HEALTH MANAGEMENT ASSOCIATES

Care Team Optimization

Part 2 - Making it Real

Million Hearts Learning Collaborative

December 15, 2021

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PRESENTERS

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HEALTH MANAGEMENT ASSOCIATES

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AGENDA

- Brief review of key principles to care team optimization
- Illustration of an example enhancing the team approach to managing complex chronic care patients
- Facilitated discussion of questions, challenges, and sharing of other examples and experiences

PRINCIPLES OF CARE TEAM OPTIMIZATION

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Technical

Clear roles and workflows
Use of evidence-based protocols, standing orders, guides
Hand-offs and communication processes
Supportive IT tools
Care plans
Huddles/pre-visit/tracking and follow-up
Training
Measures/feedback

Adaptive

Role Clarity and agreement
Shared goals
Trust
Honesty
Effective Communication skills
Patient-centered
Measures/Feedback

CHATTER FALL

Take a minute to think about these questions, and then when ready, chat responses into the chat box.

What areas in either the technical or adaptive boxes on the previous slide have you and your care team began to put into place?

What care team/team-based care changes have you started to make since joining the Million Hearts?

PRESENTERS

Vivian Ayuk, PharmD, CDCES
CEO
Washington, DC
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OVERVIEW OF SOROGI

- Healthcare and wellness company
- Provide education and support services for:
  - Diabetes management
  - Diabetes prevention
  - Hypertension management
- Provide training and technical assistance to healthcare teams to optimize quality of care

HOW SOROGI HELPS WITH CARE TEAM OPTIMIZATION

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- ❑ Communication
- ❑ Workflow design
- ❑ Evidence-based protocols
- ❑ Training and technical support
- ❑ Follow-up and feedback

HOW IT INTERFACES WITH THE CHC CARE TEAMS

- Sorogi Health Portal
- EHR
- Assigned Sorogi team member to support clinic care team

HOW IT INTERFACES WITH THE CHC CARE TEAMS

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- 528 referrals in 2021
  - 476 referrals to BP RPM program

Sorogi

Benefits to the Care Team

- Customized training and support
- Improve office efficiency
- Provide data driven continuous care
- Reduce therapeutic inertia
- Improve care metrics

Benefits to the Patient

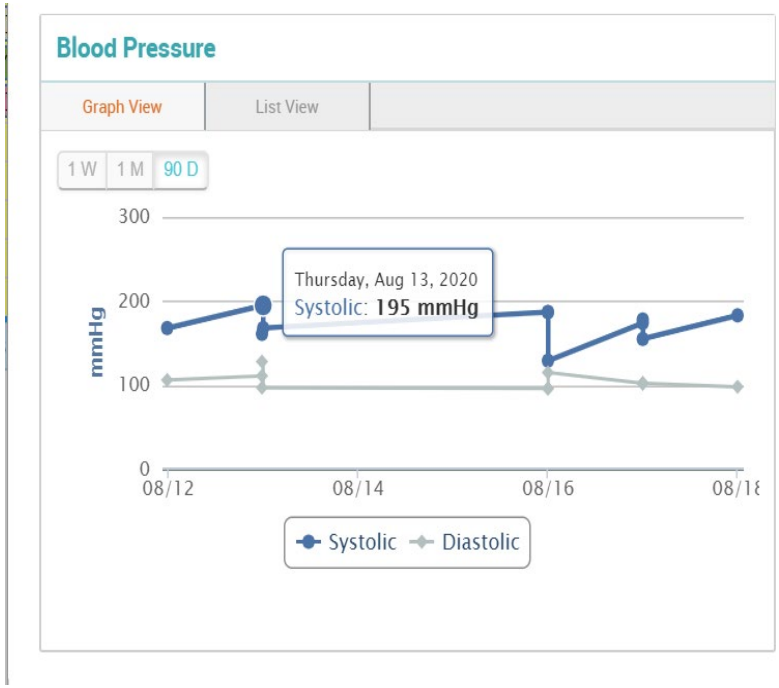
- Improve engagement in care
- Improve self-management skills
- Improve health outcomes
- Improve satisfaction in care delivery

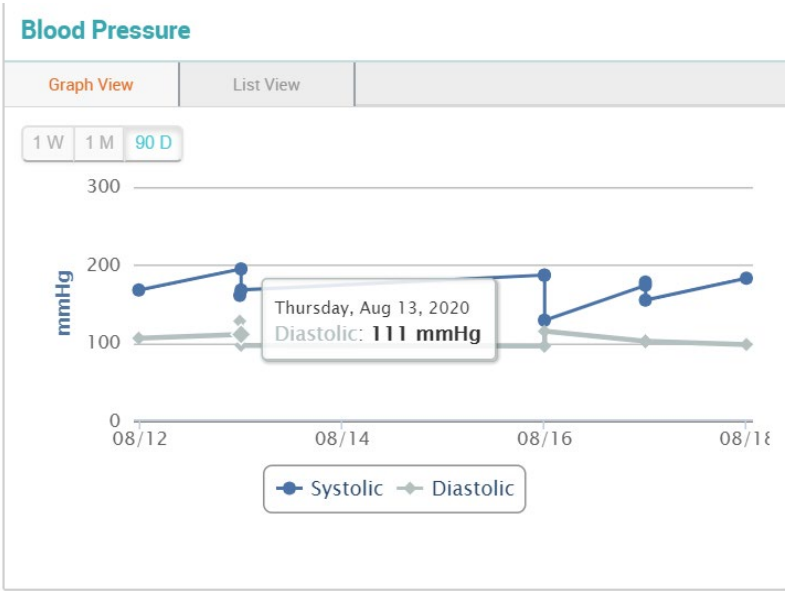
WHAT HAS BEEN YOUR EXPERIENCE WORKING WITH SOROGI?

- Family and Medical Counseling Services
- La Clinica del Pueblo
- Bread for the City

PATIENT EXPERIENCE - SOROGI

- TJ is a 32 yrs. old Female
- Dx: Hypertension,
  Type 2 Diabetes
- BP: 195/111 mmHg
- TJ is not fazed by high numbers: “Nothing out of the ordinary.”
- Medication non-adherence identified
- Clinic notified
- Intervention initiated immediately





PATIENT EXPERIENCE - SOROGI

- EG: 47 yrs. old African American Female
- DX: HTN, Baseline BP: 144/89 mmHg

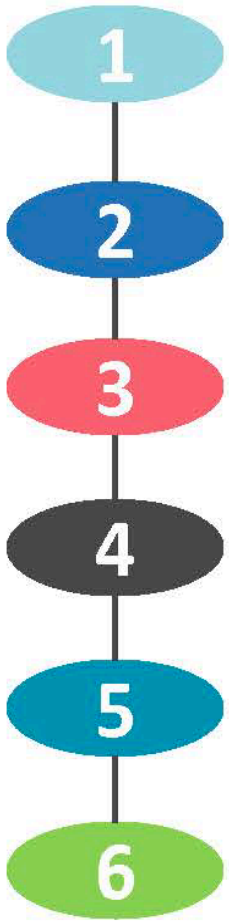
Two Months Later

- Improvement in BP (last 2 weeks average 117/73 mmHg)
- Reminder calls and text messages have been helpful
- More engagement with her PCP
- Taking her BP medication daily as prescribed
- Less stress, new job working with young children
- Plenty of exercise during the day

October 2021

November 2021

SOROGI PROCESS IN ACTION



INTRODUCTORY WEBINAR

COMPLETE ASSESSMENT

PROTOCOL DEVELOPMENT/WORKFLOW DESIGN

TRAIN CLINICIANS AND OFFICE STAFF

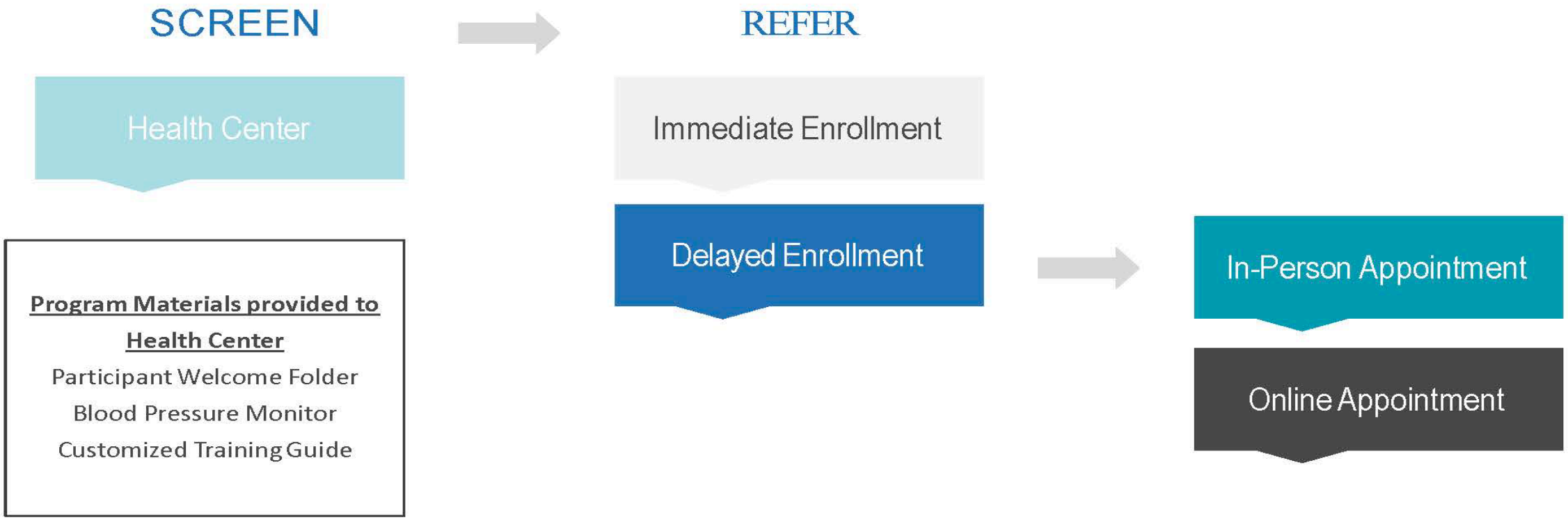
IDENTIFY AND RECRUIT PARTICIPANTS

ONGOING SUPPORT

Workflow Design

Who	Identify who will lead the process, need training, provide patient education, schedule appointments, communicate with patients, review data, manage/update EHR
What	Define what type of • Training is needed • Education materials to provide to patients and care team
Where	Specify where • Technology and supporting education materials will be stored (manual or electronic copies), training will take place
When	Identify when • In-person or virtual trainings will be provided
How	Determine how • Devices will be obtained, visit time will be affected, patients will be identified and referred, process will be evaluated and updated, changes will be communicated to team

WORKFLOW DESIGN



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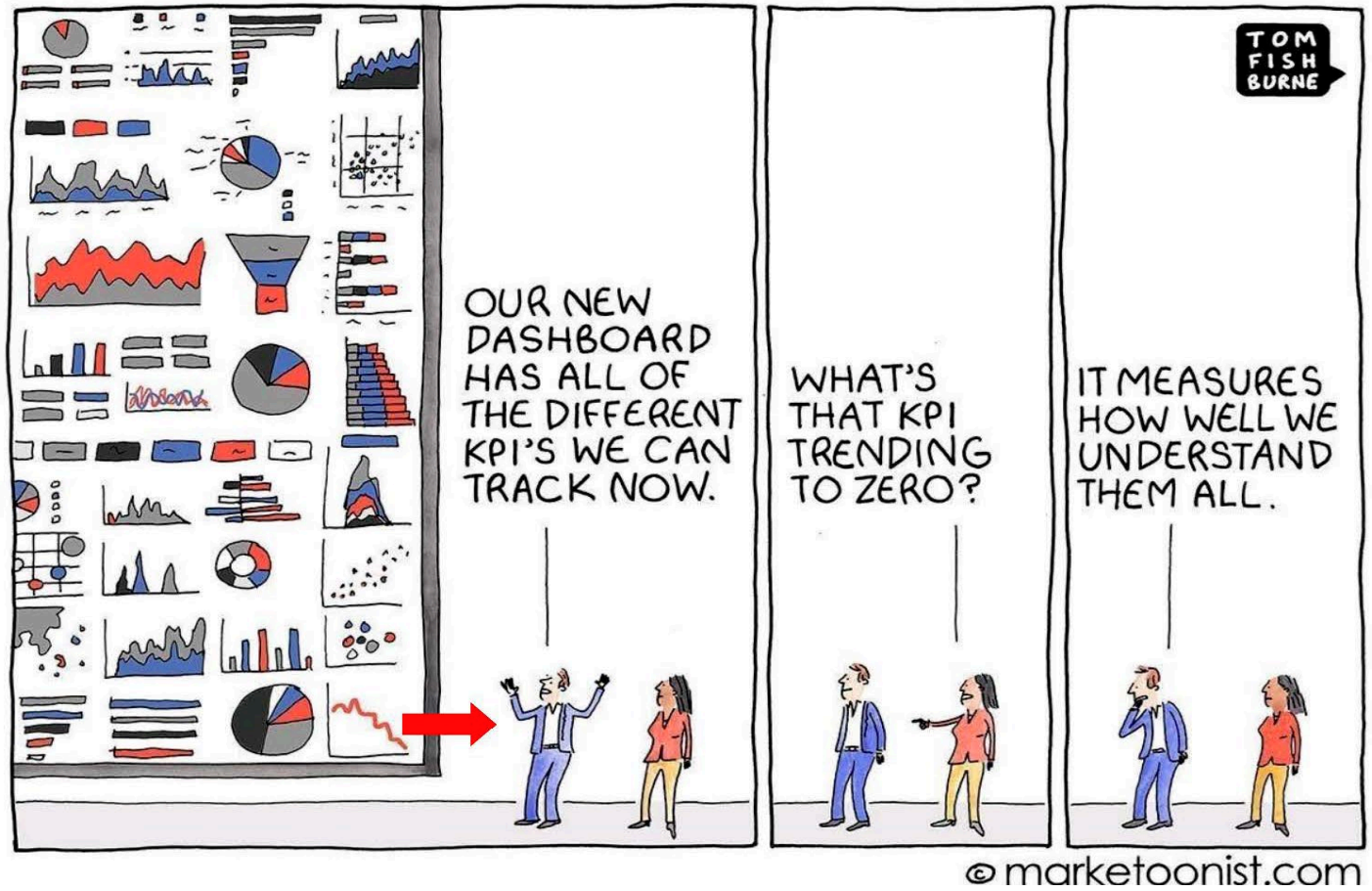
Workflow Design: Keep it Simple



SOROGI SUMMARY

- ❑ Everyone's responsibility
- ❑ Define goals and develop a shared purpose
- ❑ Assigned roles for each team member
- ❑ Assess system's capability to support team members
- ❑ Provide training
- ❑ Practice, practice, practice
- ❑ Use data to evaluate success
- ❑ Collaborate and learn from other organizations

OPEN DISCUSSION

- ✓Questions
- ✓Challenges
- ✓Share your experiences

QUICK EVALUATION POLL

1. To what extent did the session meet the stated objectives? (1-not at all to 5-met all objectives)
   - Brief review of key principles to care team optimization
   - Illustration of an example enhancing the team approach to managing complex chronic care patients
   - Facilitated discussion of questions, challenges, and sharing of other examples and experiences

2. How would you rate the session overall? (from 1-5, where 1 is poor and 5 is excellent)

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We are here to help you !

- ✓ One on one coaching, team/clinic trainings, evaluation plan and CIP updates
- ✓ Recorded trainings and tools: https://livingwell.dc.gov/page/clinical-partners
- ✓ Complete the TA survey to inform future topics and tool development: https://healthmanagement.qualtrics.com/jfe/form/SV_8CGEP1Sui7couVM
- ✓ Other questions or ideas? Please reach out:
  - Mary Kate Brousseau – mbrousseau@healthmanagement.com
  - Direct: (202) 601-7757 | Mobile: (541) 231-3717

CONTACT US

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