Overview of HIT Case Studies in the Safety-Net
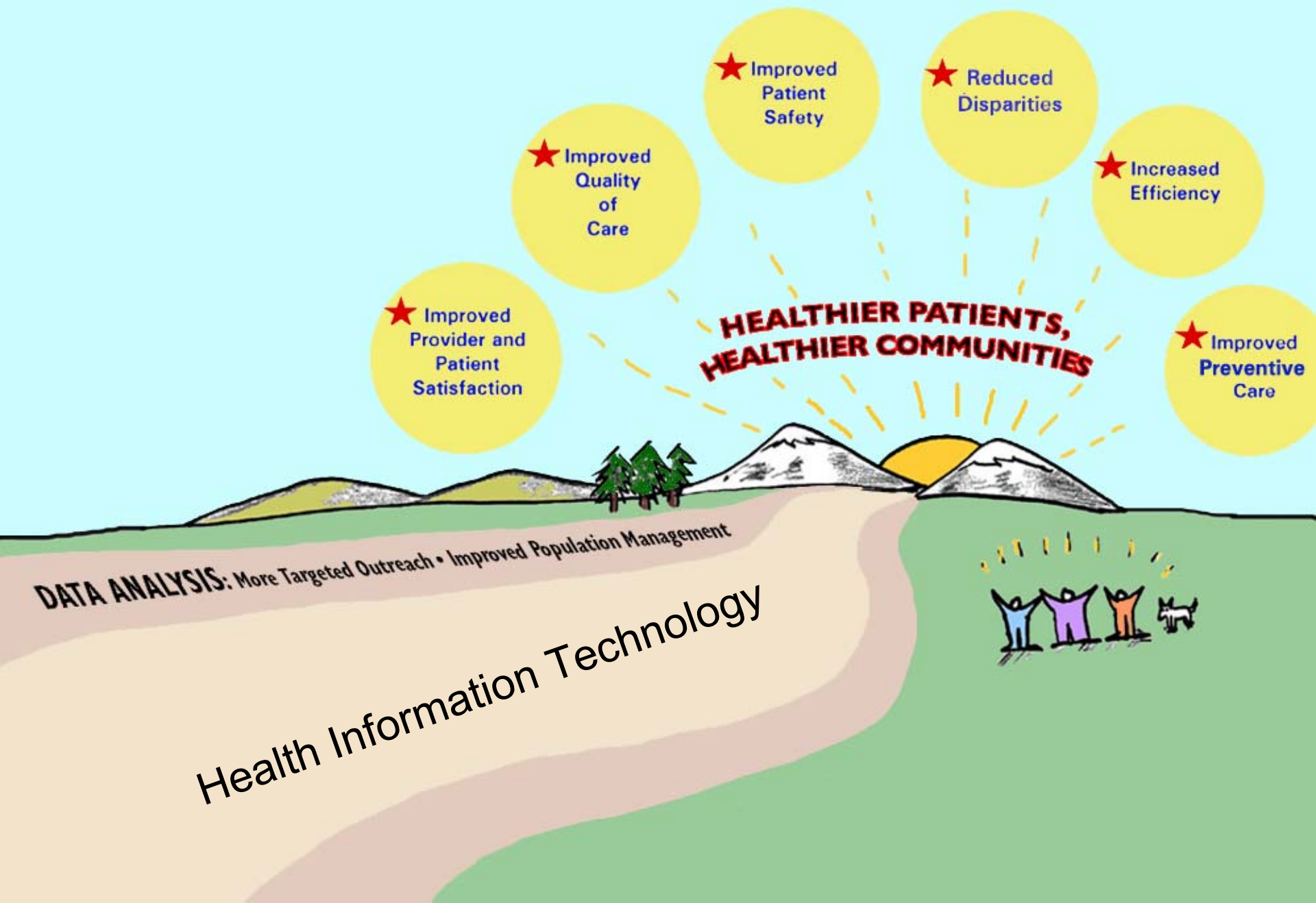
July 19, 2006

Julie V. Murchinson, MBA

Principal, Object Health

California Health Funders Strategy Participants

- Blue Shield of California Foundation

- California Community Foundation

- California Department of Insurance

- California Department of Managed Care

- California HealthCare Foundation

- CMA Foundation

- Cisco Foundation

- Community Clinics Initiative

- Kaiser Permanente

- LA Care Health Plan

- Lumetra

- PacifiCare Health Systems/United HealthCare

- The California Endowment

- UniHealth Foundation

- Wellpoint Foundation

Strategic Framework - *Draft*

Principles	Vision
	Widespread adoption and use of health IT directly contributes to the reduction of disparities, increased access and improvement of health quality outcomes for California's uninsured and underinsured.

	Purpose
	Create common principles and objectives to guide California foundations and other public and private funding organizations to support and leverage technology-enabled quality improvement initiatives within and among community health clinics and health centers.

Principles	**Goals**
	• Improved alignment of funds and avoidance of duplicative efforts • Increased access to funds targeted for technology-enabled improvement efforts • Enhanced communication and dissemination of innovations, best practices and lessons learned

Principles	Objectives	
• Technology solutions should be replicable, scalable and interoperable • Organizational change is key to success • Health care is delivered along a continuum of care providers • Networks and collaborative infrastructures offer economies of scale	**1.** Advance Clinic Readiness o Strategies: ▪ Develop executive and clinical leadership ▪ Align organization with health IT goals and objectives ▪ Improve operational and technical infrastructure	**4.** Foster Communities of Care o Strategies: ▪ Support community clinic regional consortia ▪ Enable regional or community based initiatives ▪ Create virtual care communities
	2. Spread Success and Avoid Repeat Failures o Strategies: ▪ Create and disseminate models and best practices for health IT adoption ▪ Embrace early adopters ▪ Ensure that investments adhere to industry-wide standards	**5.** Attain Quality Improvement Goals o Strategies ▪ Improve population-based care management ▪ Enable preventive care and decision support ▪ Coordinate measurement efforts
	3. Promote Consumer-centric Care o Strategies ▪ Facilitate patient self-management ▪ Promote culturally competent care ▪ Ensure secure and private consumer data ▪ Drive consumer education	**6.** Achieve Sustainability o Strategies: ▪ Diversify revenue sources ▪ Advocate and inform to offset health IT investment

Objective 1: Advance Clinic Readiness

Understand an organization's pre-requisite capacities and capabilities required to successfully manage change faced during technology implementation and support.

Strategies include:

- Develop executive and clinical leadership
- Align organization with health IT goals and objectives
- Improve operational and technical infrastructure

Objective 2:
Spread Success and Avoid Repeat Failures

Early success stories, the observing and disseminating what works and what doesn't, and reducing the risk of EHR procurement are required to make significant progress towards community clinic health IT adoption

Strategies include:

- – Create and disseminate models and best practices for health IT adoption
- – Embrace early adopters
- – Ensure that investments adhere to industry-wide standards

Objective 3:
Promote Consumer-centric Care

Private and secure access to personalized information should be guaranteed and tools made available that are adapted for diverse individual needs including cultural traditions, reading levels, and socioeconomic modulators of illness

Strategies include:
- Facilitate patient self-management
- Promote culturally competent care
- Ensure secure and private consumer data
- Drive consumer education

Objective 4:
Foster Communities of Care

Collaboration among clinics and similar community-based collaborative infrastructures is important to achieve the scale required to make affordable and sustainable IT investments in hardware, software, people and processes.

Strategies include:
- Support community clinic regional consortia
- Enable regional or community-based initiatives
- Create virtual care communities

Objective 5:
Align Quality Initiatives

Data and technology can significantly improve the understanding of the health of communities, identify and reach those most at risk, and track and enhance efforts at community-wide health quality improvement.

Strategies include:

- Improve population-based care management
- Enable preventive care and decision support
- Coordinate measurement efforts

Objective 6:
Achieve Sustainability

New and diverse funding mechanisms are needed to enable community clinics to make health IT related investments

Strategies include:

- – Diversify revenue sources

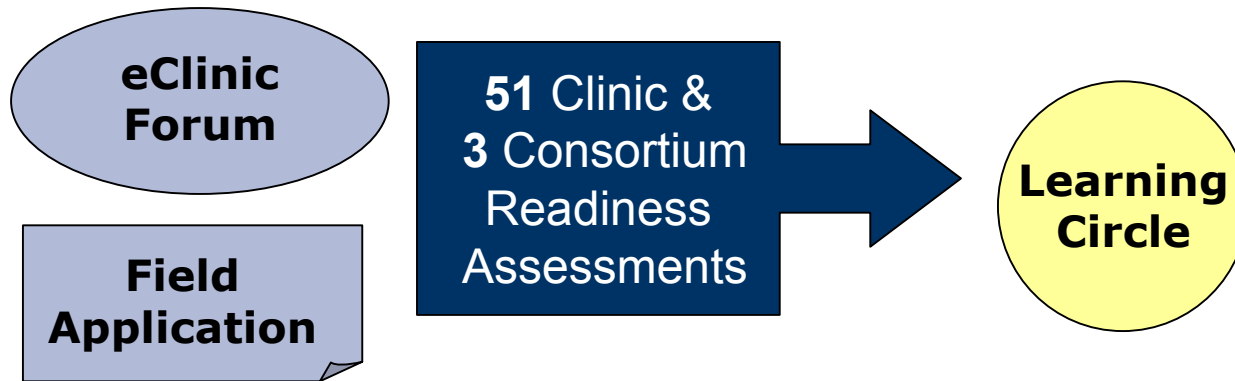- – Advocate and inform to offset health IT investment

CASE STUDY:

Building Clinic Capacity for Quality in Southern California

Building Clinic Capacity for Quality

Kaiser Permanente • L.A. Care Health Plan • UniHealth Foundation

in Southern California

Southern California Roadmap

eClinic Forum

Field Application

51 Clinic & **3** Consortium Readiness Assessments

Learning Circle

Program Objectives

- Sustain and enhance community clinic infrastructure and leadership

- Improve capacity for Southern California clinics and networks to adopt health IT to improve quality

- Determine strategies for clinics of various levels of readiness to adopt health IT to improve quality

Clinic Assessment Framework
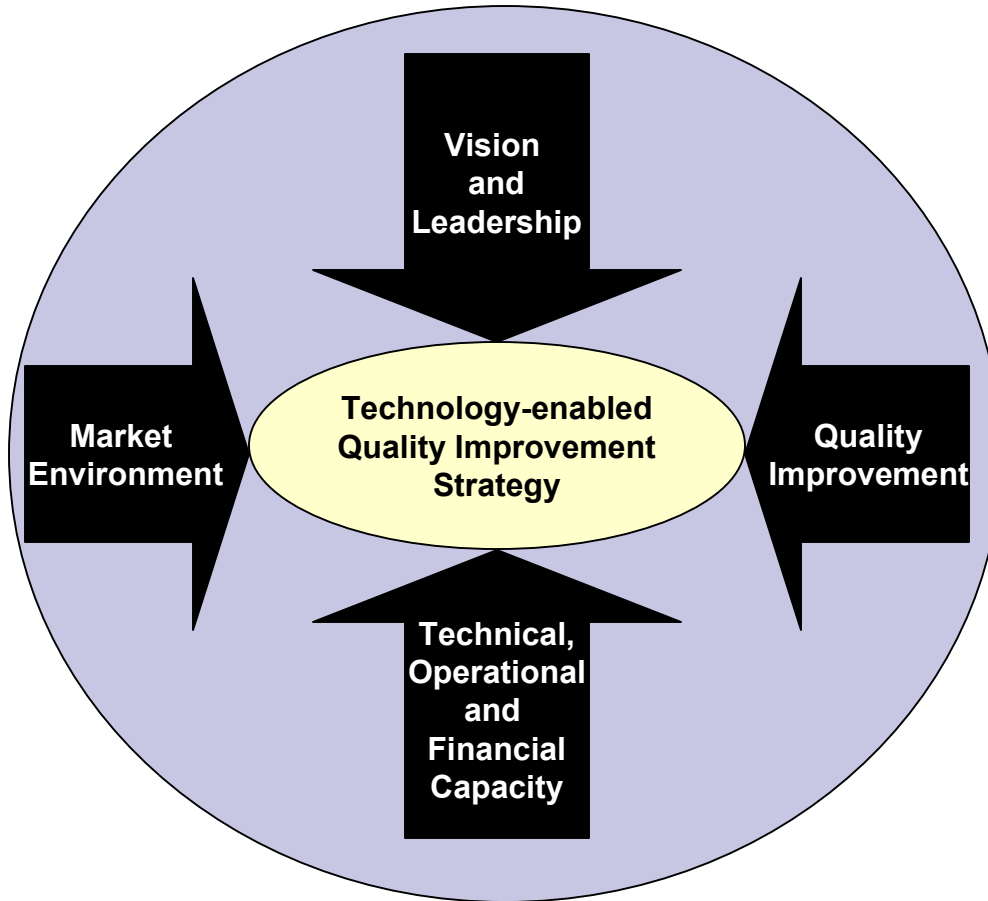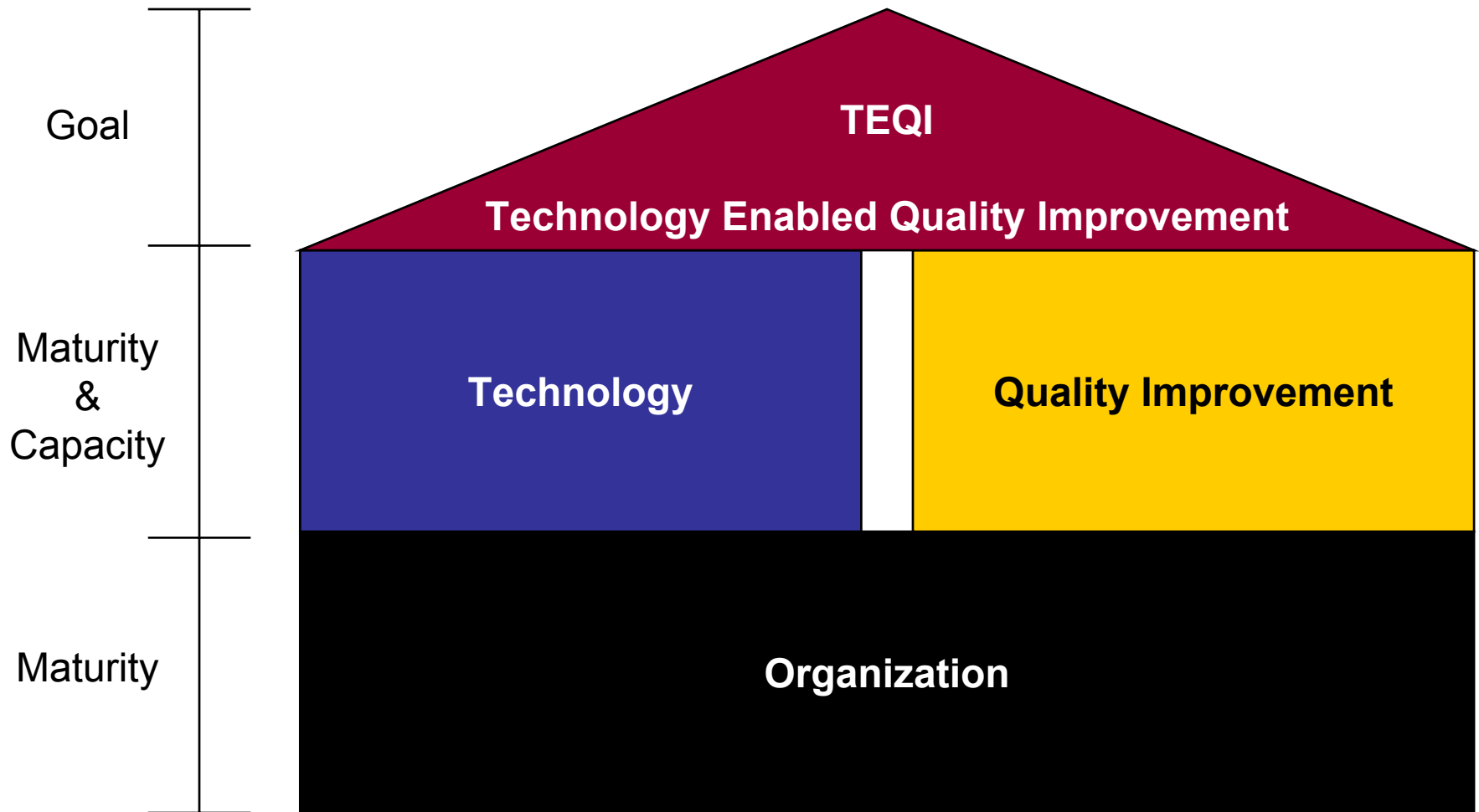

❑ Culture
❑ Organization
❑ Leadership

❑ Strategy
❑ Workflow Process
❑ Clinical & Administrative staff
❑ Accountability
❑ Information Management
❑ Training
❑ Patient Involvement

Capacity-building recommendations

❑ IT Infrastructure
❑ IT Management
❑ Finance & Budget

Vision and Leadership

Market Environment

Technology-enabled Quality Improvement Strategy

Quality Improvement

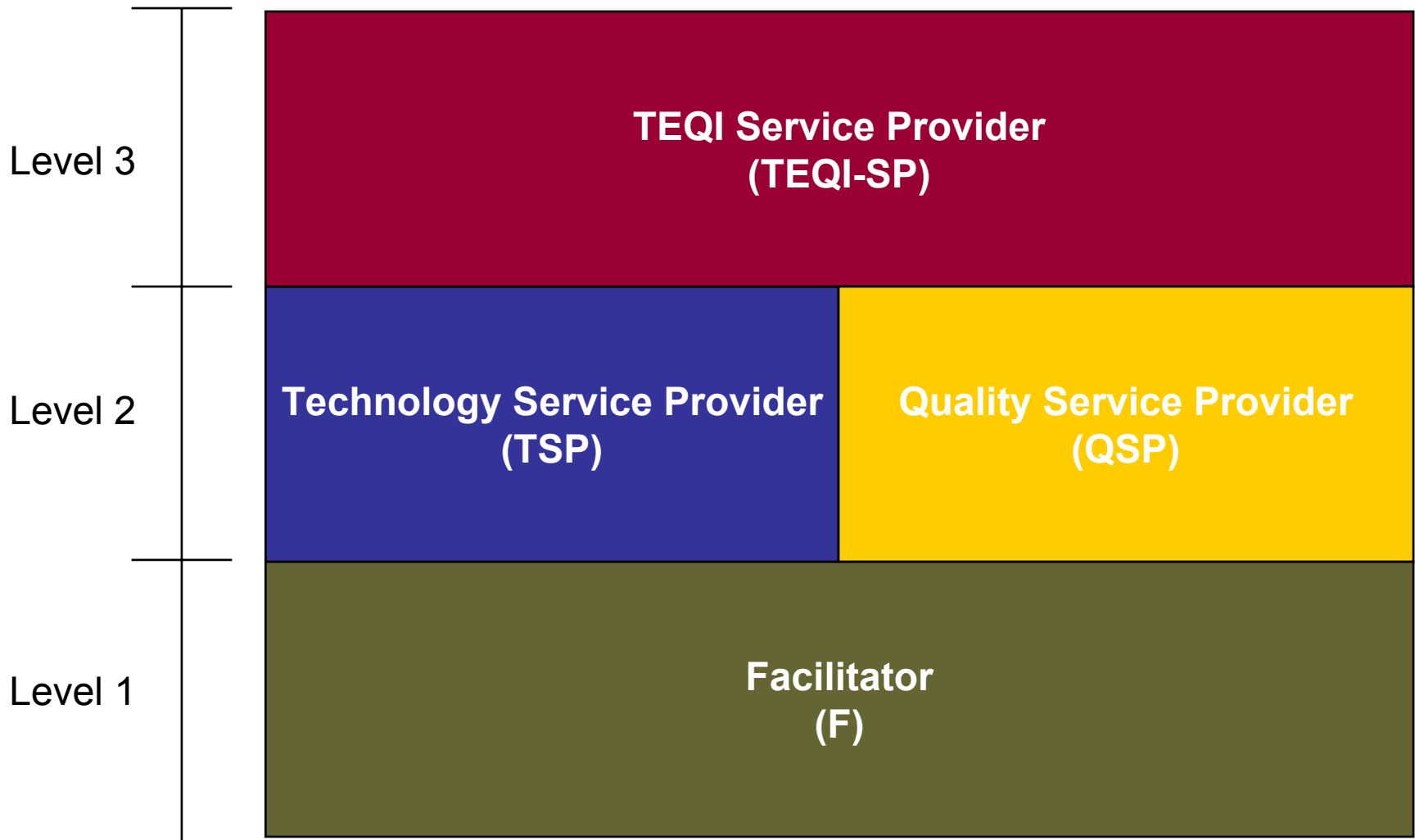**Technical, Operational and Financial Capacity**

Education for better technology procurement decisions

❑ Market Assessment
❑ Adoption Model Considerations

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Consortia Assessment Framework

Goal

Maturity & Capacity

Maturity

TEQI

Technology Enabled Quality Improvement

Technology

Quality Improvement

Organization

Consortia Models for TEQI

Level 3 — TEQI Service Provider (TEQI-SP)

Level 2 — Technology Service Provider (TSP) | Quality Service Provider (QSP)

Level 1 — Facilitator (F)

BCCQ Assessment Timeline
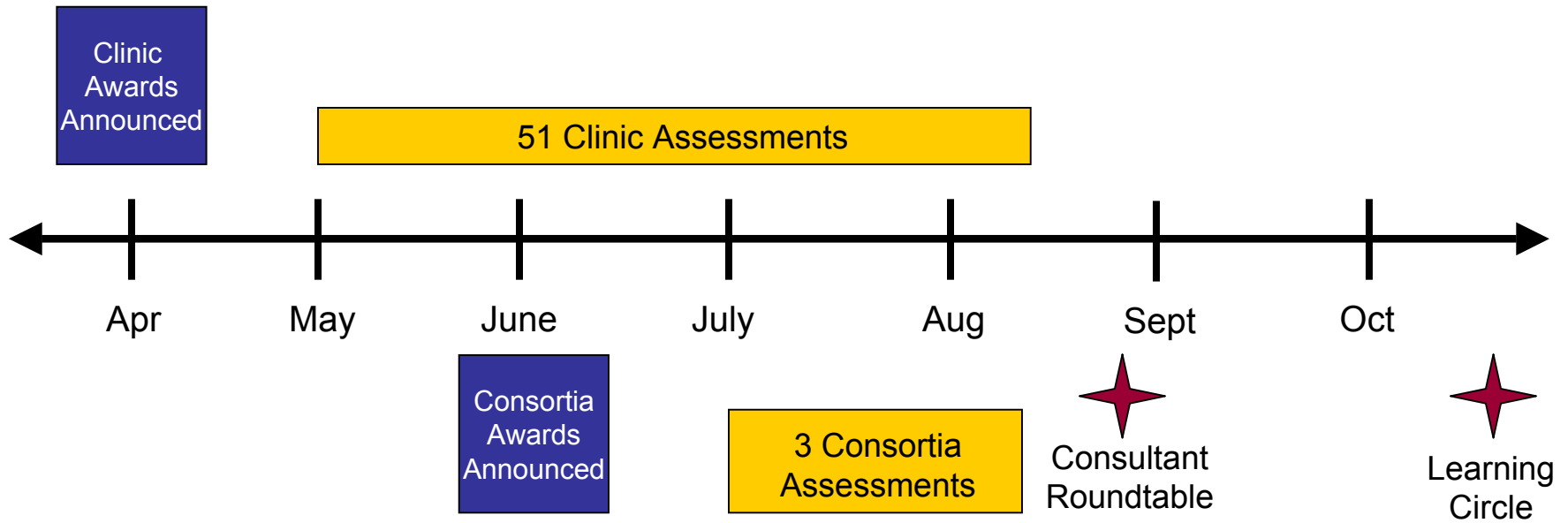
Clinic Awards Announced

51 Clinic Assessments

Apr   May   June   July   Aug   Sept   Oct

Consortia Awards Announced

3 Consortia Assessments

Consultant Roundtable

Learning Circle

Building Clinic Capacity for Quality
Kaiser Permanente • L.A. Care Health Plan • UniHealth Foundation
in Southern California

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