

Community – Clinical Linkages: *A Rural Health Sustainability Story*

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QI Consultant & CDSME T-Trainer
March 27, 2018



**Quality Improvement
Organizations**
Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES





Qualis Health

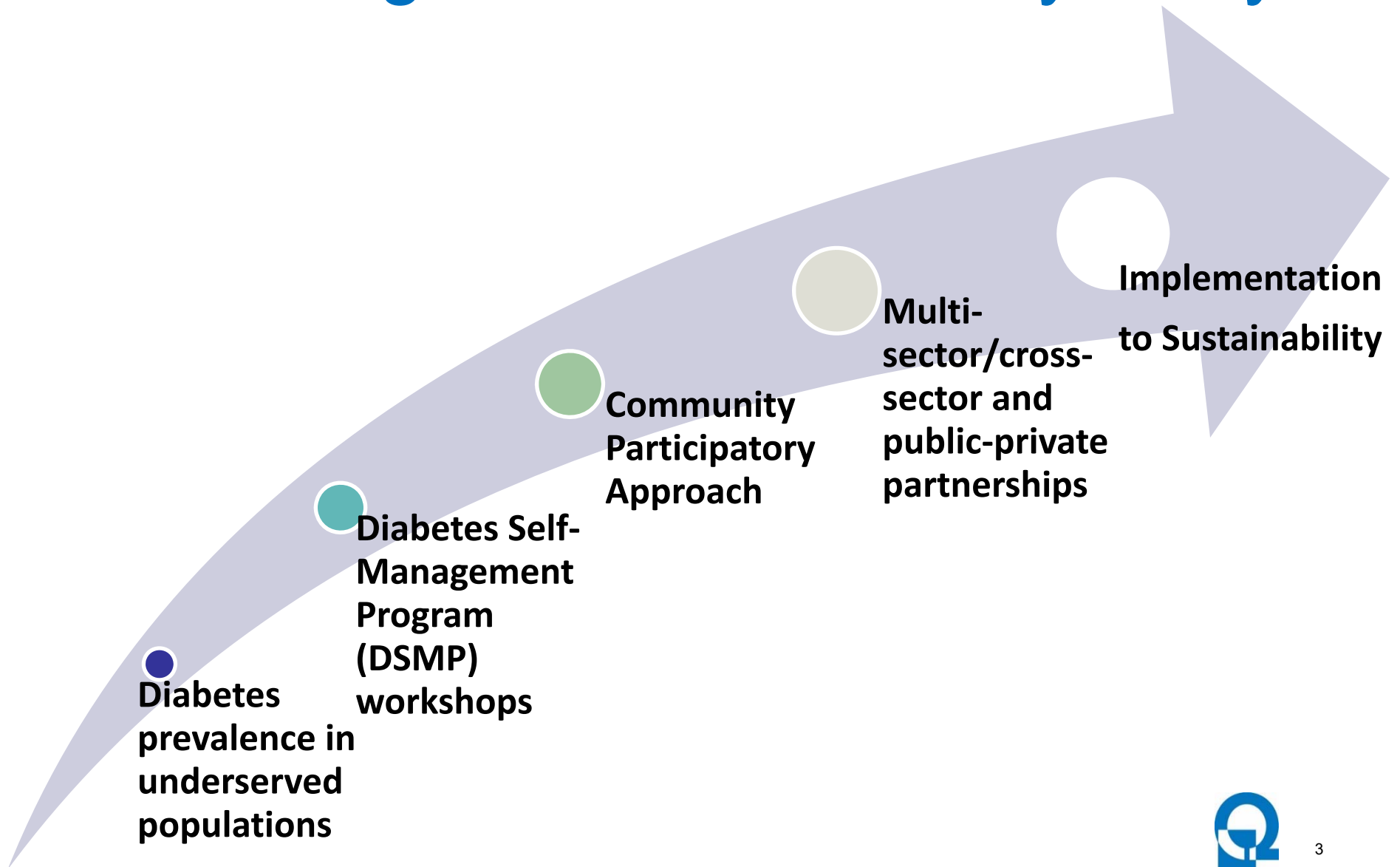
- A leading national population health management organization
- The Medicare Quality Innovation Network - Quality Improvement Organization (QIN-QIO) for Idaho and Washington

The QIO Program

- One of the largest federal programs dedicated to improving health quality at the local level



Washington's Sustainability Story



Framework for Discussion

The Data

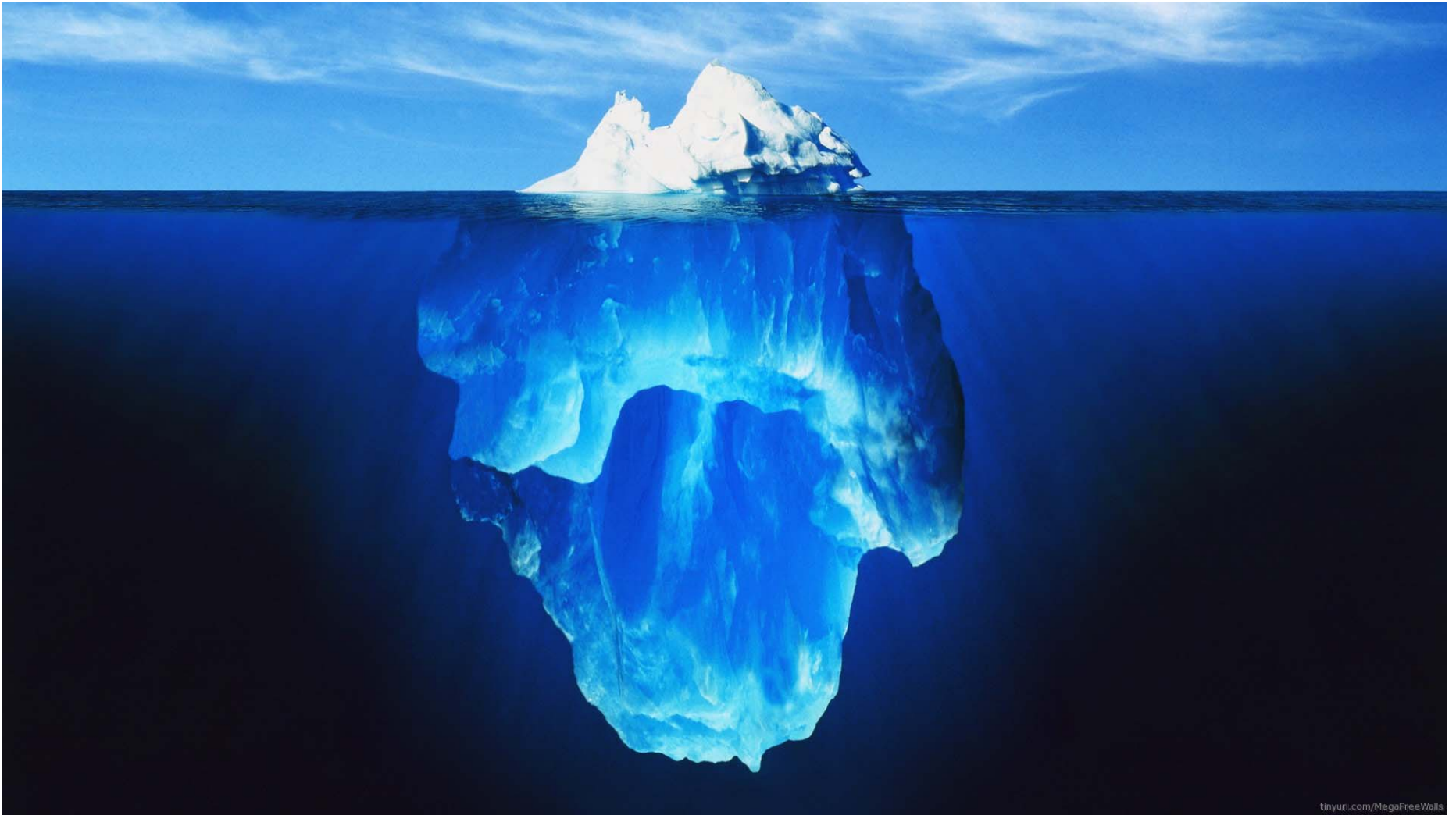
The Theory

The Practice

“The Ability to be maintained at a certain rate or level”: Sustainability



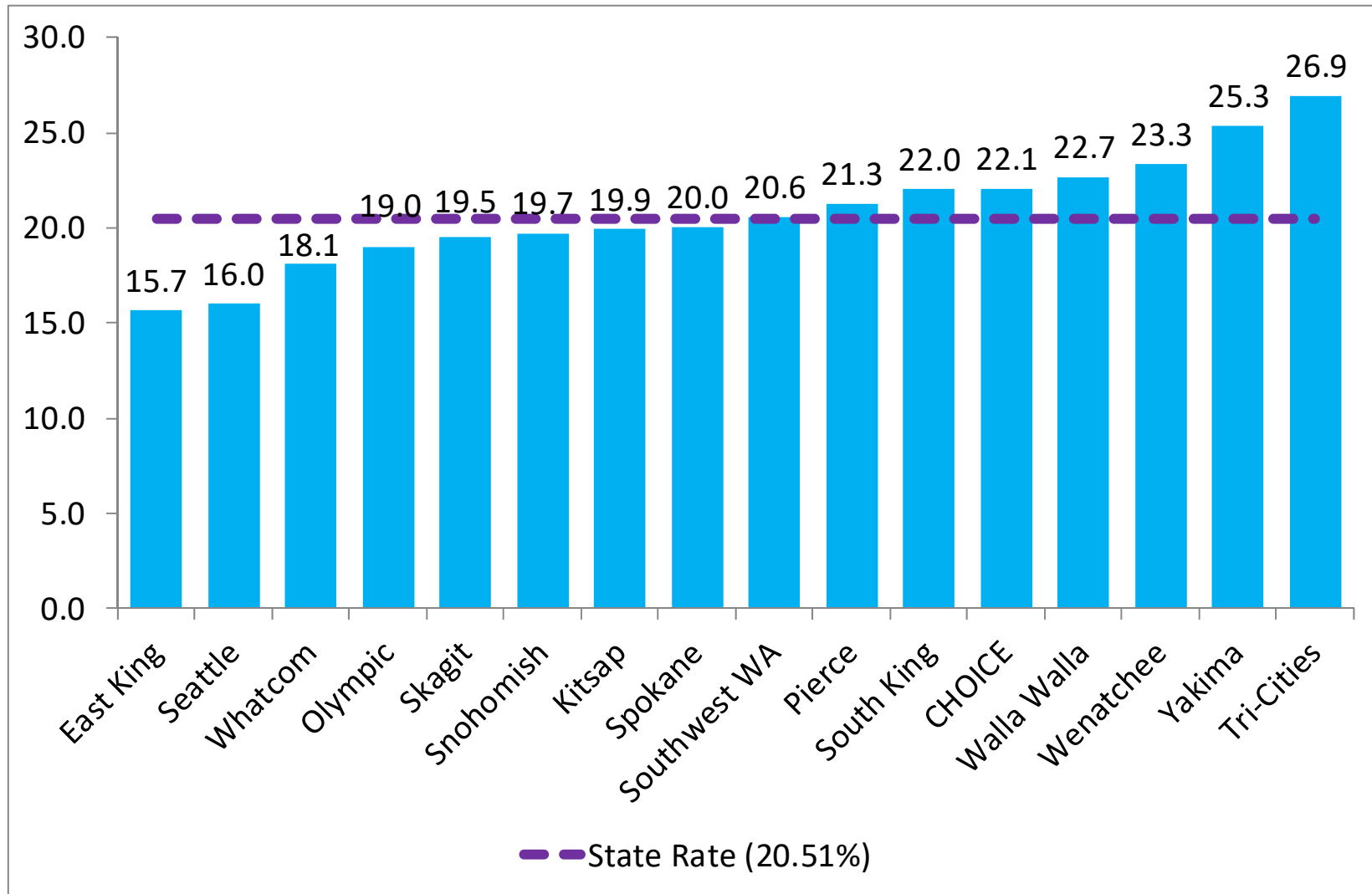
The Data



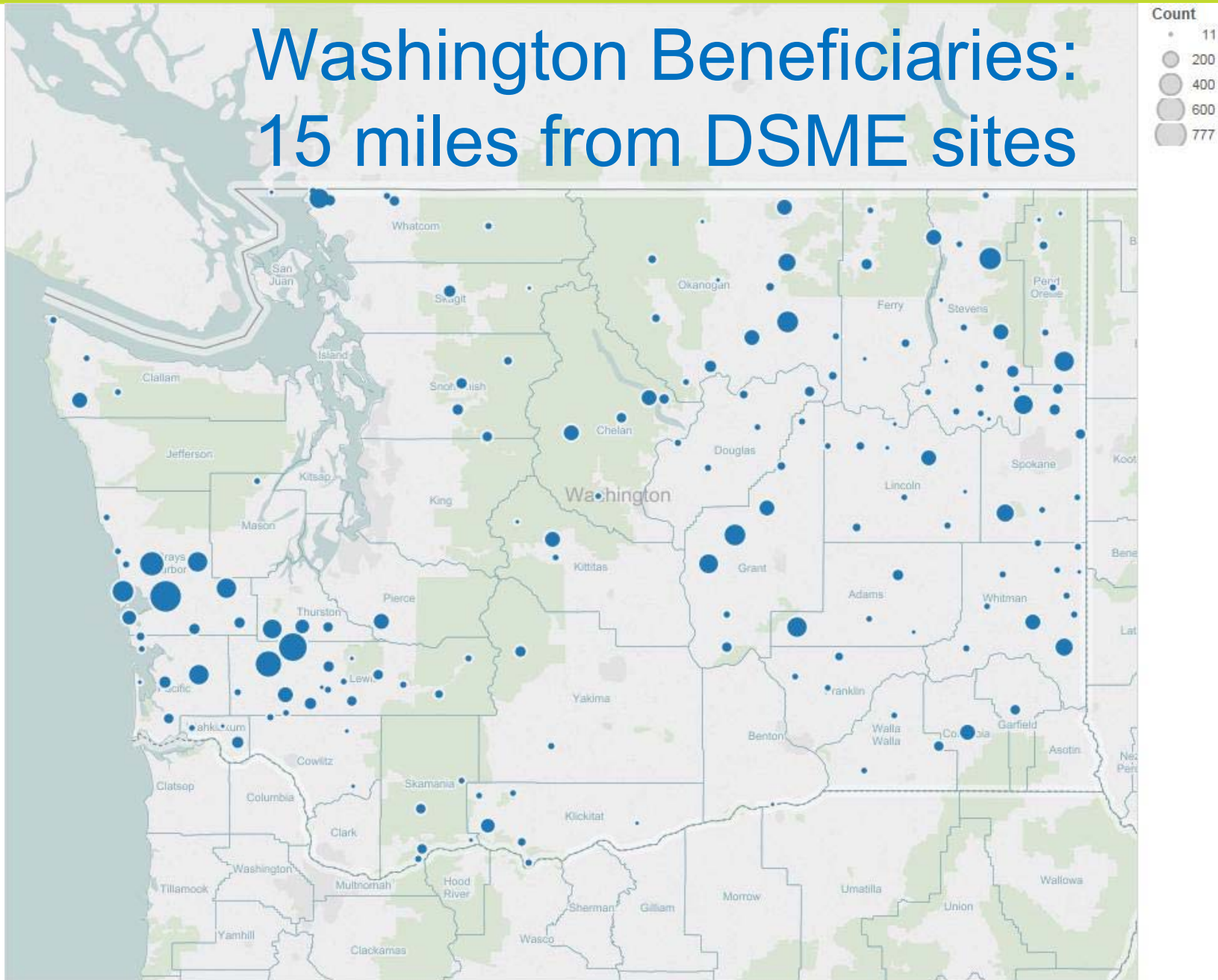
tinyurl.com/MegaFreeWalls



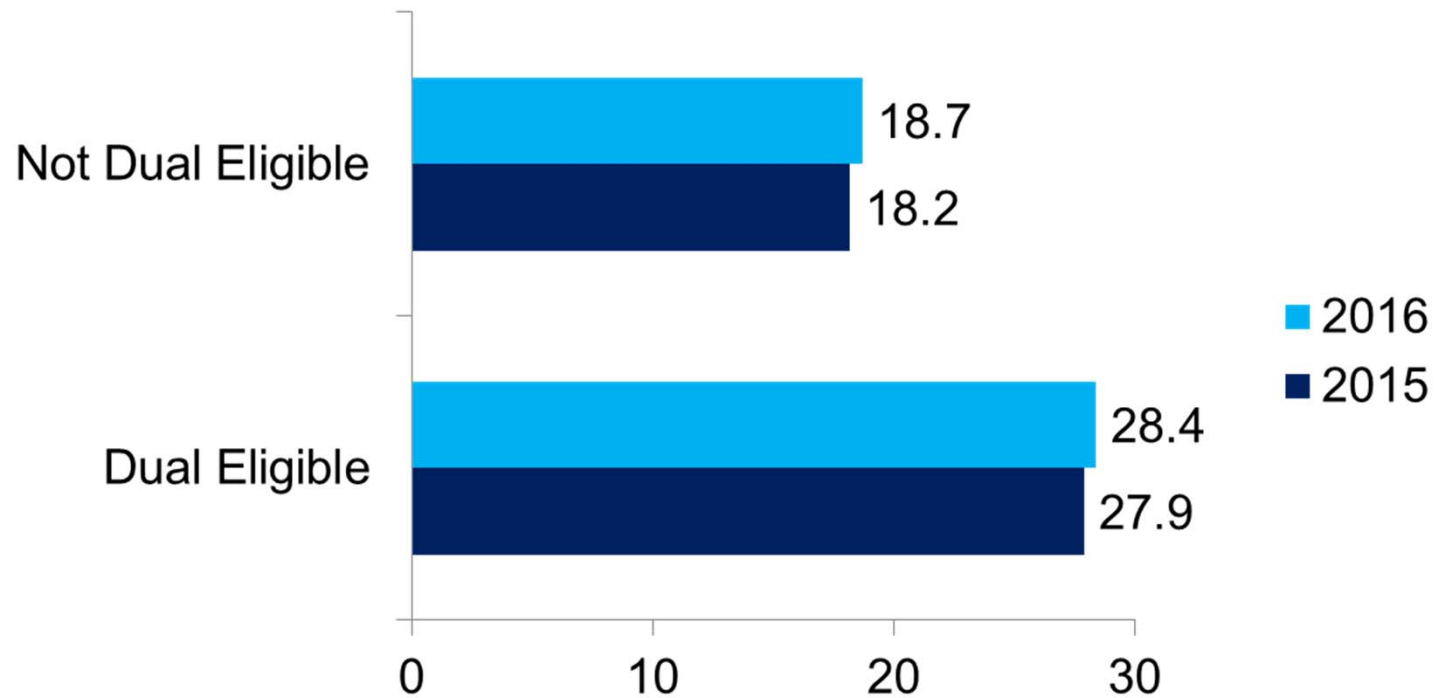
The Data: Prevalence



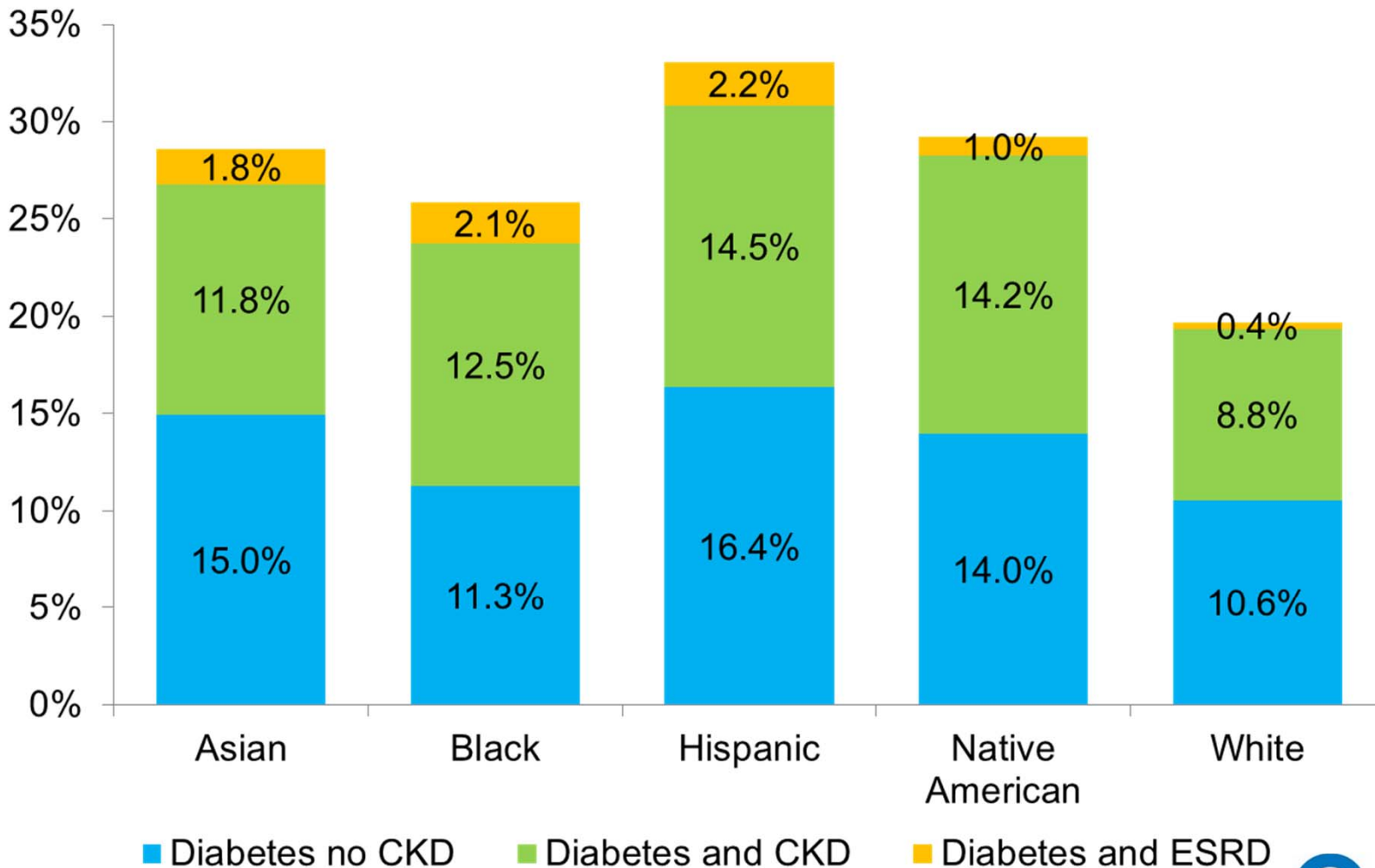
Washington Beneficiaries: 15 miles from DSME sites



Prevalence among Dual Eligibles



Disparities in Diabetes Care

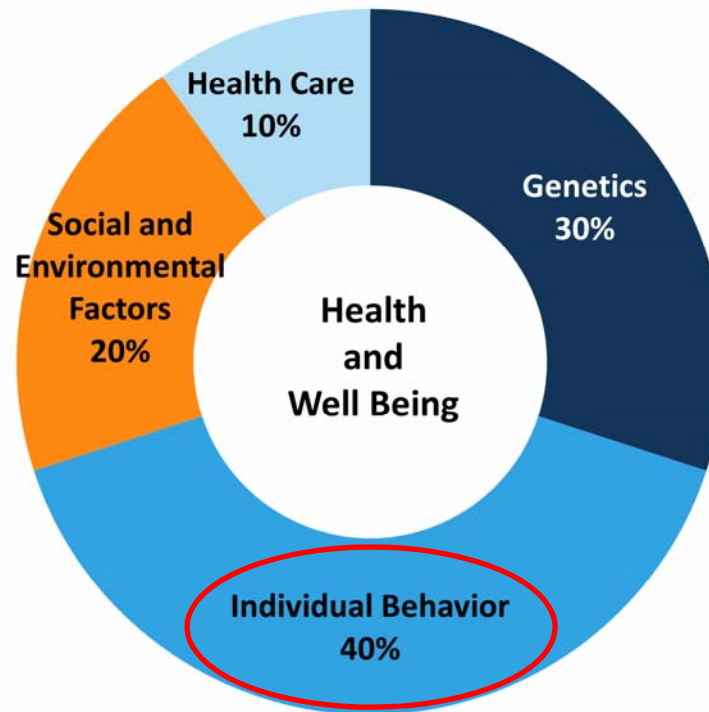




The Theory

Figure 1

Impact of Different Factors on Risk of Premature Death



SOURCE: Schroeder, SA. (2007). We Can Do Better — Improving the Health of the American People. *NEJM*. 357:1221-8.

Figure 2

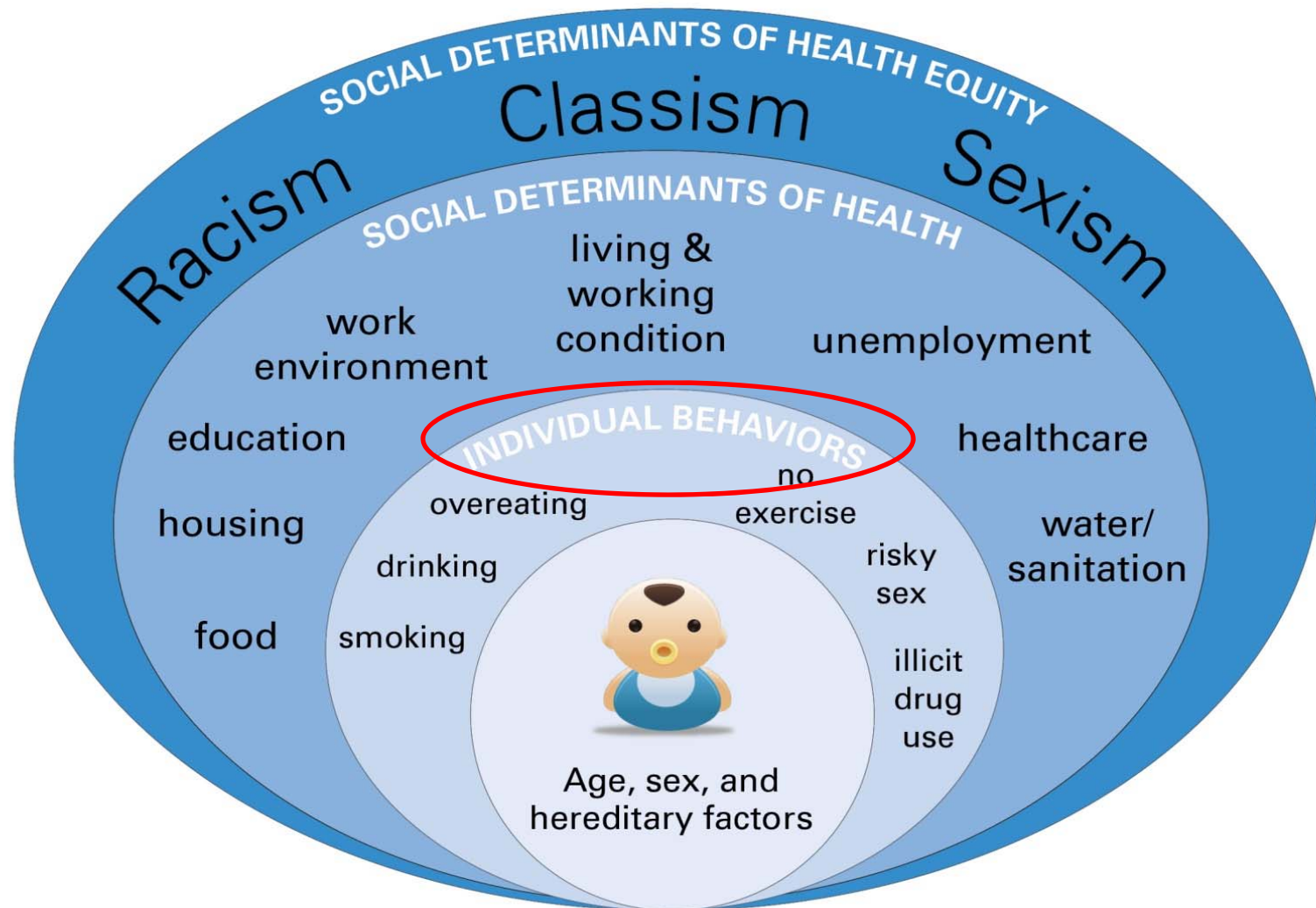
Social Determinants of Health

| Economic Stability | Neighborhood and Physical Environment | Education | Food | Community and Social Context | Health Care System |
|--------------------|---------------------------------------|---------------------------|---------------------------|------------------------------|---|
| Employment | Housing | Literacy | Hunger | Social integration | Health coverage |
| Income | Transportation | Language | Access to healthy options | Support systems | Provider availability |
| Expenses | Safety | Early childhood education | | Community engagement | Provider linguistic and cultural competency |
| Debt | Parks | Vocational training | | Discrimination | Quality of care |
| Medical bills | Playgrounds | Higher education | | | |
| Support | Walkability | | | | |

Health Outcomes

Mortality, Morbidity, Life Expectancy, Health Care Expenditures, Health Status, Functional Limitations

Reducing Health Disparities





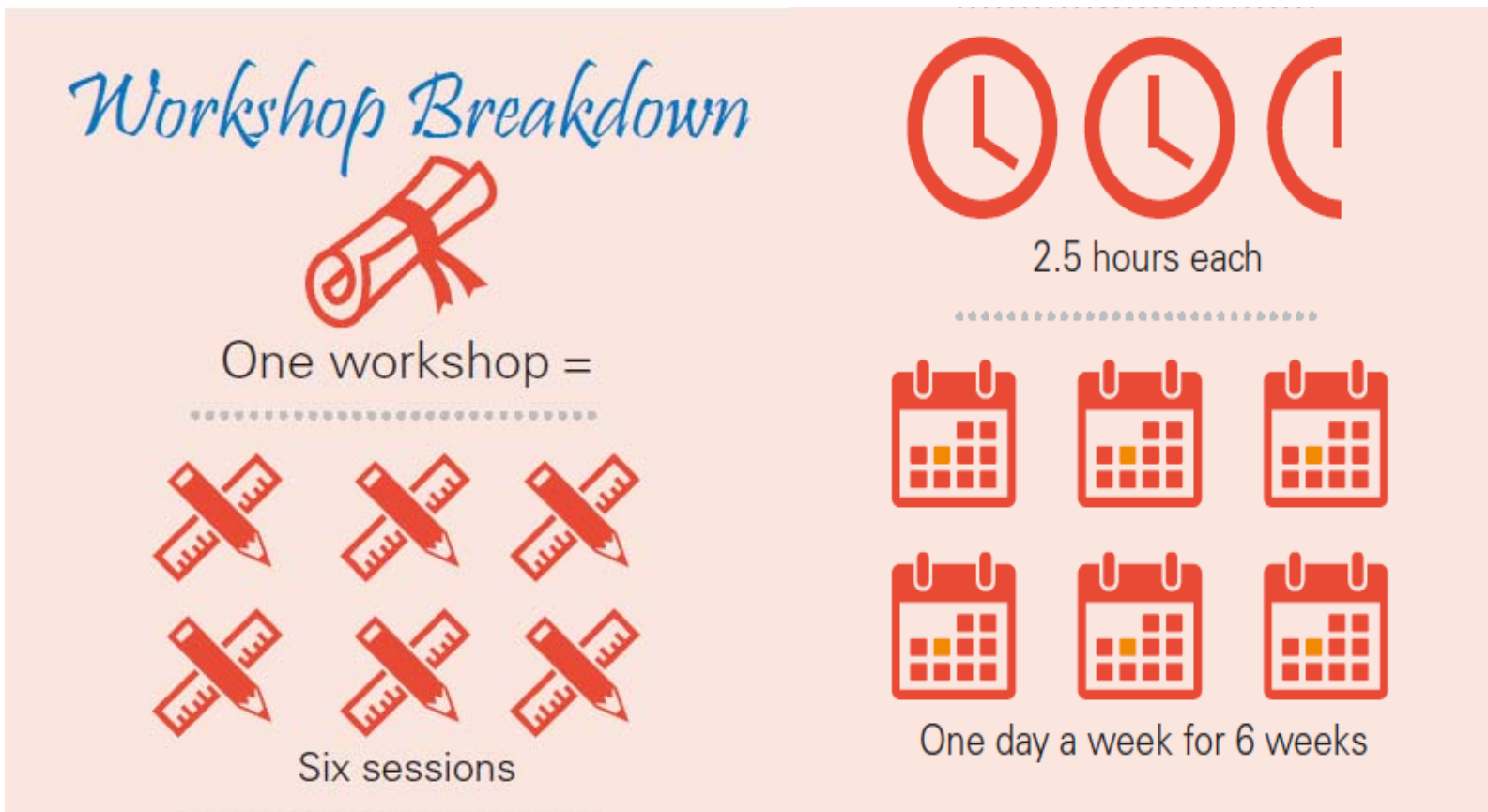
The Practice



Adult Learning – Basis for Self-Management Education



SMRC's Diabetes Self-Management Program



SMRC's Diabetes Self-Management Program

Curriculum

Subjects covered include:



Appropriate use of medication



Techniques to deal with the symptoms of chronic disease, fatigue, pain, depression and stress



Making action plans



Appropriate exercise for maintaining and improving strength and endurance



Working effectively with health care providers



Healthy eating



Problem Solving



Adult Learning Principles

Brainstorming Guidelines

- Anyone can share
- No commenting during the brainstorm
- No questions until after
- Clarification waits until after



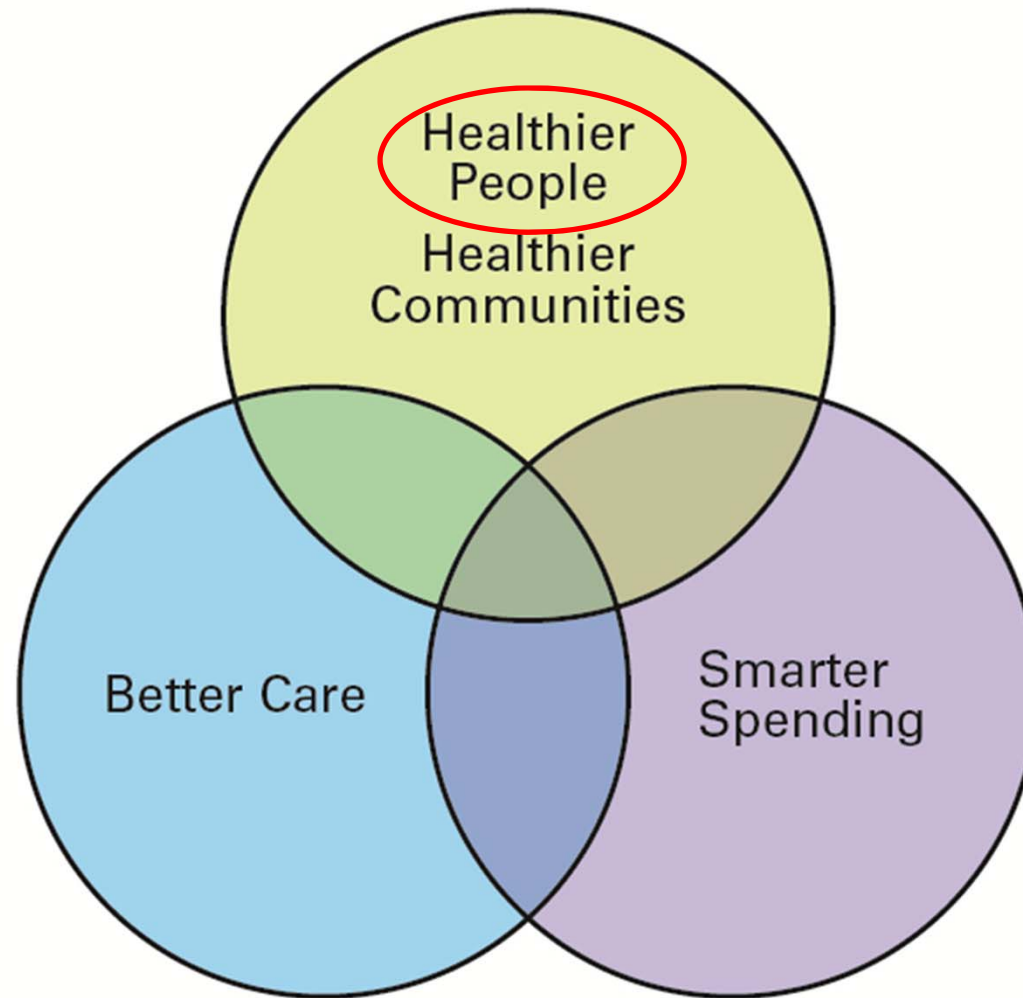
Brainstorm

What is another name for a boss?





The Triple Aim Framework





Value of CDSME Workshops

- For communities
 - Patient-centered
 - Engagement activities
 - Peer-group support
 - Confidence building
- For clinics
 - Improved health outcomes
 - Improved quality performance outcomes
 - Patient attraction and retention



Value of CDSME Workshops

Estimated cost savings

\$714 per person savings emergency room visits
and hospital utilization*

- \$350 CDSME estimated program costs

\$364 per person net savings

Ahn S, Basu R, Smith ML, Jiang L, Lorig K, Whitelaw N, Ory MG: The Impact of Chronic Disease Self-Management Programs: Healthcare Savings through a Community Based Intervention. BMC Public Health, 2013, 13 (1):1141



Sustainability Innovations & Trends

Medicare and Medicaid billing

Payment reform quality measures

- Diabetes: DSMP
- Chronic Disease: CDSMP

Insurance carrier billing

State

- Regional opportunities

Federal

- Significant investment
- “Experienced, licensed organizations exist throughout the country—partner with them!”



Community-Based Approach



Affordable
Housing
Senior
Apartments



Libraries
Community
Colleges



Senior Centers
Lions Club
Churches
Faith-Based
Organizations
Volunteer
Organizations



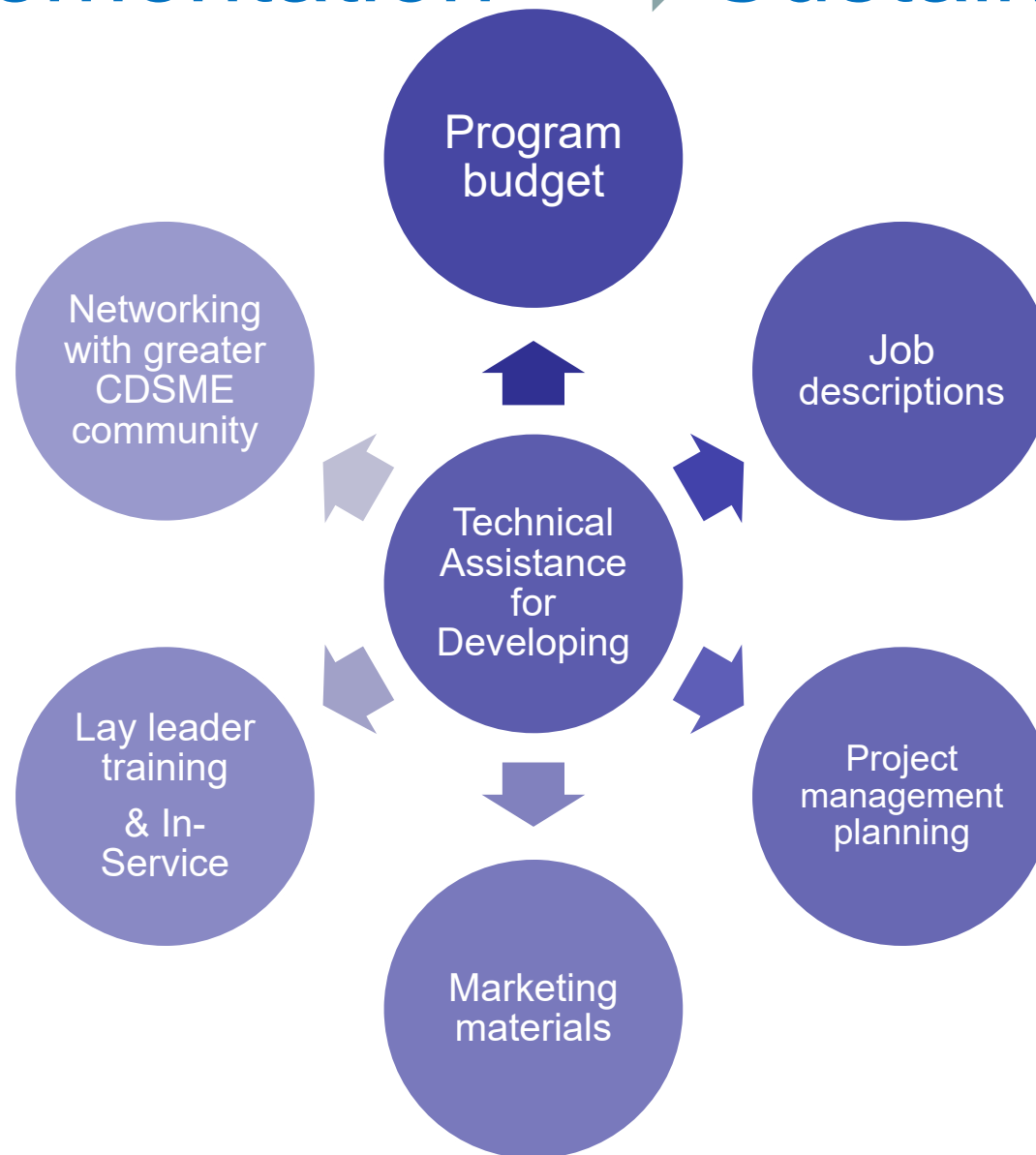
Hospitals
First Responders
Clinics
District Health
Departments
Pharmacies



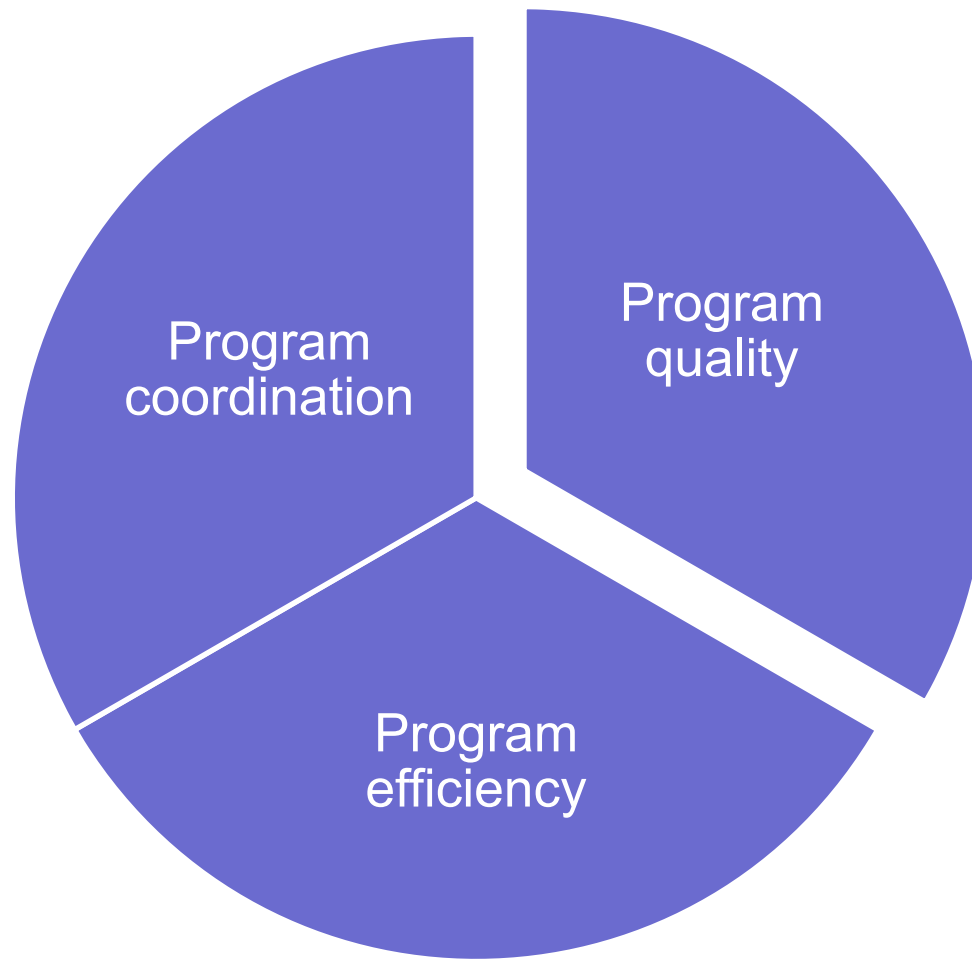
Area Agencies on
Aging
Tribal
Governments
State
Departments of
Health



Implementation Sustainability

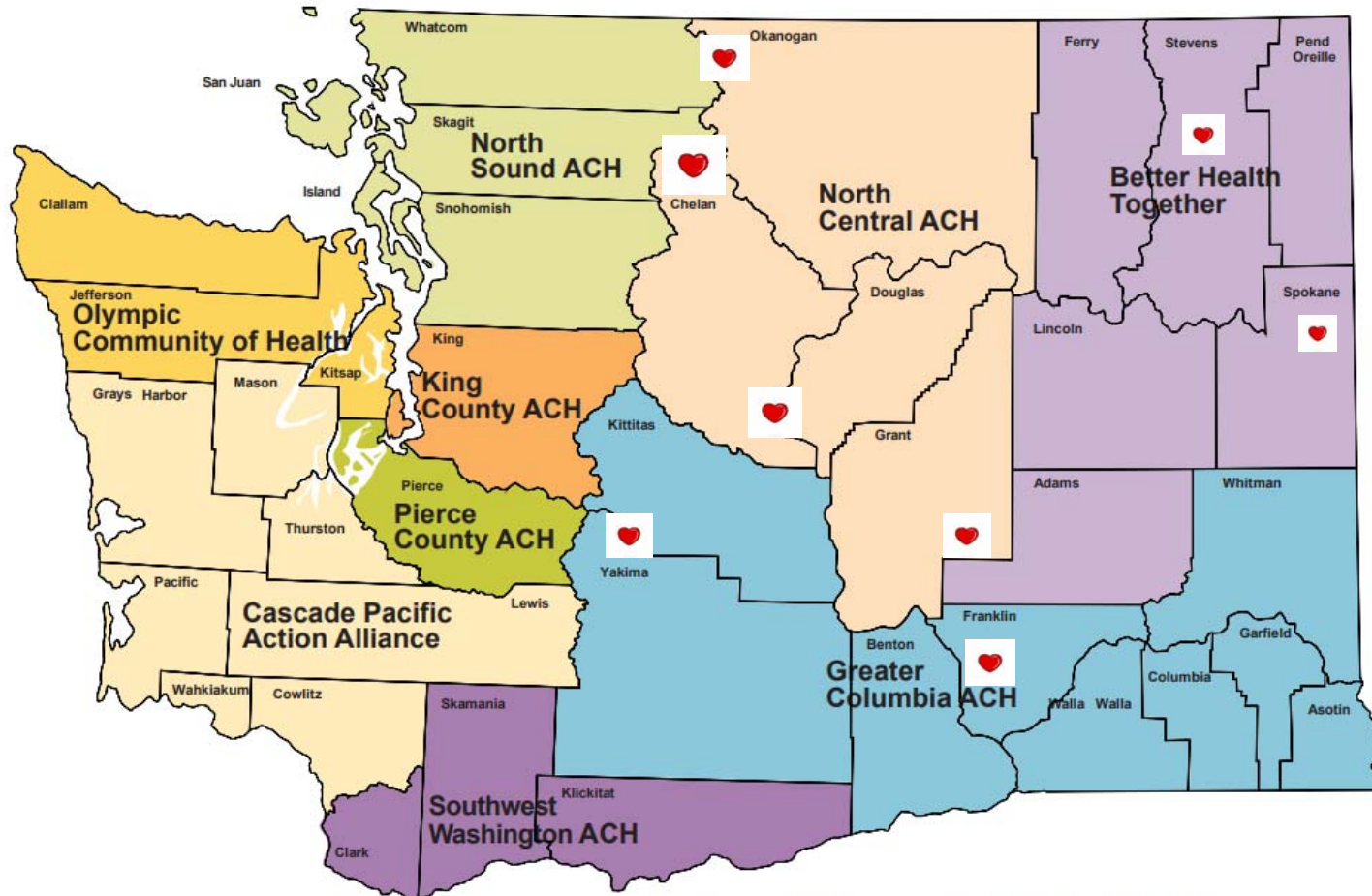


Learning CDSME Communities and Intentional Partnering



Regional Approaches

ACH Regions Map

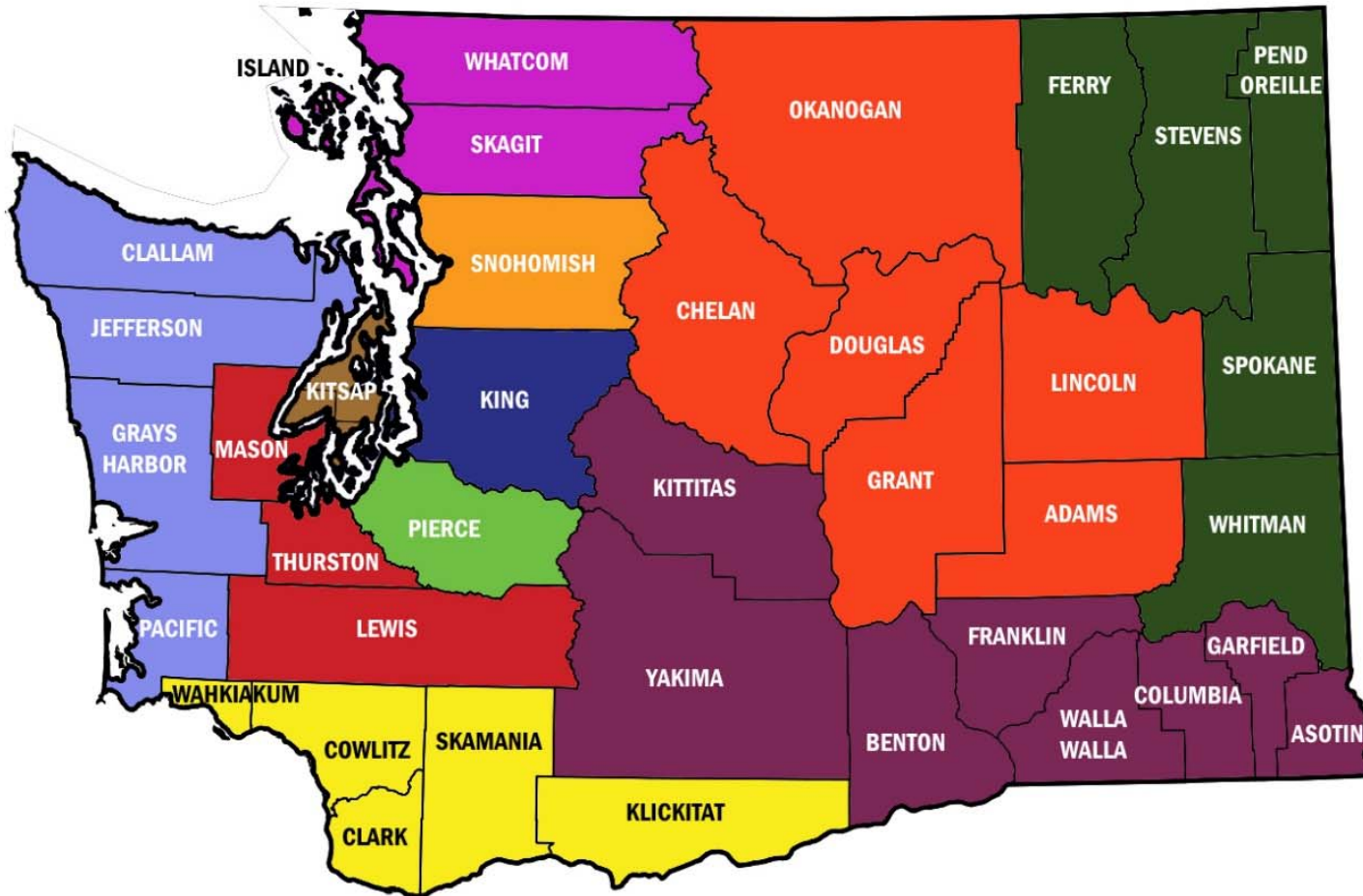


HCA 82-008 (5/17)

Okanogan and Klickitat are transitional counties based on Medicaid regional service areas.



Washington Association of Area Agencies on Aging



| | |
|--|--|
| | Olympic Area Agency on Aging (PSA #1) |
| | Northwest Regional Council (PSA #2) |
| | Snohomish County Aging & Disability Services Division (PSA #3) |
| | Aging & Disability Services—Seattle-King County (PSA #4) |
| | Pierce County Aging and Disability Resources (PSA #5) |
| | Lewis/Mason/Thurston Area Agency on Aging (PSA #6) |
| | Area Agency on Aging & Disabilities of Southwest WA (PSA #7) |
| | Aging & Adult Care of Central WA (PSA #8) |
| | Southeast WA Aging & Long Term Care (PSA #9) |
| | Yakama Nation Area Agency on Aging (PSA #10) |
| | Aging & Long Term Care of Eastern WA (PSA #11) |
| | Colville Indian Area Agency on Aging (PSA #12) |
| | Kitsap County Division of Aging & Long Term Care (PSA #13) |



www.agingwashington.org



Leader Trainings



Sample Workshop Flyer

Счастливая жизнь с диабетом

Бесплатный семинар

Семинар состоит из 6 сессий, продолжительность каждой сессии 2,5 часа
Открыт для всех, у кого есть диабет или преддиабет

КОГДА

Шесть вторников
23 мая 2017 – 27 июня 2017
13:00 – 15:30

ГДЕ

Southwood Square
Community Center
(Дом культуры)



УЗНАЙТЕ КАК ЛУЧШЕ СПРАВЛЯТЬСЯ С ДИАБЕТОМ

- Здоровое питание
- Выбор лекарственных препаратов
- Борьба с депрессией и стрессом
- Безопасные упражнения
- Навыки общения
- Предотвращение гипогликемии

Бесплатный семинар, созданный для людей с диабетом.

Каждая сессия фокусируется на устранении проблем, принятии решений и умении преодолевать трудности, которое поможет справиться с постоянно меняющимися жизненными проблемами, связанными с диабетом и преддиабетом.

Для получения дополнительной информации и регистрации, звоните Натали по номеру 206-450-7331.



Этот материал подготовлен компанией Qualis Health, организацией Medicare Quality Innovation Network - Quality Improvement Organization (QIN-QIO) для Айдахо и Вашингтона, согласно контракту с центрами Medicare & Medicaid Services (CMS) и агентством Министерства здравоохранения и социального обеспечения США. Представленное содержание не обязательно отражает политику CMS. WA-EDC-QH-2884-04-17



Workshop Materials



Qualis Health's EDC Program



Everyone with Diabetes Counts



Current Sustainability Work

Regional
Approaches

Coopetition

Sustainability
Conferences

Nuts & Bolts
from Soup to
Nuts

Train-the-
Trainers



Thanks and Appreciation



Q & A



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CDSME Master Trainer

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206-288-2351

For more information:

<http://medicare.qualishealth.org/projects/everyone-with-diabetes-counts>

This material was prepared by Qualis Health, the Medicare Quality Innovation Network - Quality Improvement Organization (QIN-QIO) for Idaho and Washington, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. WA-EDC-QH-3399-03-18.

