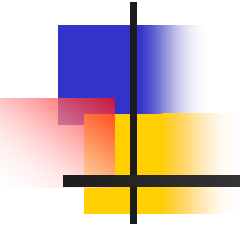


WCC Team Support Group
SC/PCA Update
February 5, 2005





WCC State Coordinators

- Richard Moore: UT, WY, OK, LA
- Christina Reaves-Powell: AR
- Celeste Frangeskou: NM, TX
- Juanita Lambie: TX
- Jennifer Mattern: CO
- Jessica Sanchez: NM - Phase 1 teams.
Interim Dakotas and MT



Function of a State Collaborative Coordinator

- Assure the provision of programs, trainings, and Technical Assistance that allows for successful implementation of the HDC methodologies among CHCs in the WCC.
- Coordinators serve as QI experts and faculty.
- Work together to develop innovative, creative programming to meet the diverse needs of Phase 1 and 2 teams.



WCC Structure and Activities

- Coordinators assigned by state
- Cluster Team manager support

- Center Collaborative Recruitment
 - Identification of teams not participating and action plans to address issues
 - site visits and calls



Activities – Phase 1

- Senior Leader Forum
 - Attendance from 14 Phase 1 EDs and MDs
 - Tools: Senior leader binder and PECS
 - Evaluation summary: good – excellent



Activities – Phase 1

■ Prework

- Prework binder, call schedule, coordinators serve as faculty, and homework for teams
- Population of registry by Kick off
- Submit sample PDSA cycles for all care model components and sample Senior leader narratives
- Phase 2 teams serve as presenters



Activities – Phase 1

- Teams have completed sample PDSA cycles for every component of the CM
- Senior leadership have participated on calls, PDSA cycle development, team meetings, and registry population
- Currently, all teams have an assessment score of 2.0
 - Actively engaged in development, learning and having discussions about the CM
 - Team aim is consistent with collaborative charter



Activities – Phase 2

- Phase 2 Summit
 - Attendance: 470 people
 - Summary of evaluations: good – excellent overall effectiveness for all sessions
 - Tools:
 - Spread plan
 - Self management forms
 - PECS training
 - New team member orientation
 - LEAP training



Activities – Phase 2

- Team Support
 - Site visits
 - QI trainings
 - HDC overview for CHCs and state partners
 - Conference calls
 - E-mail and listserv support



Activities – Phase 2

State Partnerships

- Coordinators participate on state Diabetes Advisory Committees and state collaborative planning groups
- Coordinators have leveraged additional funding to support phase 2 teams
- PCA partnerships
- Opportunity to share data



Special Projects

- WCC Team Recognition Workgroup: cluster reception, merit badges, collaborative jeopardy, phase 2 induction ceremonies
- Cluster Data Base
- E-Learning – Implementing the Chronic Care Model, Diabetes, Asthma, Depression, PECS, Self Management
- WCC Spread Plan: Forms, calendar, calls, and site visits



Manager, Team Support

- Conference Calls
 - Generation of WCC reports
 - Phase 2 quarterly reports
 - Phase 1 monthly reports
 - Share best practices and problem solving forum
- Additional support activities
 - Monthly update meetings with all coordinators
 - Site visits as needed
 - Serve as a resource for specific team issues
 - Clinical and CHC expertise
 - Conduct LEAP Trainings



Manager, Team Support

- ARMC Support
- Development of standardized feedback to teams, coordinator orientation, job descriptions, and document review guidelines



Looking to the Future

- Staff Development: Clinical Expertise for process and outcome improvement strategies
- Further refinement of data with development of processes to populate the cluster database
- Strengthen State partnerships
 - PCA, HRSA, HCPF, DPHE
- Build coordinator knowledge of IS to assist centers with simple problems



Strengths, WCC Staff

- Team Work
- Communication
- Consistency of presentations, tools, reporting feedback
- Understanding of team needs, strengths and barriers
- Sharing of tools and resources
- Common Mission and Vision of team support