

CTC/PCMH Kids Pilot Primary Care Telehealth Learning Collaborative
 “Using Technology to Improve Care for Patients with Chronic Conditions”
 MILESTONE SUMMARY DOCUMENT
 Cohort 1: February 2021 – January 2022
 Cohort 2: May 2021 – April 2022

Important Meetings	Timeframe / Dates	Notes
Kick-off Learning Meeting	February 10, 2021 7:30 – 9:00 AM	QI team attendance/participation; Cohort 1 (C1) & Cohort 2 (C2) to attend Feb. Kick-off meeting
Ongoing - Webinars/Learning	<u>CTC-RI 2021 noon webinars</u> 1. Jan. 27 – Technology 2. Feb. 23 - Workflow 3. March – Community Health Worker (CHW) & Telehealth (date TBD) 4. April – RPM (date TBD) 5. May – Pediatrics & Telehealth (date TBD) 6. June – Adults (date TBD)	Participate in webinars & learning opportunities; See webinar schedule and on demand recordings on CTC-RI website: https://www.ctc-ri.org/telehealth Your Practice Facilitator may share other webinar opportunities as appropriate.
Monthly – meet w/ Practice Facilitator	C1: Feb 2021 – Jan 2022 C2: May 2021 – April 2022	QI team participation in monthly meetings with practice facilitator
Quarterly - Peer Learning Collaborative Meetings	Quarterly TLC Meetings - Wed - 7:30 – 9:00 am May 12, 2021 - C1 & C2 Aug 18, 2021 - C1 & C2 Nov 17, 2021 - C1 & C2 Feb 9, 2022 - C2	QI team attendance; Practices to participate in meetings by sharing information on their population of focus, technology chosen, QI project, patient engagement strategy, barriers/challenges and data results. *TBD if Learning Collaborative is held in smaller groups based on similar chronic condition
Wrap Up Meeting	C1: January 27, 2022 C2: April 27, 2022	Practice QI team attendance and participation
Deliverables	Timeframe/ Dates	Notes
NOTE: Deliverables are listed below; relevant information/forms are found in the <u>Telehealth Learning Collaborative (TLC) Project Plan</u> , which will be completed with your practice facilitator; information will be submitted to CTCtelehealth@ctc-ri.org		
Practice Quality Improvement (QI) Team confirmed	C1: February 2021 C2: May 2021	Original QI team identified as part of application; team should consist of 3 to 4 staff in different roles and include a clinical champion, IT/EHR and behavioral health staff (if applicable); <i>Inform your practice facilitator of any changes in staff on QI team.</i>
Start-Up Objectives (1. through 5. listed below)	Start-Up Phase (months 1-4) C1: February-May 2021 C2: May – August 2021	To identify needs/ feasibility and plan for action
1. Define practice site (if multi-site practice) & practice telehealth needs	C1: by March 31, 2021 C2: by June 30, 2021	<i>(TLC Project Plan - pg. 1)</i>

2.a. Identify patients with chronic care needs	C1: by April 15, 2021 C2: by June 30, 2021	(TLC Project Plan - pg. 2)
2.b. Data plan: identify baseline data, outcome data and how/when data collected	C1: by April 15, 2021 C2: by June 30, 2021	(TLC Project Plan - pg. 2)
3. Identify technology option	C1: by May 31, 2021 C2: by August 31, 2021	Technology option (may include use of telehealth, a phone App, RPM, etc.) used to support patients with selected chronic condition (TLC Project Plan - pg. 2)
4. Estimate cost of program	C1: by May 31, 2021 C2: by August 31, 2021	Conservative estimate of added costs for program (TLC Project Plan - pg. 3)
5. Define Performance Improvement & Patient Support Plan (PDSA)	C1: by May 31, 2021 C2: by August 31, 2021	<u>Plan, Do, Study, Act (PDSA) form /Performance improvement plan</u> will include an aim statement to define success, goals, metrics and plan (TLC Project Plan - pg. 3 & Appendix A)
Initial Telehealth Project Plan	C1: by May 31, 2021 C2: by August 31, 2021	Submit initial <u>TLC Project Plan</u> –includes start-up deliverables 1. through 5.
Implementation Objectives (1.through 5. listed below)	Implementation Phase (months 5-12) C1: June 2021 –Jan 2022 C2: Sept 2021 – April 2022	Implement, measure and refine performance improvement and patient engagement plan
1. Prepare to implement	C1: June 2021 C2: Sept 2021	Develop and test workflows; develop and test staff/patient training materials. Submit description of work flow (TLC Project Plan - pg. 4) to CTCTelehealth@ctc-ri.org
2. Implementation	C1: by July 31, 2021 C2: by Oct 31, 2021	Implement the telehealth performance improvement plan with selected patients (TLC Project Plan - pg. 4)
3. Evaluation	C1: June 2021 –Jan 2022 C2: Sept 2021 – April 2022	Obtain input from patient/ parent/ caregiver based on test of change, outcomes & evaluation results; make adjustments based on data/feedback from patients, staff & community partners (as applicable); (TLC Project Plan - pg. 5)
4. New tests of change for PDSA:	C1: by Sept 2021 C2: by December 2021	New test of change to improve engagement with selected underserved, vulnerable, high risk patients, who may need additional assistance to utilize technology option to improve chronic illness outcomes; (inclusion of high risk patients may have begun in Start-up phase) (TLC Project Plan - pg.5 & Appendix A)
4.a. Identify High risk patients		
4.b. Identify Community partnerships	Ongoing during Implementation Phase*	Identify potential strategies/partnerships that could be used to assist patients/parents/ caregivers who need assistance using telehealth technology; (*community partnerships may have begun in start-up phase) (TLC Project Plan pg. 6)
5. Update and submit a PDSA/QI Plan Storyboard	C1: January 2022 C2: April 2022	PDSA Storyboard to include data, patient evaluation results, sustainability plan/potential for spread to other practices. (Storyboard format – TBD)
Practice earns incentive payment	C1: March 2022 C2: June 2022	Final incentive payment of \$5,000 (with verification of practice service delivery requirements)