

**AHCCCS Targeted Investments Program**

# **Peds A Quality Improvement Collaborative**

**William Riley, PhD  
Matthew Martin, PhD**

**Session #7  
September 1, 2020**

# Disclosures

There are no disclosures for this presentation

# Agenda

TIME	TOPIC	PRESENTER
11:30 AM – 11:35 AM	Overview <ul style="list-style-type: none"><li>• Agenda</li></ul>	Kailey Love
11:35 AM – 11:55 AM	Process Mapping Overview	William Riley, PhD Matthew Martin, PhD
11:55 AM – 12:15 PM	Process Mapping Use Case	Child & Family Support Services
12:15 PM – 12:50 PM	Discussion and Q&A	All
12:50 PM – 1:00 PM	Next Steps <ul style="list-style-type: none"><li>• Post Event Survey</li></ul>	Kailey Love

# Learning Objectives

1. Critically analyze a process for performance improvement
2. Apply process mapping technique to targeted investment program metric

# What is a Process?

- Series of steps to produce product or service
- Almost always cross functional
- Is a value chain
- Organization is only as effective as its processes
- A sequence of steps which transform some input into a final output

# Effectiveness of Care

Table: Percentages of Patients Receiving Recommended Treatment

Effectiveness of Care Measures	2016	2017	2018
Childhood Immunization Status – VZV (Chicken Pox)	92.0	92.0	92.0
Cervical Cancer Screening	74.3	74.3	75.2
Controlling High Blood Pressure	62.4	62.2	61.3
Persistence of Beta Blocker Treatment After Heart Attack	84.4	85.4	82.1
Comprehensive Diabetes Care – Eye Exams	53.6	55.0	55.9
Colorectal Cancer Screening	62.0	63.0	64.1

# Process Improvement

## Process Improvement

- How to improve when poor performance
  - System
  - People

# Process Improvement

- \_\_\_\_\_% of problems are in the process
- \_\_\_\_\_% of problems are the people



# **Two Techniques to Analyze Process**

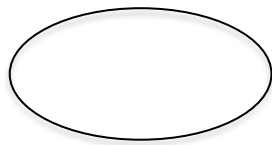
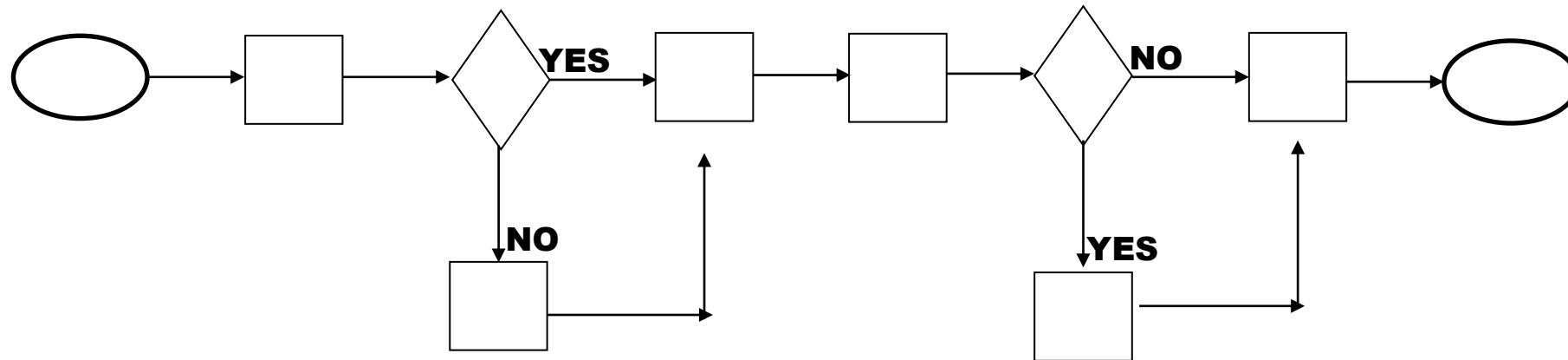
- 1) Process Map
- 2) Statistical Process Control

# Process Map

- A diagram with symbols to summarize main process components

# Basic Flow Chart

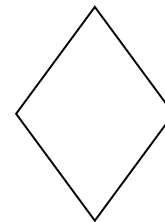
## Process Map Template



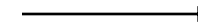
**process beginning and  
end**



**task**

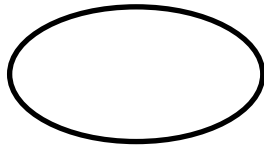
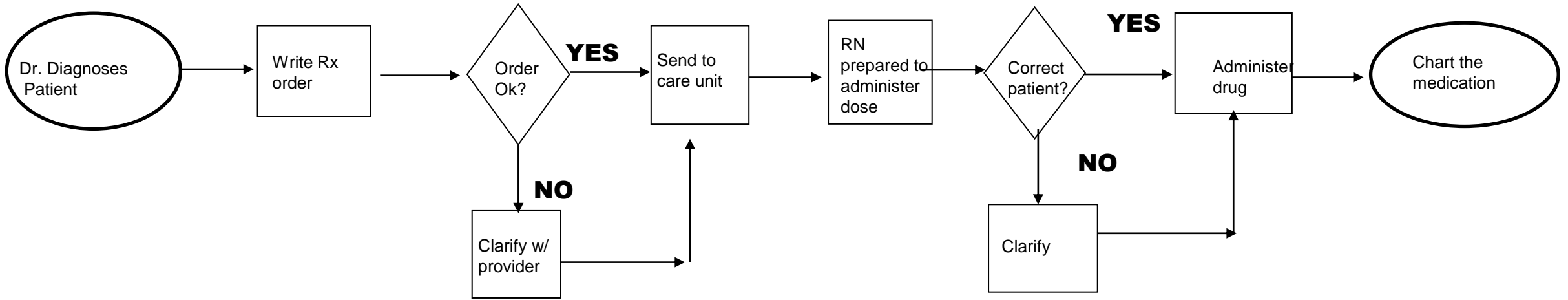


**decision**

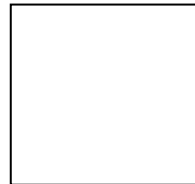


**connector**

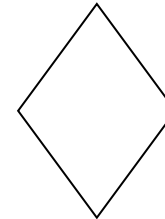
# Process Map Example: Simple In-Patient Medication Administration



**process beginning and end**



**task**

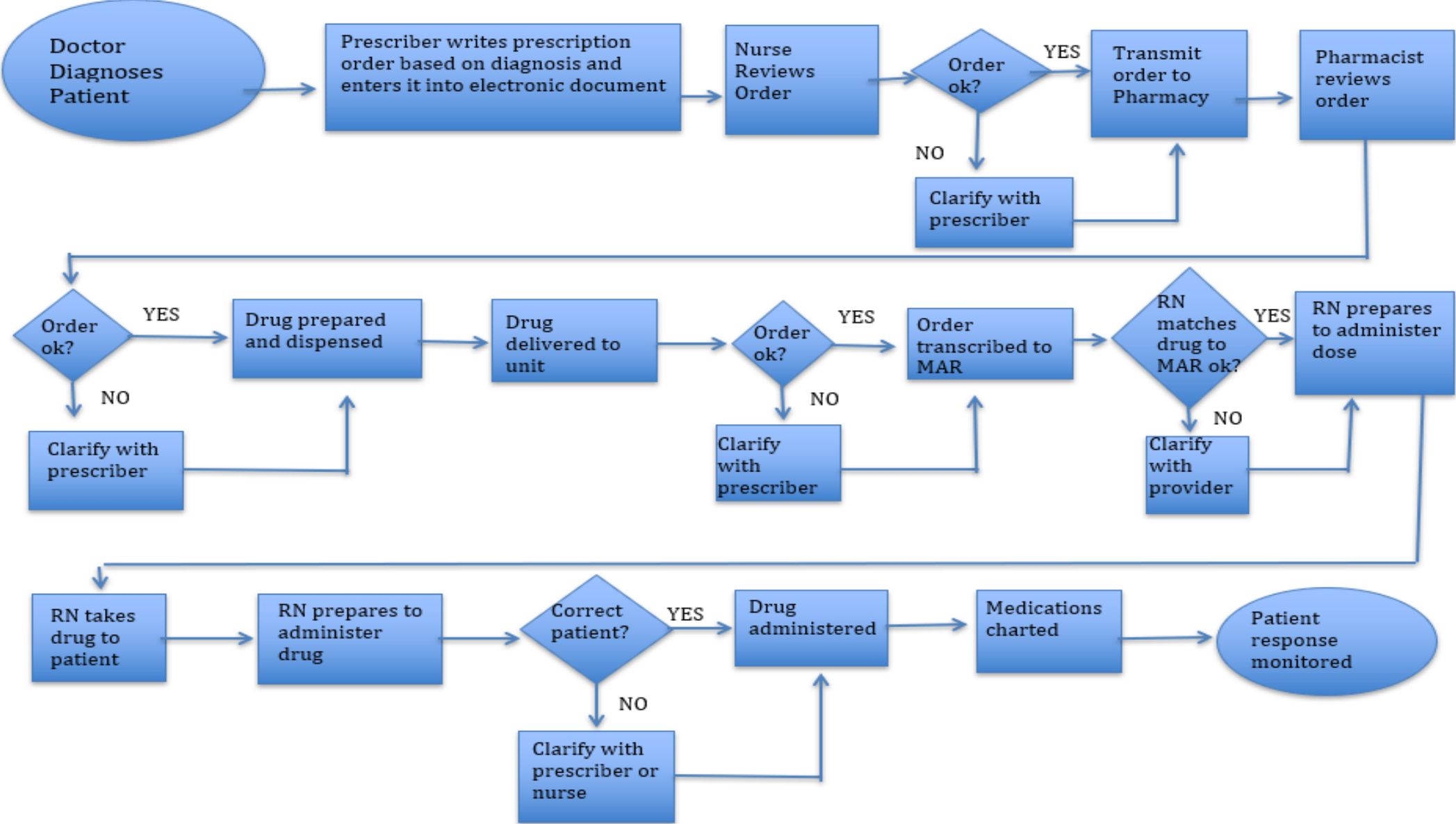


**decision**



**connector**

# Process Map Example: Expanded In-Patient Medication Administration



# Problem Areas in Process Map

1. Disconnects—where handoff from one group to another is poorly handled
2. Bottleneck—point in process where volume overwhelms capacity
3. Redundancy—activity that is repeated at 2 points in process, e.g., data entry at more than 1 point
4. Rework—work is fixed or corrected (at another point in process or returned)
5. Inspection—point in the process where appraisal occurs--creates potential delay

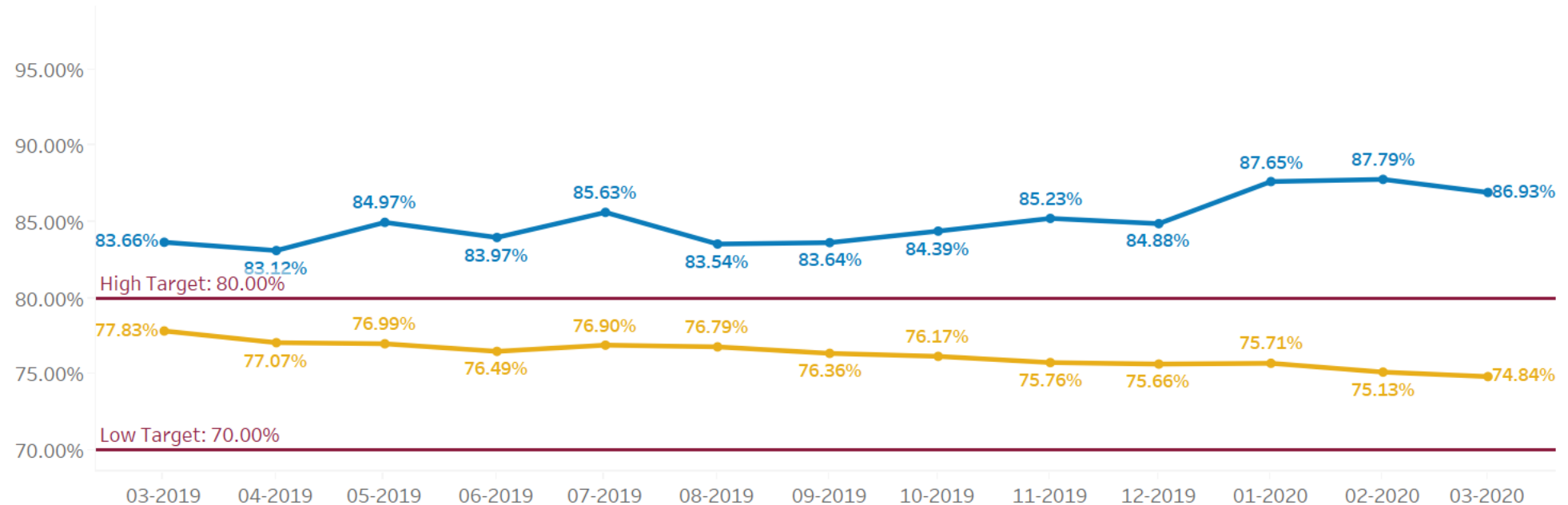
# Performance

Select Filters:

1. Provider	2. Area of Concentration	3. Measure
CHILD & FAMILY SUPPORT SERVICE INC	PEDS BH	Follow-Up After Hospitalization for Mental Illness: 6-17 Years (7-day)

Performance on Measure (Each month is a 12-month rolling average)

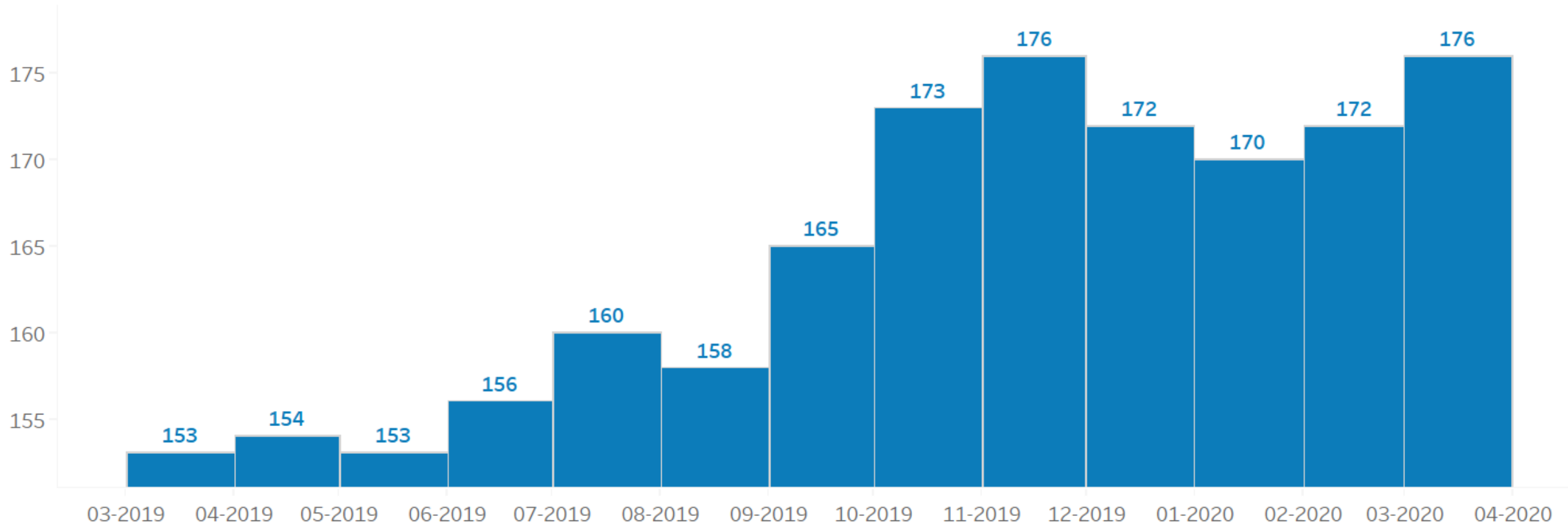
CHILD & FAMILY SUPPORT SERVICE INC vs. Providers in same Area of Concentration



# Denominator

## Denominator

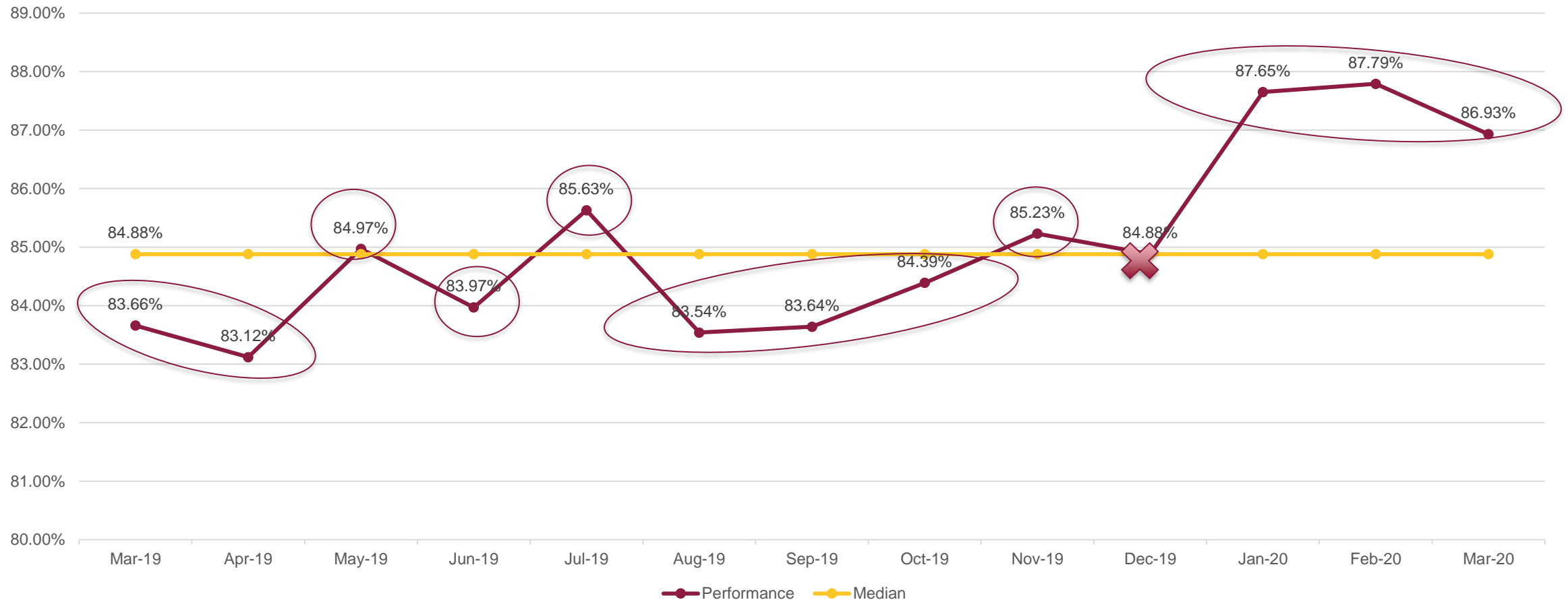
CHILD & FAMILY SUPPORT SERVICE INC





# Run Chart

Child Family Support Services  
Follow-up After Hospitalization for Mental Illness 7 Days

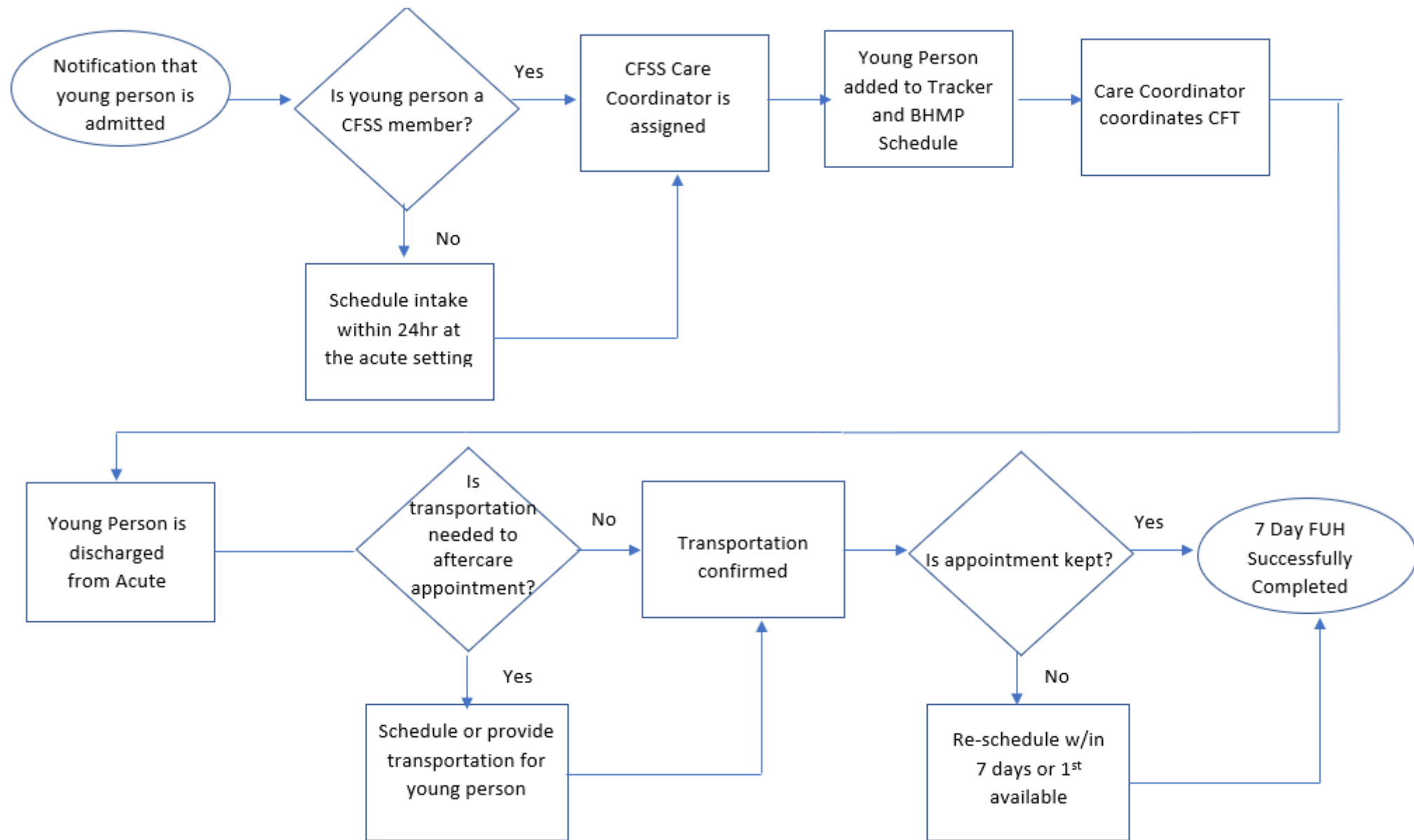


# **Child Family & Support Services**

Troy Bailey  
Emily Luechtefeld

# Overview

- Statewide comprehensive service provider contracted with all seven (7) health plans across all three (3) GSAs.
- Primarily work with children and transition age young adults.
- Typically work with complex, comprehensive individuals, at-risk or transitioning from out of home placement.
- Statewide enrollment of approx. 2500 affiliated members at any given point in time



# Discussion Questions

1. Is this the performance you expected for the first three months?
2. What has led to this performance?
3. Did you change anything in your process January through March?
4. What are the pain points or problem areas in your process?
5. What do you want to do to improve for the rest of the year?

# Q&A

- Please insert any questions in the Q&A box

# Next Steps

- Next Steps
  - Post-Event Survey: 2 Parts
    - General Feedback Questions – New Questions!
    - Continuing Education Evaluation
  - Continuing Education will be awarded post all 2020 QIC sessions (November 2020)
- Questions or concerns?
  - Please contact ASU QIC team at [TIPQIC@asu.edu](mailto:TIPQIC@asu.edu) if questions or concerns regarding performance data

# Thank you!

[TIPQIC@asu.edu](mailto:TIPQIC@asu.edu)