Welcome to the Quality Improvement Technical Assistance (QITS) learning collaborative for CIzQIDS!

Janet Gingold, MD, MPH, Quality Improvement Coach
Linda Fu, MD, MS, Primary Investigator
Liz Rice-Conboy, AAP QuIN Project Manager

QITS Orientation Call
June 25, 2013
# QITS Orientation Webinar Agenda

<table>
<thead>
<tr>
<th>Agenda Item</th>
<th>Moderator</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome, Housekeeping and Introductions</td>
<td>Linda Fu</td>
<td>5 min</td>
</tr>
<tr>
<td>Project Participants Overview</td>
<td>Linda Fu</td>
<td>5 min</td>
</tr>
<tr>
<td>Participant Expectations and Baseline Data Sample</td>
<td>Janet Gingold</td>
<td>20 min</td>
</tr>
<tr>
<td>Monthly Data Entry</td>
<td>Janet Gingold</td>
<td>5 min</td>
</tr>
<tr>
<td>Claiming ABP MOC Part 4 and CME, Next Steps</td>
<td>Liz Rice-Conboy</td>
<td>15 min</td>
</tr>
<tr>
<td>Questions and Answers</td>
<td>All</td>
<td>5 min</td>
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</table>
Contacts for the QITS intervention

Linda Fu, MD, MS

- **Title:** Principal Investigator
- **Activities:** Responsible for overall execution of study, facilitate coaching conference calls
- **Contact for:** questions about study progress or human subjects and data protection
- **Background:** MD: U of California in SD; MS in Clinical Research: Tufts U; pediatric residency: Tufts Medical Center
  - Faculty at Children’s National Medical Center for 8 years, research focus on psychosocial and systemic determinants of immunization compliance

Janet Gingold, MD, MPH

- **Title:** Quality improvement coach
- **Activities:** Facilitate coaching conference calls & learning session webinars, provide one-on-one phone coaching upon request
- **Contact for:** questions about schedule, chart reviews, technical support for QI or logging into webinars/conference calls
- **Background:** MD: U Michigan; MPH: U Maryland; Pediatric residency: U. Rochester
  - 20 years in primary care in suburban MD, 10 years teaching undergraduate biology
Contacts for the QITS intervention (cont’d)

**Christine Bricetti, MD, MPH**
- **Title**: Co-investigator
- **Activities**: Facilitate coaching conference calls
- **Contact for**: questions about QI
- **Background**: MD: Georgetown; MPH: Johns Hopkins; pediatric residency: USAF
  - 6 years on the faculty at University of Connecticut, research focus on immunizations and sleep hygiene

**Liz Rice-Conboy, MS**
- **Title**: Project Manager, Quality Improvement Innovation Networks (QuIIN) at AAP
- **Activities**: Track and organize CME, MOC credit for participants
- **Contact for**: questions about requirements for CME/MOC credit
- **Background**: 10 years in medical society management & community-based work
CIzQIDS Overview

• Project Goals
  – Identify strategies to encourage adoption of immunization delivery best practices in a diversity of primary care practice settings

• Specific Aims
  – Examine the effect of quality improvement dissemination models on the immunization coverage of children ages 3-18mo. CDC immunization best practices will be addressed in both intervention groups.
    • Quality Improvement Technical Support (QITS)
    • Pay for Performance
Project Organization

• Based at Children’s National Medical Center, Washington, DC
• Funded by Pfizer, Inc.
• Partner: AAP Quality Improvement Innovation Networks (QuIIN)
  – Consists of practicing pediatricians who use QI methods to test tools, interventions, and strategies in order to improve healthcare and outcomes for children and their families
  – A practical working lab for pediatricians to test how improvements can be implemented in everyday pediatric practice prior to widespread dissemination
  – Like to be on the cutting-edge of practice innovations
  – AAP members with an interest, or experience in quality improvement
  – The Practice Improvement Network (PIN) is the outpatient network of QuIIN
• Ask that lead physicians join QuIIN if not already a member. To join, visit [http://quiin.aap.org](http://quiin.aap.org)
# High Level Project Timeline

## Detailed Description of CIzQIDS Project

**Eligibility / Prework:**
- Participate in informational webinar
- Sign Consent Form and Data Use Agreement
- Complete baseline data
- Host project staff for an on-site visit to pull baseline data
- Eligibility determined
- Randomization to QITS intervention group
- Dissemination of the Change Package (Vaccinator Toolkit)

**Action Period:**
- Participate on monthly conference calls (July 2013-June 2014)
- Two introductory learning sessions (webinar) to orient teams to QITS and provide an overview of quality improvement science will occur in late June, early July 2013
- Four learning sessions (webinar) will occur (July-October 2013)
- Collect monthly data (chart review and narrative report)
- Test changes using PDSA cycles
- Provide feedback on tools and resources

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Debriefing Session (Webinars) and Post-Project Site Visit: July-August 2014
Who are you? (Based on baseline survey.)

- QITS team leaders
- 18 practices from across the country
- Providers of immunizations to children
- Recruitment efforts indicate you are all Very Special People
  - Busy primary care practices
  - Commitment to quality improvement
  - Willingness to contribute to the body of evidence about what works in primary care
Practice Characteristics: Size

Number of providers
(Doctors, Nurse Practitioners and Physicians Assistants)

Number of providers

Number of practices

0 1 2 3 4 5 6 7

solo 2 to 4 5 to 10 11 or more
Practice characteristics

Type of Practice

Free standing, independent medical group
FQHC or Community Health Center
Medical school faculty practice plan
Medical group component of IDS

Medical Records

Rural
Suburban
Other urban
Inner city

Paper
Electronic

11%
89%
Practice characteristics:
Patient race and ethnicity

Race and ethnicity of patient population, by practice
Economic diversity

Payor Distribution by Practice

Average estimates of payor distribution

MEDICAID
PRIVATE INSURANCE
SELF-PAY OR UNINSURED
MEDICARE

Comparison of Immunization Quality Improvement Dissemination Strategies
Team Leaders

**Respondent's Age**

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Number of Respondents</th>
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<tbody>
<tr>
<td>30-39</td>
<td>6</td>
</tr>
<tr>
<td>40-49</td>
<td>4</td>
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<tr>
<td>50-59</td>
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</tr>
<tr>
<td>60-69</td>
<td>2</td>
</tr>
<tr>
<td>70-79</td>
<td>1</td>
</tr>
</tbody>
</table>

**Gender of Respondents**

- Female: 15
- Male: 3

**Ethnicity of Respondents**

- NH White: 11
- NH Black: 2
- Hispanic: 1
- Asian/Pacific Islander: 1
- Other: 4
Professional Experience

Years since graduating from professional school

Years

Mean

O  F  I  L  M  D  P  A  K  H  N  R  B  J  Q  G  C  E
**QI experience and attitudes**

**Number of previous QI projects**

<table>
<thead>
<tr>
<th>Number of Previous QI Projects</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zero</td>
<td>6</td>
</tr>
<tr>
<td>One</td>
<td>4</td>
</tr>
<tr>
<td>Two</td>
<td>5</td>
</tr>
<tr>
<td>3 or More</td>
<td>3</td>
</tr>
</tbody>
</table>

**How comfortable are you with implementing QI projects?**

<table>
<thead>
<tr>
<th>Comfort Level</th>
<th>Number of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely</td>
<td>7</td>
</tr>
<tr>
<td>Moderately</td>
<td>4</td>
</tr>
<tr>
<td>Somewhat</td>
<td>6</td>
</tr>
<tr>
<td>I don't know</td>
<td>1</td>
</tr>
</tbody>
</table>
Project overview & what we expect of you

• Intervention period: 12 months (6/13-6/14)

Now: assemble your Immunization QI Champion Team…need at least:

– 1 MD: orders individual patient’s vaccines, serves as site leader to vouch for other MDs seeking MOC credit
– 1 nurse/MA: administers vaccines, possibly orders vaccines from manufacturers/VFC
– 1 office staff member: schedules patients, facilitates office flow

• Champions should be selected for:
  – Ability to effect change in different aspects of immunization delivery spectrum
  – Eagerness & commitment to immunization QI and ability to motivate others in the practice
What we expect of you/your team

- **6 Learning Session Webinars (~1/mo from 7/13 -11/13, 6/14)**
  - **Description**: Hot topics in immunization QI delivered by topic experts
  - **Suggested participants**: depending on topic, all office staff (all MDs, nursing, office administrators)
  - **Credit**: CME/MOC

- **11 monthly surveys (1/mo from 7/13 to 6/14)**
  - **Description**: Items about immunization practices, changes you are working on, review of 10 charts (Option: up to 20)
  - **Required participants**: Project leader or designee (one survey per team)
  - **Reimbursement**: $10/survey

- **12 monthly QI coaching conference calls (1/mo from 7/13 to 6/14)**
  - **Description**: Share chart review data, what’s working/what’s not
  - **Required participants**: at least 1 member of Project Team
  - **Credit**: MOC
What we expect of you/your team (cont’d)

• **12 monthly team site meetings (1/mo from 7/13 to 6/14)**
  – **Description**: Opportunity for your team to plan and evaluate your QI activities & progress
  – **Suggested participants**: all members of your immunization QI champion team
  – **Credit**: MOC

• **Post-intervention survey (7/14)**
  – **Description**: Items evaluating your experience
  – **Required participants**: Study site team leader (likely you?)
  – **Reimbursement**: $25

• **Post-intervention Conference Call: Debriefing on QITS**
  – **Description**: Discuss your experiences and ways to sustain changes
  – **Required participants**: at least 1 member of Champion Team
  – **Credit**: CME/MOC

• **Ask for help when you need it!**
Webinar Learning Sessions

- Six 1-hour-long sessions with topic experts
- Topics
  - Overview of Quality Improvement Science: 7/2/13
  - Immunization Schedule Tricks & Tips: 7/16/13
  - Administrative Barriers to Immunization Compliance: 8/13/13
  - Practice Systems Barriers to Immunization Compliance: 9/18/13
  - Dealing with Parental Vaccine Hesitancy: 10/23/13
  - Sustaining improvement (June 2014)
- CME/MOC credit
Communication with the CIzQIDS team
12 monthly cycles

1st wk of every month: Receive email to remind you of that month’s study activities/due dates

2nd wk/month: Receive email link to monthly survey

15th of every month: COMPLETE MONTHLY SURVEY (or receive increasingly desperate dunning notices.)

Last Monday of every month & periodically: Receive email from QITS listserv with links to the run charts and other helpful information
  – Discuss your results with your local team.
  – Be prepared to discuss “lessons learned” during conference call when asked.

Last Wed/Thurs of every month: Participate in Coaching conference call (1 session/month)
12 Monthly surveys

- **Due on the 15th of each month!**
- Project Leader will receive a link to the survey 7+ days before it is due.
- Share your current practices in immunization delivery and progress in QI
- Select 10 charts of patients ages 3 to 18 months old at random from your practice and determine their immunization compliance.
  - Study personnel will track it over the duration of the project to serve as performance feedback in the form of run charts.
Tips for 10 patients’ chart data collection

• Try to always select the same date each month
  – So it won’t always be on same day of week and collection dates are roughly spaced every 30 days
• Include charts from both well child and sick visits
• Try to sample charts from all your site’s providers
• Use the worksheet called, “Monthly chart review worksheet” included in your QITS orientation packet to collect the data before going to the online survey to enter the information
Monthly Conference calls

- View run charts for all other QITS practices (identified by unique identifier to preserve privacy) and aggregate
- Run charts will plot several measures including proportion of patients who, at the time of their last visit
  - Were up-to-date for DTaP, IPV, HIB, PCV, HepB, MMR and Varicella
  - Got reminder or appointment for next WCC/immunizations
  - Had record assessed for due/overdue vaccines
  - Had all due/overdue vaccinations given at most recent visit
- Discussion of topics based on survey feedback of what areas people are working on
- 2 practices per month will be asked to share their experiences in testing changes for feedback, support, advice from rest of group
- An open dialogue helps all learn from peers!
Your Resources

• Vaccinator toolkit

• **QITS in the Cloud**

• QI Coach
  – Phone: 202-476-4858; Fax: 888-243-3448
  – Email: jgingold@cnmc.org

• Your local team

• Your fellow QITS participants (listserv)
Purpose of conference calls

• Pool our data
• Share experiences and feedback
• Pool our resources
Initial reaction

Practice and feedback

Gaining experience

Most improved swimmer
# Credits Overview Grid

**ABP MOC Part 4 & AMA PRA Category 1 Credits™**

<table>
<thead>
<tr>
<th>What do these credits count toward?</th>
<th>Amount of credits available</th>
<th>Basic requirements of earning credits / points</th>
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<tbody>
<tr>
<td>ABP MOC Part 4</td>
<td>Typically 25 points</td>
<td>See the ABP MOC Part 4 Q &amp; A in the Project Orientation packet.</td>
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</tbody>
</table>
| The ABP requires physicians to demonstrate competency in quality improvement to receive credit under the Performance in Practice component (Part 4) of the Maintenance of Certification (MOC) for **board certified physicians** | | Includes participation for 12 months:  
  • Participate in 12 conf calls/learning meetings  
  • Monthly project data collection and review of run charts  
  • Provide direct/consultative care to patients  
  • Participate under current ABP certificate/MOC cycle |

<table>
<thead>
<tr>
<th>AMA PRA Category 1 Credit(s)™</th>
<th>The AAP designates each live activity (learning session webinar) for a maximum of 1.00 <strong>AMA PRA Category 1 Credit(s)™</strong></th>
<th>See the CME Q &amp; A in the Project Orientation packet.</th>
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<tbody>
<tr>
<td>The American Academy of Pediatrics (AAP) is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. These <strong>AMA PRA Category 1 Credit(s)™</strong> count toward the continuing education requirements for <strong>physicians and allied health staff</strong>.</td>
<td>Participation in the live webinar (via WebEx). The team leader will provide a report of who attended at each site (if group participation occurs). Certificates will be emailed.</td>
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**A. Learning Session Live Webinar**

| B. Performance Improvement (PI)    | The AAP designates this PI activity for a maximum of 20.00 **AMA PRA Category 1 Credit(s)™**. | Participation in Stage A, B, C which includes:  
  • Baseline Data Collection On-site and August Monthly data submitted (Stage A)  
  • First two learning sessions – June 25 & July 2 (Stage B)  
  • 4 data cycles and monthly calls (Stage C)  
  Liz Rice-Conboy will track participation and notify you when your participation qualifies for PI credit. |
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<tr>
<td><em>To date, the July 2nd webinar is the only live webinar learning session approved for CME (other dates pending).</em></td>
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AMA PRA Category 1 Credit(s)™

- The AAP designates the webinars for QITS as **live webinar activities** for a maximum of **1.0 AMA PRA Category 1 Credit(s)™**.
  - This activity is acceptable for a maximum of 1.00 AAP credits. These credits can be applied toward the AAP CME/CPD Award available to Fellows and Candidate Members of the American Academy of Pediatrics.
  - The American Academy of Physician Assistants (AAPA) accepts certificates of participation for educational activities certified for **AMA PRA Category 1 Credit™** from organizations accredited by ACCME. Physician assistants may receive a maximum of 1.00 hours of Category 1 credit for completing this program.
  - This program is accredited for 1.00 NAPNAP CE contact hours of which 0.25 contain pharmacology (Rx) content per the National Association of Pediatric Nurse Practitioners (NAPNAP) Continuing Education Guidelines.

- The AAP designates this **Performance Improvement (PI) CME activity** for a maximum of **20.00 AMA PRA Category 1 Credit(s)™**.

*To date, the July 2nd is the only webinar learning session approved for CME.*
CME for Live Learning Sessions Webinars

1.0 AMA PRA Category 1 Credit™ per learning session viewed*

Eligibility
- You are a physician or an allied health professional
- You attend the full internet live course

Claiming Credit
- If you are a physician or are subscribed to AAP’s PediaLink®, you can claim credit approximately 30 business days after the Learning Session by using the instructions found in the “Recording CME Credit” document. PediaLink® is used to report credits on your AAP CME transcript. The use of PediaLink® is not required to claim CME – the CME certificate that will be sent to you as a PDF is all you need to claim CME.
- If you are a nurse, social worker, or other allied health professional, you will need to send the CME certificate of attendance to your professional association to approve/award the credits.
- Two Separate Certificates of Attendance
  - One certificate for each live webinar activity
  - One certificate for Performance Improvement (PI) credit
  - Separate certificates for physicians and allied health professionals

*To date, the July 2nd is the only webinar learning session approved for CME.
Webinar Learning Sessions: Receiving CME/MOC credit

• To clarify who has participated at each practice site/s, the team leader will send a list that includes all webinar attendees’ names, designations, email addresses and full addresses and phone numbers (if different than the practice contact information) to Liz Rice-Conboy (ericeconboy@aap.org)

• Immediately following the presentation, all on list will be emailed a brief survey evaluating the presentation. We appreciate your evaluation feedback within 1 week.

• All Learning Sessions will be made available on-demand for later viewing. However, CME credit only available with LIVE PRESENTATION
Performance Improvement Credit (CME)  
(20 AMA PRA Category 1 Credits™)

What is it?
• Structured, long-term processes by which a physician or group of physicians can learn about specific performance measures, retrospectively assess their practice, apply these prospectively over a useful interval, and re-evaluate their performance.
• Each stag

Eligibility
• You are a physician or an allied health professional
• Your practice completes a baseline chart review (pre-intervention assessment and site visit) and the first monthly survey and chart review in August 2013.
• You participate in the two of the first three live webinars on June 25 (Orientation to QITS), July 2 (Intro to QI Science) and July 16 (Immunization Schedule)
• You or your practice lead send in the monthly data (ten charts) and survey via REDCap for four months.
• You are required to participate in four monthly calls in which the run chart data is reviewed.
Performance Improvement (PI) Credit

Claiming Credit

• After participation on your fourth monthly call (could be only as soon as November 2013), where you reflect on your data for the month, you have completed 1 full data cycle, making you eligible for performance improvement credit.

• If you are a physician or are subscribed to AAP’s PediaLink®, you can claim credit by using the instructions found in the “Recording CME Credit” document to add the credits to your AAP CME transcript.

• If you are a nurse, social worker, or other allied health professional, you will need to send the CME certificate of attendance to your professional association to approve/award the credits.

• AAP staff will email eligible participants with the Certificate of Attendance when this credit is ready to be claimed.
CME Resources

• Please find further resources on CME offered via your participation in this project in your QITS Project Orientation Packet
  – CME Q&A
  – Recording CME Credit (via PediaLink® for your AAP CME transcript)
  – CME Disclosure Grid
American Board of Pediatrics Maintenance of Certification Part 4 (ABP MOC Part 4)

• Part 4 (Performance in Practice) of MOC requires pediatricians to:
  – Demonstrate competence in systematic measurement and improvement in patient care.
  – Participate in established Quality Improvement Projects – ie, structured QI projects that involve physician teams collaborating across practice sites and/or institutions to implement strategies carefully designed to improve care.

• Overseen by the AAP Quality Cabinet, a portfolio sponsor of the ABP MOC Part 4 credit process.

• Lead Physician vs. Practice Team Participants
  – Every site must have a designated “Lead Physician” to attest to the participation for MOC credit of all other physicians at the site!
Obtaining MOC Part 4 Credit for **Physician Team Leaders**

You attended 12 meetings **total** (may include educational webinars or QI coaching conference calls)

You reviewed and submitted data from **10 patient charts per practice per month** (total of 110 charts over 11 months)

You led the implementation of CIzQIDS project immunization core changes for 12 months

You reviewed your practice’s monthly feedback reports (run charts)

You completed one or more tests of change to improve care

You participated in the improvement project for **12 months**

You signed and submitted your **Physician Attestation Form** for yourself and submitted it to AAP CIzQIDS staff. FYI: Attesting for the practice team participants is not specifically required for you to receive your MOC part 4 credit.

**Receive credit Toward Part 4 of MOC**
Obtaining MOC Part 4 Credit for **Practice Team Participants**

- **You attended 12 meetings total** (may include educational webinars, QI coaching conference calls or local team planning meetings)
- **Data from 10 patient charts per month** (total of 110 charts over 11 months) were reviewed and submitted on your practice’s behalf by practice leader
- **You reviewed your practice’s monthly performance feedback reports (run charts)**
- **You participated in implementing CIzQIDS project immunization core changes for 12 months**
- **You provided direct or consultative patient care related to the improvement project**
- **You participated in the improvement project for 12 months**
- **Attestation form** signed by you and your practice leader was submitted to AAP CIzQIDS staff

**Receive credit toward Part 4 of MOC**
Claiming Credit: Next Steps for Physician Team Leaders

- Share the ABP Q&A Document with other physicians in practice to assist in their decision to participate (Tab D)
- Send Liz Rice-Conboy the names of all participating physicians in your practice by **July 15, 2013**
- Sign Local Leader Acknowledgement Form stating you understand your responsibilities as local leader

**At end of project**

- Complete and sign your Attestation Form (instructions included in Tab D)
- Lead physician “attest” for any participating physician in your practice (sign off on their form)
- Project leader (AAP) “attest” for any lead physicians (sign off on your form)
- The information in the Attestation Form will be sent by AAP to the ABP
- The ABP will update your ABP Portfolio at [www.abp.org](http://www.abp.org) indicating that credit has been earned toward MOC.
- *Instructions will be sent near the end of the project.*
ABP MOC Part 4 Resources

- Please find further resources on ABP MOC Part 4 credit offered via your participation in this project in your QITS Project Orientation Packet
  - ABP MOC Part 4 Q&A
  - Local Leader Instructions
  - Instructions for Submitting Attestation Forms
  - Sample Attestation Form
  - Standards for Physician Participation
  - Local Leader Acknowledgement Forms – also sent out separately by Liz Rice-Conboy
### Important Dates in the next month

<table>
<thead>
<tr>
<th>Date</th>
<th>Events</th>
</tr>
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<tbody>
<tr>
<td>July 2, 2013</td>
<td>- <strong>Educational Webinar:</strong> Overview of QI Science</td>
</tr>
<tr>
<td></td>
<td>- Receive PDSA Homework Assignment</td>
</tr>
<tr>
<td>July 15, 2013</td>
<td>- Submit PDSA Homework Assignment via email to Janet</td>
</tr>
<tr>
<td></td>
<td>- Submit Local Leader Acknowledgement Form and list of physicians seeking ABP MOC Part 4 Credit at your practice</td>
</tr>
<tr>
<td>July 16, 2013</td>
<td>- <strong>Educational Webinar:</strong> Immunization Schedule Tricks &amp; Tips</td>
</tr>
<tr>
<td>July 30 &amp; 31, 2013</td>
<td>- First Monthly Coaching Conference Call, <em>discussion of baseline data</em></td>
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<td>12 Noon Eastern Time</td>
</tr>
</tbody>
</table>

- For a comprehensive listing of all study events over the next 12 months, refer to the CIzQIDS Participant Activity Calendar included in your QITS Orientation Packet.
Project Contacts

• Linda Fu, Principal Investigator
  • 202/476-3931
  • lfu@childrensnational.org

• Janet Gingold, Quality Improvement Coach
  • 202/476-4858
  • Jgingold@childrensnational.org

• Liz Rice-Conboy, QuIN Project Manager
  • 847/434-7103
  • ericeconboy@aap.org
QUESTIONS