

INSIGHTS



Population Health News for FHC Employees

By **Chris Barron** Executive Director – Population Health

Greetings from the office of Population Health. INSIGHTS will be the official newsletter of our Fort HealthCare Population Health project. Population Health is about insight into our data. How do we better know our patient population and best care for that population?

The purpose of the Population Health project is to use that insight to transform the delivery of care. The ultimate goal is to improve overall population health and operating efficiencies by becoming more data driven, meaning we will use our data to continuously get better at what we do.

I'd like to use this first newsletter to introduce you to the Population Health project.

Organizational Structure

My role as Executive Director of Population Health is to execute the overall Population Health strategy for Fort HealthCare. Right now the focus is managing the HealthRegistries IT project which will form the foundation for ongoing Population Health quality improvement efforts. I am part of the Administrative Team. I report directly to Mike Wallace and my office is in Administration. I disseminate information top down to Directors, Managers & Clinic Support Staff.

We have a Population Health Steering Team consisting of the Administrative Team (myself, Mike Wallace, Jim Nelson, Kay Wipperfurth, Renee Clark, Barb Sorcic, Dwight Heaney, Nancy Alstad, LaBebe Nickell & Dr. Manakas CMIO) that collectively sets the overall direction for our Population Health efforts.

We have also convened a group of providers to serve on a Population Health Primary Care Council. Those providers invited to participate on the Council are: Dr. Beck, Dr. Misorski, Dr. Lemon, Dr. Tackman, Dr. Chuppa, Dr. Aguirre, Lynne Edebohls, Mary Beck Metzger, and Heidi Jennrich. Thank you to those providers that have been able to participate thus far. Your engagement is appreciated. The purpose of the Primary Care Council is to provide design and implementation decisions for the Cerner HealthRegistries project as well as lead organizational change and provide clinical governance related to our Population Health efforts.

Also involved in the project are our Subject Matter Experts. These are non-provider clinic staff that have been chosen to support our providers with use of the HealthRegistries. We thank the SME's for their willingness to engage in this very important project as well as the managers and other clinic staff for helping make the SME's available to the project.

In collaboration with the Population Health project are the Fort Medical Group Clinic Leadership, the ITWorks Team, Diabetic Education, Quality & Integrated Care, Transitional Care, Educational Services and the Compass Point Team. Thank you to all of those team members for their engagement with the Population Health project.

Project Status

If you remember I've described the Population Health Project as having two parts (the IT project part and the quality improvement part). Well, there's really three parts: The IT project part, the change management part, and the quality improvement part.

The IT Project

This is the Cerner HealthRegistries and HealthEDW solutions. These are tools we can use to get at our Population Health data. The IT project is on track for us to get our hands on our product on September 29. Once we have our hands on our product we will need to validate the data we have, as well as seek out any missing data which may involve workflow/documentation changes. The SME's will need to be proficient at use of the IT tools. We will invite the SME's to upcoming events to learn the tools and be able to teach others the tools.

The Change Management Project

As we roll out the registries we will be seeking ways to become more efficient. How do we best use the data we have available to improve the quality and efficiency of the care we deliver? The first step in change management will be to evaluate our missing data and see what changes need to be made to capture any missing data. We intend to pilot select registries with select providers to develop best practice workflows that will support improvement in quality and efficiency. Our intent is then to establish those best practice workflows at all FMG clinic locations. There is a certain amount of standardization that may need to occur to ensure consistent, accurate data capture. SME's and the Primary Care Council will be involved as we discuss changes to workflow.

Quality Improvement Project

This is when we really start using our data to impact patient outcomes. How well are we treating our patients with diabetes, COPD, heart failure, asthma, and so on? How do we use the data we have to get better at what we do? While I am anxious to get to this point in the project we have to take things one step at a time and finish the IT implementation first as well as take care of a good deal of change management before we'll really step into the Quality Improvement realm.

Timeline

In addition to the timeframes mentioned above we envision a soft activation of the HealthRegistries with the pilot clinics (Integrated Family Care & Johnson Creek) on or around December 15 with an enterprise-wide rollout on February 1.

Other Projects

As we continue to set the overall direction for Population Health we are encountering existing or in-process work efforts that may overlap with Population Health. At this time I ask if you have any existing or planned projects that could be considered "Population Health" to please involve me. I need to ensure there is not redundancy with our Population Health efforts as well as look for opportunities for additional data capture. I would be happy to attend your project meetings to assess your project's relevance to Population Health.

In a nutshell that's the Population Health project. Again, the focus is to become data driven, to better know and care for our population, to transform the delivery of care.

If you have any questions or feedback about the Cerner HealthRegistries or our Population Health efforts you can email me at chris.barron@forthc.com or call x5435. I am always happy to visit clinics to discuss the project.

