE VALUE	
1:45–2:30pm	<p>Patient Safety <i>Jennifer Hooks, MBA</i></p> <ul style="list-style-type: none"> • Types of errors, contributors and risks (5 min Exercise) • Systems and Systems approach • Root Cause Analysis Tools <ul style="list-style-type: none"> ✓ Cause & Effect Diagram (Fishbone, Ishikawa) ✓ Pareto Chart ✓ 5 Whys ✓ Failure Mode Effect Analysis • Safety Culture • Human Factor Engineering • Simulation case study

2:30–3:00pm	<p>Implementing Quality Improvement Changes <i>Mark A. Lyles, MD, MBA, FACMQ</i></p> <ul style="list-style-type: none"> • An organizational framework is needed to support quality <ul style="list-style-type: none"> ✓ Structure (includes UM) ✓ Commonly used QI strategies <ul style="list-style-type: none"> ○ Academic detailing ○ Opinion leaders ○ Audit & feedback ○ Reminder or Alert systems ○ Patient education ○ Reengineering ○ Incentives (public reporting of data, P4P, PCMH, ACOs) ✓ Staff ✓ Information systems ✓ Financial systems ✓ Organizational renewal • Exercise
3:00–3:15pm	<i>Break</i>
3:15–4:30pm	<p>Leadership for Quality <i>Mark A. Lyles, MD, MBA, FACMQ</i></p> <ul style="list-style-type: none"> • A discussion of individual leadership and organizational leadership as a complex set of interrelated activities in several broad categories: <ul style="list-style-type: none"> ✓ History of quality movement ✓ Organizations that recognize quality (Baldrige, ISO 9000, NCQA, TJC, URAC, EFQM, etc.) ✓ Set direction: Mission, Vision and Strategy ✓ Establish the foundation ✓ Build will ✓ Generate ideas ✓ Execute change ✓ What about traits of successful leaders? • A blueprint for effectively establishing quality as a core organizational strategy through a series of steps: <ul style="list-style-type: none"> ✓ Unfreezing the old culture ✓ Forming a powerful guiding coalition/teamwork ✓ Developing a vision and strategy ✓ Communicating a vision and strategy ✓ Empowering employees to act on the vision and strategy ✓ Generating short-term wins ✓ Consolidating gains and producing more change ✓ Refreezing new approaches in the culture • Leadership Exercise
4:30–5:00pm	<p>Q&A Discussion <i>Prathibha Varkey, MD, MPH, MHPE, MBA</i> <i>Mark A. Lyles, MD, MBA, FACMQ</i> <i>Jennifer Hooks, MBA</i></p>

TMA & ACMQ Texas Quality Summit
Quality Strategies for a Prosperous Practice
Saturday, Nov. 19, 2016, TMA Building, Thompson Auditorium, Austin, TX
7.25 AMA PRA Category 1 Credits™
7.25 Ethics and/or professional responsibility

GOAL: Implement Quality Strategies for a Prosperous Practice

OBJECTIVES:

Active engagement in this program will enable participants to:

- 1) Identify key elements of quality, population health, value-based care, and practice transformation.
- 2) Describe the payer perspective on quality and the federal government’s plan for payment reform.
- 3) Distinguish the differences between alternative payment models and their strategies to improve quality outcomes.
- 4) Summarize strategies to improve performance, increase efficiency, and deliver high quality care.

QUALITY STRATEGIES FOR A PROSPEROUS PRACTICE	
7:00 – 8:00 am	Registration and Breakfast
8:00 – 8:30 am	<p>TMA & ACMQ Welcome and Program Overview <i>Gregory M. Fuller, MD</i></p> <ul style="list-style-type: none"> • Chair, TMA Council on Health Care Quality • Family Medicine Physician, North Hills Family Medicine <p><i>Prathibha Varkey, MD, MPH, MHPE, MBA</i></p> <ul style="list-style-type: none"> • President, American College of Medical Quality • Chief Executive Officer, Yale Northeast Medical Group • Senior Vice President, Yale New Haven Health
8:30 – 9:15 am	<p>Population Health: Where is Texas Headed? <i>David Lakey, MD</i></p> <ul style="list-style-type: none"> • Associate Vice Chancellor for Population Health, The University of Texas System
9:15 – 10:15 am	<p>Transitioning to Value-Based Care <i>Lewis G. Sandy, MD</i></p> <ul style="list-style-type: none"> • Executive Vice President, Clinical Advancement, UnitedHealth Group
10:15 – 10:30 am	Break
10:30 - 11:30 am	<p>Payer Perspectives on Quality, Value and Reimbursement Moderator: <i>Prathibha Varkey, MD, MPH, MHPE, MBA</i> <u>Panel</u> <i>Esteban López, MD, MBA</i></p> <ul style="list-style-type: none"> • Texas Chief Medical Officer & President, Southwest Texas, Blue Cross and Blue Shield of Texas <p><i>Mark A. Lyles, MD, MBA, FACMQ</i></p> <ul style="list-style-type: none"> • President-Elect, American College of Medical Quality • Chief Affiliations and Business Transformation Officer, Medical University of South Carolina <p><i>Lewis G. Sandy, MD, FACP</i></p> <ul style="list-style-type: none"> • Executive Vice President, Clinical Advancement, UnitedHealth Group
11:30 – 12:00 pm	Lunch & TMA Accountable Care Leadership Program Ceremony

12:00 – 1:00 pm	<p>MACRA and Medicare’s New Quality Payment Program: MIPS and APMs - -- Implications for Your Practice <i>Ronald S. Walters, MD, MHA, MBA, MS</i></p> <ul style="list-style-type: none"> • Consultant, TMA Council on Health Care Quality • Associate Vice President, Medical Operations and Informatics, The University of Texas MD Anderson Cancer Center
1:00 – 2:15 pm	<p>Alternative Payment Models (ACOs, Medical Homes): What’s In It For You and How to Prepare Your Practice - Part I Moderator: <i>Prathibha Varkey, MD, MPH, MHPE, MBA</i> <u>Panel</u> <i>Sue Bornstein, MD, FACP</i></p> <ul style="list-style-type: none"> • Executive Director, Texas Medical Home Initiative <p><i>Clifford T. Fullerton, MD, MSc</i></p> <ul style="list-style-type: none"> • Member, TMA Council on Health Care Quality • President, Baylor Scott and White Quality Alliance • Chief Officer, Population Health, Baylor Scott and White Health <p><i>Ghassan F. Salman, MD, MBA, MPH, FACP</i></p> <ul style="list-style-type: none"> • Member, TMA Council on Health Care Quality • Chief Executive Officer, Austin Diagnostic Clinic
2:15 – 2:30 pm	Break
2:30 – 3:45 pm	<p>Alternative Payment Models (Bundled Payment Models): What’s In It For You and How to Prepare Your Practice - Part II Moderator: <i>Prathibha Varkey, MD, MPH, MHPE, MBA</i> <u>Panel</u> <i>Ronald S. Walters, MD, MHA, MBA, MS</i></p> <ul style="list-style-type: none"> • Consultant, TMA Council on Health Care Quality • Associate Vice President, Medical Operations and Informatics, The University of Texas MD Anderson Cancer Center <p><i>Mark A. Lyles, MD, MBA, FACMQ</i></p> <ul style="list-style-type: none"> • President-Elect, American College of Medical Quality • Chief Affiliations and Business Transformation Officer, Medical University of South Carolina
3:45 – 4:00 pm	Break
4:00 – 4:45 pm	<p>Spotlight on Leading Edge Transformations in Physician Practice <i>Russell Kohl, MD, FAAFP</i></p> <ul style="list-style-type: none"> • Medical Director, Practice Transformation, TMF Health Quality Institute
4:45 – 5:00 pm	<p>Closing Remarks <i>Gregory M. Fuller, MD</i></p> <ul style="list-style-type: none"> • Chair, TMA Council on Health Care Quality • Family Medicine Physician, North Hills Family Medicine <p><i>Prathibha Varkey, MD, MPH, MHPE, MBA</i></p> <ul style="list-style-type: none"> • President, American College of Medical Quality • Chief Executive Officer, Yale Northeast Medical Group • Senior Vice President, Yale New Haven Health