

National Learning & Action Network

Sharing Knowledge, Improving
Health Care Series

June 7, 2016

***Follow-up:
Advancing Effective Communication
and Coordination of Care***

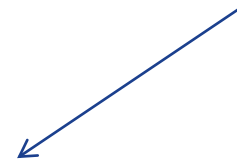


Welcome and Reminders



Risa Hayes
QIN NCC

- **Steve Theesfeld**, from the QIN NCC, will be monitoring our WebEx **CHAT board**



- Please be prepared for sharing and open discussion!
- Slides and a recording from today's session can be found on:
<http://qioprogram.org/national-learning-action-network-series-may-2016>

Purpose of the Series

Audience: Patients, community and health care providers, local partners, federal partners and Quality Improvement Organization Program partners (*registration required)

Purpose: Offer virtual training events focused on health care quality improvement and hot topics in health care delivery transformation, and connect these national themes with related local services, resources and support available through the QIO Program

Expectations: Participants will gain knowledge that is directly applicable to their work in health care quality improvement and acquire information that can be easily shared among their own community, organization, or team

Topics: Topics will be aligned with the CMS Quality Strategy goals

Agenda

- Recap Speaker Presentations
 - Jane Brock, Telligen, QIN NCC
 - Angela Lucente-Prokop, Southwestern Pennsylvania Area Agency on Aging
- Coaching Session – 1) Establishing and maintaining a shared goal and focused scope for a group or coalition. 2) How to come to agreement on sharing the data necessary to monitor progress.
 - Dana Lammert, TMF, Primaris
- Facilitated Discussion
- Wrap-up

Who's in the Room?

What entity or type of organization do you represent?

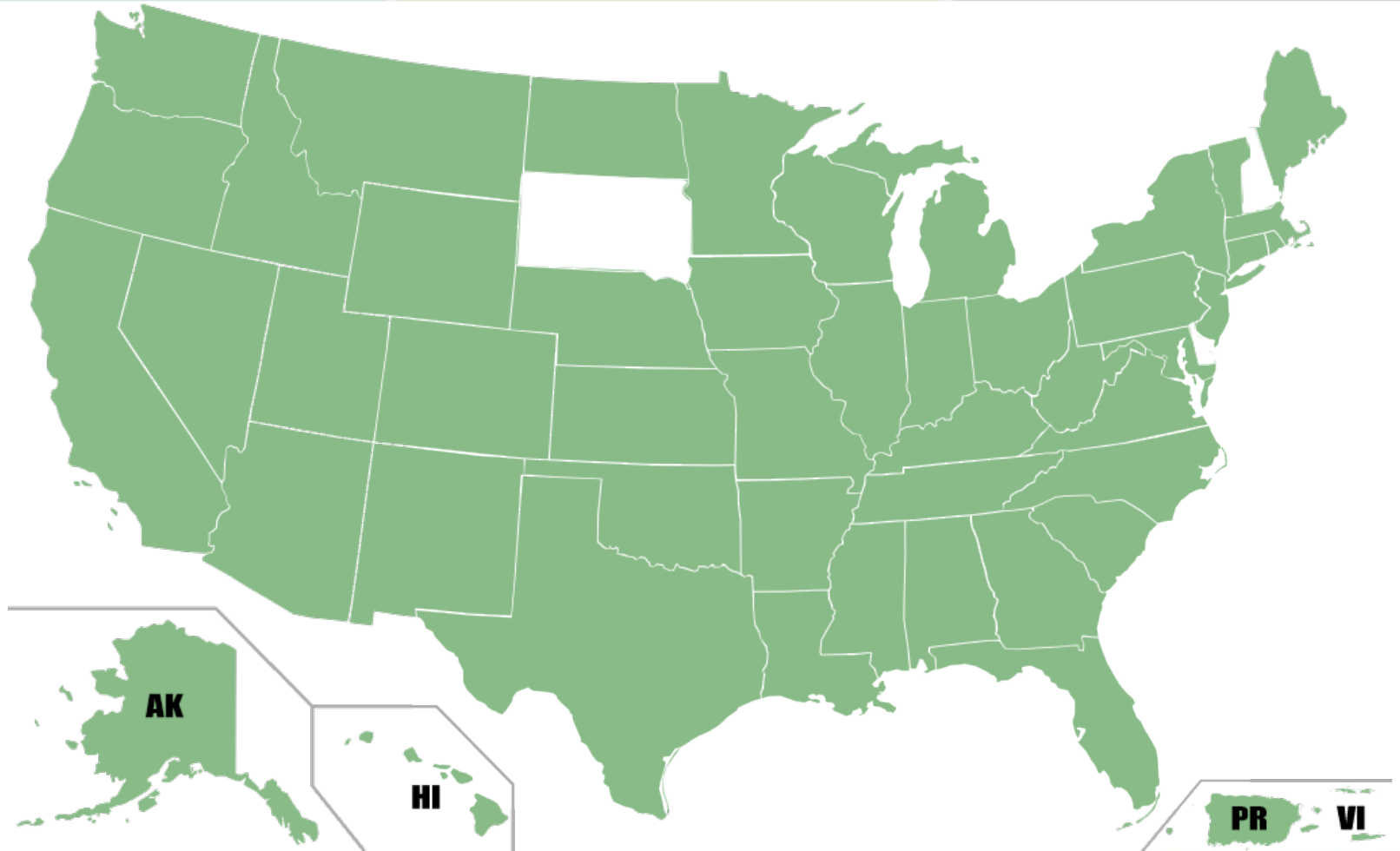
- CMS
- Home Health Agency
- Hospital
- Nursing Home / Skilled Nursing Facility
- Patient, Family or Caregiver Representative
- Pharmacy / Pharmacist
- Provider / Practice
- QIN-QIO
- Other (please specify in the comments field)

Did You Participate?

Did you attend the National LAN Call on May 3?

- Yes
- No

Participation Representation



Questions to Run On

- What are your goals to drive effective communication and coordination of care?
- Have you mapped out actions that you plan to take, including timelines for completion of the activities and involvement of other team members?

CMS Quality Strategy

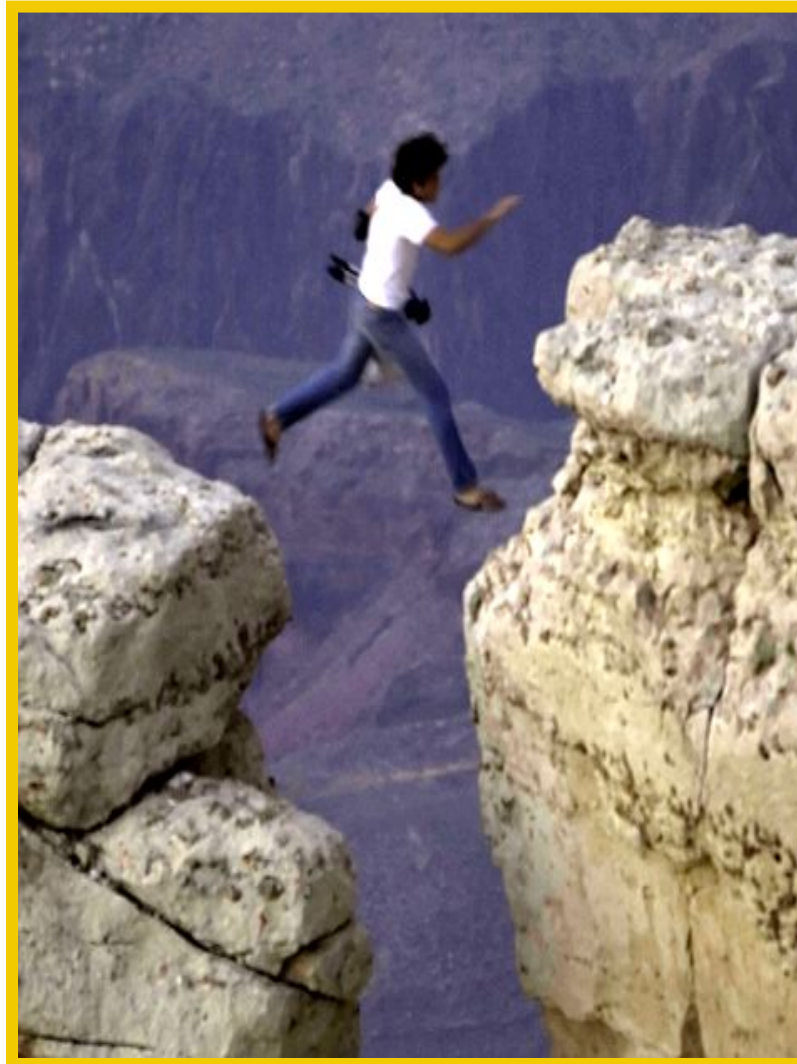




Jane Brock, MD, MSPH

Medical Director

QIN NCC



Southwestern Pennsylvania Area Agency on Aging



Angela Lucente-Prokop, MPM, PMP

Regional Project Director

Peer Coaching & Brainstorming Session



Dana Lammert
Program Manager
TMF, Primaris



Angela Lucente-Prokop, MPM, PMP
Regional Project Director
SW AAA



Jane Brock, MD, MSPH
Medical Director
QIN NCC



Risa Hayes, CPC
Leadership & Organizing Lead
QIN NCC

Facilitated Discussion

Chat in your questions and comments.

Press *1 on your telephone key pad to enter the teleconference queue.



Call to Action

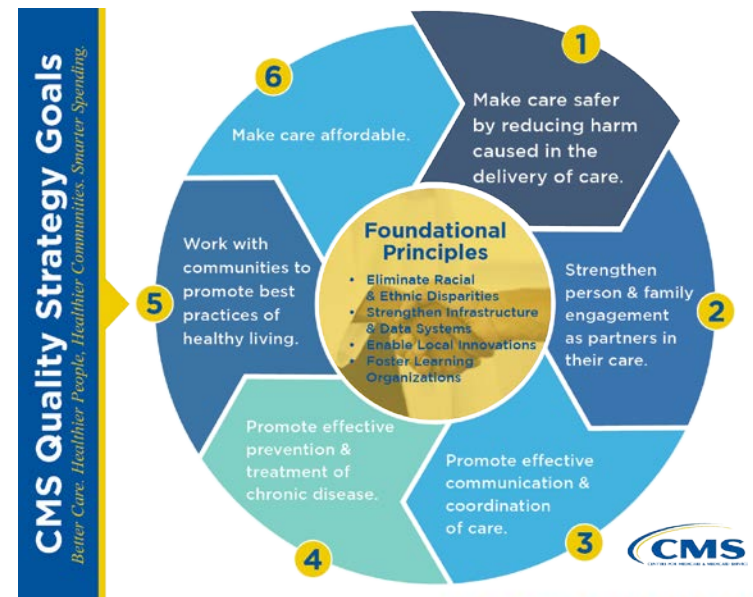
- Get Connected! Do you know who your partners are? Who do you need to communicate and coordinate with?
 - Contact your state's QIO.
 - Coalition?
 - Readmission Committee?
- Look at your own processes and talk with your partners.
 - What is working well? Look for the positive outliers.
 - Where can communication be improved?
- Share what you will do (or have done) with the QIN NCC (Nikki.Racelis@qinncc.hcqis.org), and you could be featured on a future national LAN event.

8/2/16 - Save the Date!

- Join us for the National Learning & Action Network (LAN) Call
- The topic will be aligned with the CMS Quality Strategy goal to *make care safer by reducing harm caused in the delivery of care.*
 - Tuesday, August 2, 2016
 - 3:00-4:00 PM ET
 - Registration is required!

- Register at:

<https://qualitynet.webex.com/qualitynet/onstage/g.php?MTID=ef4aa074c0daeea25f4f26f058ddbc3f0>



Call For Future Topics

- We want to hear from you!
- Do you have a need or desire to hear about a certain topic?
- Submit your ideas in chat or email us at QINNCC@area-d.hcqis.org

Thank you!