Public Health System Improvement Office Update

Supervisors' Meeting
Feb. 16, 2016

Terry Ray, 406-444-1548, System Improvement Office

Topics for Today

- Semi-annual HealthSTAT review presentation framework
- Improvements to the HealthSTAT application

Public Health System Improvement Office

Semi-Annual HealthSTAT Review Presentation Framework

PHSIO HealthSTAT Quality Improvement Project 2015-2016
Reference. HealthSTAT Progress Review Guidelines http://reference.healthstat.mt.gov/

Purpose/Task

Provide program supervisors a framework for their semi-annual HealthSTAT presentation to the PHSD Management Team.

4

Background

- Requirements are specified in PHSD Policies and Procedures. This framework supplements those procedures.
- Programs will use the HealthSTAT application as the means to deliver visual information during HealthSTAT review presentations.
- The process in this presentation may be modified to fully communicate program progress and challenges.

5

HealthSTAT Review Presentation General Outline

• Introduction/program overview	1-2 minutes
• Program level and/or highlighted core activity discussion	15-20 minutes
• Quality improvement project or lesson learned discussion	5-10 minutes

6

Part 1: Introduction/Overview
1-2 minutes

PROGRAM:
ASTHMA PROGRAM

Expand All Collapse All

Mission

Help

Program Mission:

Approved Amount: $982,175.00

Program Managers
Fernandes, Jessie

Desired Outcomes

Help

Desired Outcome
Diverse asthma stakeholders advise the statewide asthma control efforts through participation in the Montana Asthma Advisory Group (MAAG).
Evaluation findings are used to leverage more resources for effective asthma control efforts.
MACP staff and partners use surveillance data to target programs to populations most at risk for uncontrolled asthma.
People with asthma receive asthma self-management education (ASME) and evidence based asthma care from their health care provider.
People with with asthma have well-coordinated medical care between the home, school/work, and clinical environment.
School staff and childcare providers follow best practices for creating asthma friendly facilities.

7

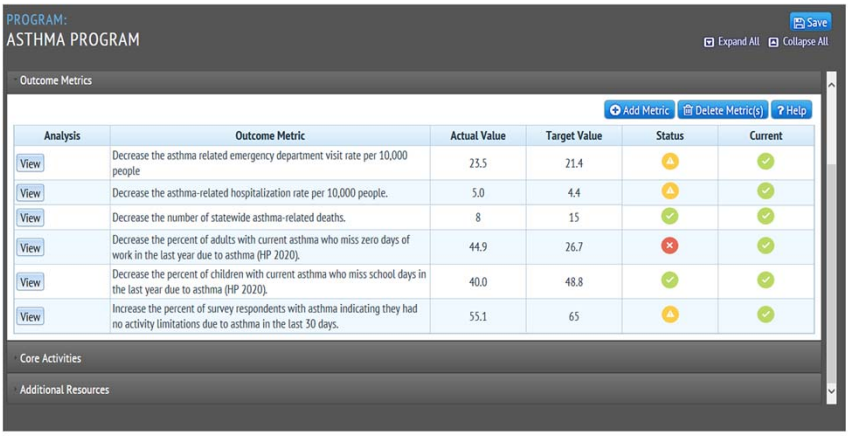
Part 1: 1-2 minutes:

1. Starting on the Program's main page in HealthSTAT, expand the Mission and Desired Outcomes tab. (Programs may create screen captures and place the images in a presentation following this framework as a guide)

Discussion:

a. Explain your program. Who are you and what is your program?
b. Introduce staff that will be presenting. Discuss any personnel shortages.
c. State your Program Budget and source.
d. Briefly summarize your Desired Outcomes, or highlight the outcomes you will focus on today if you have numerous outcomes.

Part 2 – Program and/or Core Activity Metrics 15-20 min



Analysis	Outcome Metric	Actual Value	Target Value	Status	Current
View	Decrease the asthma related emergency department visit rate per 10,000 people	23.5	21.4		
View	Decrease the asthma-related hospitalization rate per 10,000 people.	5.0	4.4		
View	Decrease the number of statewide asthma-related deaths.	8	15		
View	Decrease the percent of adults with current asthma who miss zero days of work in the last year due to asthma (HP 2020).	44.9	26.7		
View	Decrease the percent of children with current asthma who miss school days in the last year due to asthma (HP 2020).	40.0	48.8		
View	Increase the percent of survey respondents with asthma indicating they had no activity limitations due to asthma in the last 30 days.	55.1	65		

8

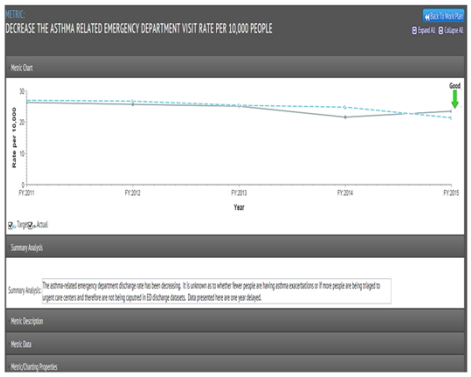
Part 1: Open the Outcome Metrics tab.

Discussion Options:

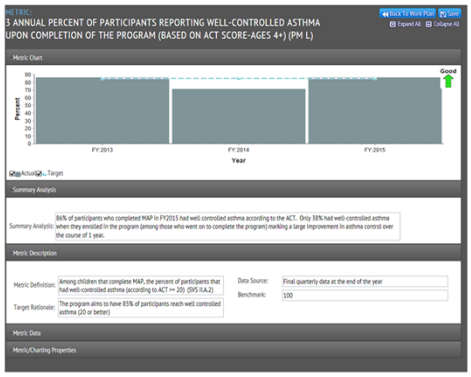
Program Metrics: Emphasizing outcome metrics; provide an overall review of outcome metric progress. Briefly highlight strategies/activities that have led to success in the recent past, or since the last semi-annual review for specific outcomes.

Core Activity Metrics: On the program home page, expand the Core Activities tab. State your core activities and identify the core activity, or activities, you will discuss today.

Part 2 –Program and/or Core Activity Metric Highlight



Program Metric Example



Core Activity Metric Example

Emphasize the following for each metric discussed:

- **How does this metric relate to higher level goals, outcomes, and strategies (PHSD Strategic Plan and State Health Improvement Plan)?**
- **Are we on track with what we planned?**
- **Is performance getting better, worse, or staying about the same over time?**
- **What do we need to do differently, if anything?**
- **What are the next steps?**

5. Click on View for a specific Metric Chart and show the Summary Analysis

Discussion: - Metrics that have longitudinal data, and which display a good or bad trend, would be the best choices for graphic representation.

- Provide more information on metrics that have witnessed significant change or an evaluation period ended since the last semi-annual HealthSTAT review. Highlight strategies or activities that have contributed to program or core activity progress since the last review.

Comments in the Metrics Summary Analysis box should include this information.

Metric background information.

- What does this measure tell us about the results we are getting?
- How do these outcomes relate to higher level outcomes?
- How do we know if a Program or Core Activity is working?

Analysis of metric data.

- Are we on track with what we planned?
- Is performance getting better, worse, or staying about the same over time?
- What do we need to do differently, if anything?
- What are the next steps?

Part 3:
Improvement Activities
5-10 Minutes

Specific highlights or items of interest:

- Quality Improvement project underway or completed.
- Success story from the field related to program or core activity outcome.
- Lessons learned from activities conducted.
- Published research.

This information can be presented in HealthSTAT or some other visual format.

Conclusion/wrap-up:

Restate guidance provided by the management team or items for follow-up.
If assistance from management team needed, this is the time for the "ask".

10

HealthSTAT Application Modifications

HealthSTAT Manage Programs & Measure Performance

HealthSTAT Metrics Summary Analysis field modification

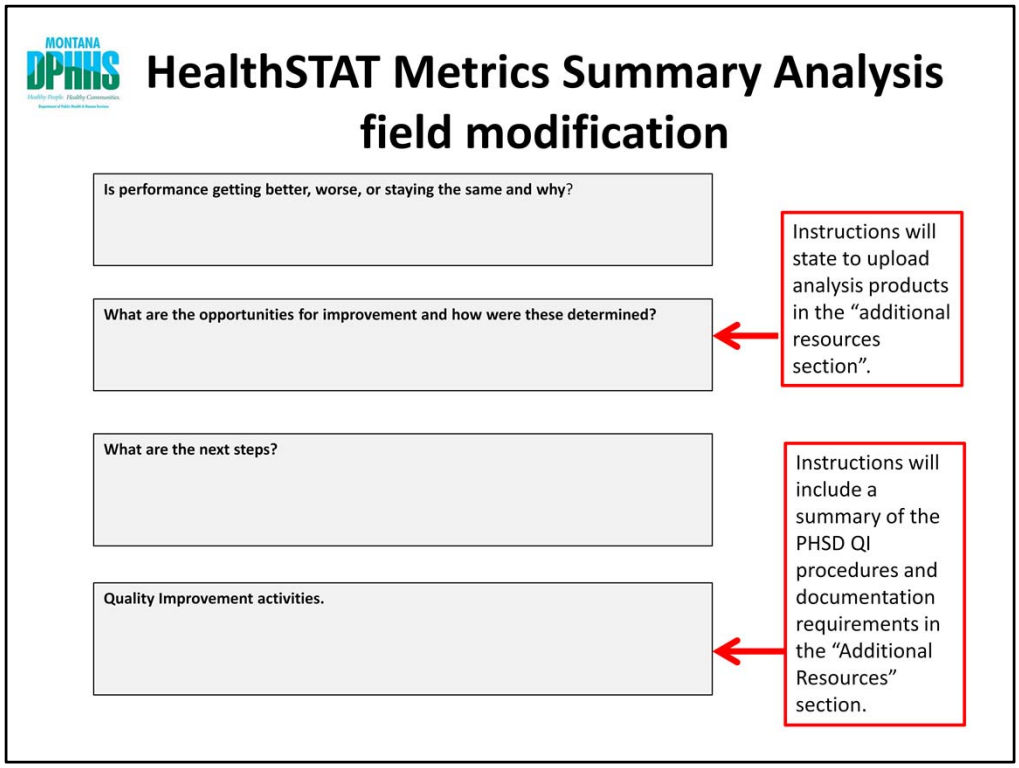
Problem:

PHAB Action Plan measure 9.1.3, "The department demonstrates analysis of data around the problem but **doesn't clearly identify opportunities for improvement** based on data provided."

PHAB Action Plan measure 9.1.3, RD2 QI example provided: "…its **unclear what analysis of the data was conducted and what specific areas of need were identified**. Opportunities for improvement or next steps are unclear, some are listed but do not seem to follow increasing the percentage of employees trained in QI tools and methods."

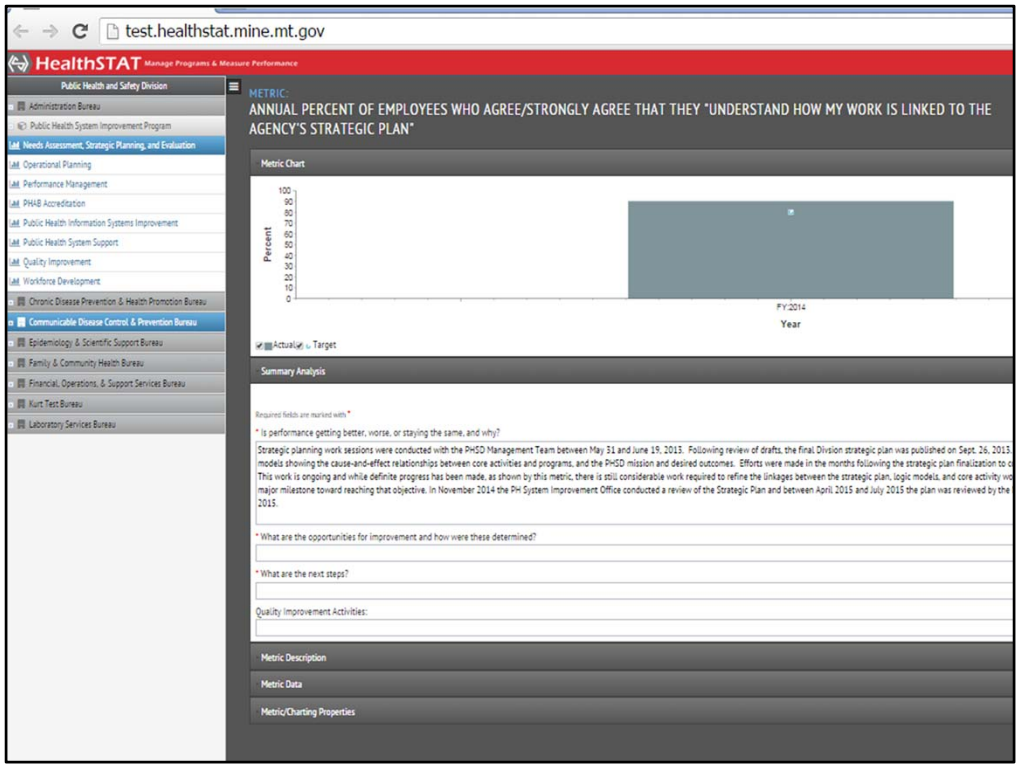
PHAB stated opportunities for improvement: "Upon interview staff report that requirements for this measure are occurring, however written documentation doesn't demonstrate this. **Consider how work can be more clearly documented**, especially in the areas of required documentation 3 and 4."

To help address this problem: The current Summary Analysis field will be divided into three fields and a Quality Improvement Activities box will be added.



PHAB Standards and Measures 1.5 9.1.3 RD4: Analysis of progress toward achieving goals and objectives and identification of areas in need of focused improvement processes. Evidence for determining opportunities for improvement can be shown through the use of tools and techniques, for example, root cause analysis, cause and effect/Fishbone; or interrelationship digraphs or other analytical tools.

PHAB Standards and Measures 1.5 9.1.3 RD5: The health department must document that performance results, opportunities for improvement, and next steps for the identified goals and corresponding objectives were documented and reported.


test.healthstat.mine.mt.gov
HealthSTAT Manage Programs & Measure Performance
Public Health and Safety Division
Administration Bureau
Public Health System Improvement Program
Needs Assessment, Strategic Planning, and Evaluation
Operational Planning
Performance Management
PHAB Accreditation
Public Health Information Systems Improvement
Public Health System Support
Quality Improvement
Workforce Development
Chronic Disease Prevention & Health Promotion Bureau
Communicable Disease Control & Prevention Bureau
Epidemiology & Scientific Support Bureau
Family & Community Health Bureau
Financial, Operations, & Support Services Bureau
Kurt Test Bureau
Laboratory Services Bureau
METRIC:
ANNUAL PERCENT OF EMPLOYEES WHO AGREE/STRONGLY AGREE THAT THEY "UNDERSTAND HOW MY WORK IS LINKED TO THE AGENCY'S STRATEGIC PLAN"
Metric Chart
Percent
100
90
80
70
60
50
40
30
20
10
0
FY:2014
Year
Actual
Target
Summary Analysis
Required fields are marked with *
* Is performance getting better, worse, or staying the same, and why?
Strategic planning work sessions were conducted with the PHSD Management Team between May 31 and June 19, 2013. Following review of drafts, the final Division strategic plan was published on Sept. 26, 2013.
models showing the cause-and-effect relationships between core activities and programs, and the PHSD mission and desired outcomes. Efforts were made in the months following the strategic plan finalization to c
This work is ongoing and while definite progress has been made, as shown by this metric, there is still considerable work required to refine the linkages between the strategic plan, logic models, and core activity wo
major milestone toward reaching that objective. In November 2014 the PH System Improvement Office conducted a review of the Strategic Plan and between April 2015 and July 2015 the plan was reviewed by the
2015.
* What are the opportunities for improvement and how were these determined?
* What are the next steps?
Quality Improvement Activities:
Metric Description
Metric Data
Metric/Charting Properties

HealthSTAT Application Next Steps

- Programmers are fixing a problem with the “print to PDF” function. Current code does not include outcome metrics in the PDF.
- Programmers are working on a way to add a way to track supervisors’ review.
- SIO will need to update the HealthSTAT help files to include the presentation framework.
- Supervisors will need to communicate requirements through routine performance management one-on-one meetings and during office meetings. SIO can assist.
- Staff will need to review their Summary Analysis information and complete the information required for all three boxes.

Comments/Questions

Technical Assistance:

Terry Ray –Program Planning and Evaluation & Strategic Planning – terenceray@mt.gov or 444-9352

Wendy Kowalski – Quality Improvement activities – wkowalski@mt.gov or 444-5949

To be determined – Performance management system & the HealthSTAT application