



# Solutions Center Interactive Accelerating Performance Through Collaborative Learning



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**HealthTeamWorks®**

# Solutions Center Interactive Team



Karen K. York, MA, CPHQ, CPMSM, Solutions Center Consultant, HealthTeamWorks

Karen York is a healthcare consultant with more than 30 years of experience in a variety of healthcare settings, including hospitals, emergency physician groups, physician practices, medical plans, and hospice care. She is a skilled facilitator and has led organizations to better outcomes. Karen is certified in the areas of Healthcare Quality Improvement, Medical Staff Services, Clinical Healthcare Coaching, and Lean Healthcare Management. She is currently an Adjunct Faculty in the Healthcare MBA Program at Belmont University teaching Patient Centered Care and Healthcare Quality Improvement. Karen earned her Master of Arts degree in Organizational Leadership and holds a BA in Education.

Heather Walker, Learning Experience Designer – HealthTeamWorks



Heather has earned certificates in Designing Learning and Evaluating Learning Impact as well as the designation of Master Instructional Designer from the Association for Talent Development. At present, Heather is pursuing a Master's of Science in Information and Learning Technology with an emphasis in Instructional Design and Adult Learning from the University of Colorado Denver.

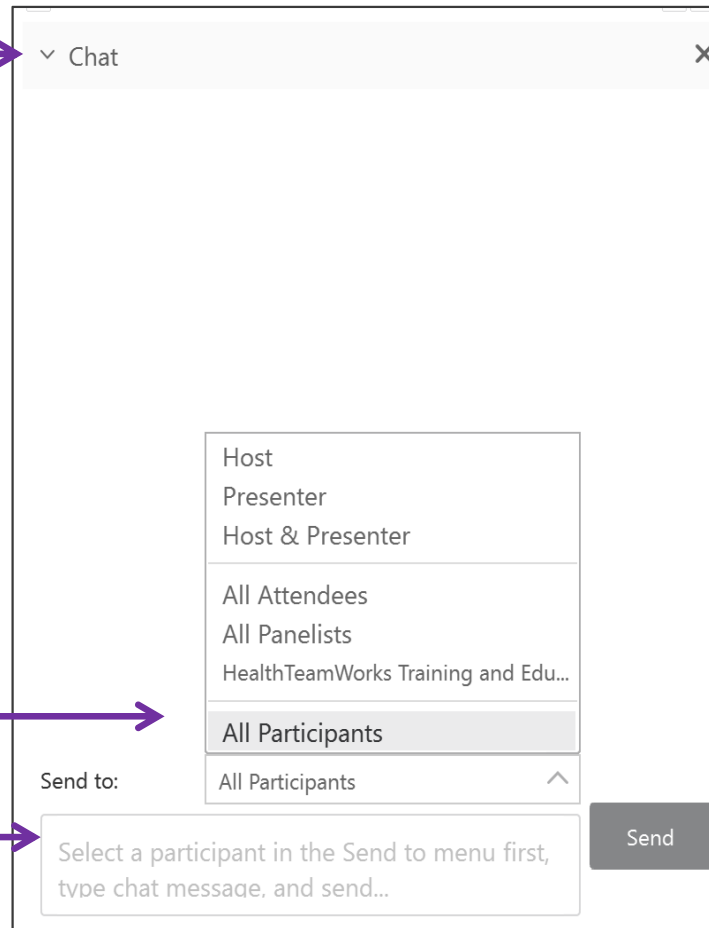


# Using WebEx Chat

Minimize &  
Maximize chat  
panel

Choose **All  
Participants** to  
make entries visible  
to all attendees

Type Chat  
Message Here



The screenshot shows the WebEx chat window. At the top, there is a header bar with a dropdown arrow and the word "Chat", and a close button (X) on the right. Below the header is a large empty space for chat messages. In the center, a dropdown menu is open, showing a list of recipient options: "Host", "Presenter", "Host & Presenter", "All Attendees", "All Panelists", "HealthTeamWorks Training and Edu...", and "All Participants". The "All Participants" option is highlighted with a grey background. Below the dropdown menu is a "Send to:" label and a small dropdown arrow. Below that is a text input field containing the placeholder text "Select a participant in the Send to menu first, type chat message, and send...". To the right of the input field is a grey "Send" button.

Click Send



# Using WebEx Feedback Tools

Minimize &  
Maximize  
chat panel

The screenshot shows the 'Participants' window in WebEx. It is titled 'Participants' and has a close button (X) in the top right corner. Below the title bar, there is a 'Speaking:' section with a dropdown for 'Panelists: 1' and a list of participants. The first participant is 'HE HealthTeamWorks Training and Education (Host)'. Below that is a dropdown for 'Attendees:' with a list of participants. The first attendee is 'HW Heather Walker (me)'. At the bottom left of the window is a telephone icon. At the bottom right, there are two icons: a hand icon (Raise Hand) and a speech bubble icon (Chat). A purple arrow points from the text 'Minimize & Maximize chat panel' to the top right corner of the window. Another purple arrow points from the text 'Raise Hand' to the hand icon at the bottom right.

Feedback  
Menu

The screenshot shows the 'Feedback Menu' in WebEx. It is a white box with a list of feedback options, each with a corresponding icon: a green checkmark for 'Yes', an orange X for 'No', a blue lightning bolt for 'Too Fast', an orange person with a lightning bolt for 'Too Slow', a grey hand for 'Applause', and a yellow smiley face for 'Laughter'. Below the list is a button labeled 'Check Feedback Result...'. A purple arrow points from the 'Raise Hand' icon in the screenshot above to the 'Feedback Menu'.

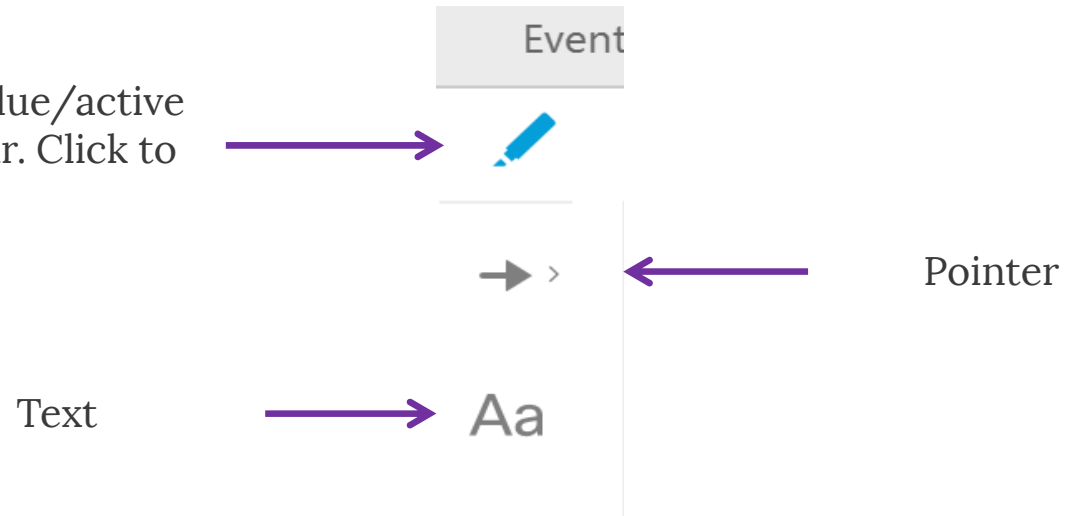
Raise Hand

The screenshot shows the 'Feedback Menu' in WebEx, specifically the 'Windows' and 'Mac' options. The 'Windows' option is selected, indicated by a checkmark in a box. Below it is the 'Mac' option, which is not selected. A purple arrow points from the 'Feedback Menu' in the screenshot above to the 'Windows' option.



# WebEx Annotation Tools

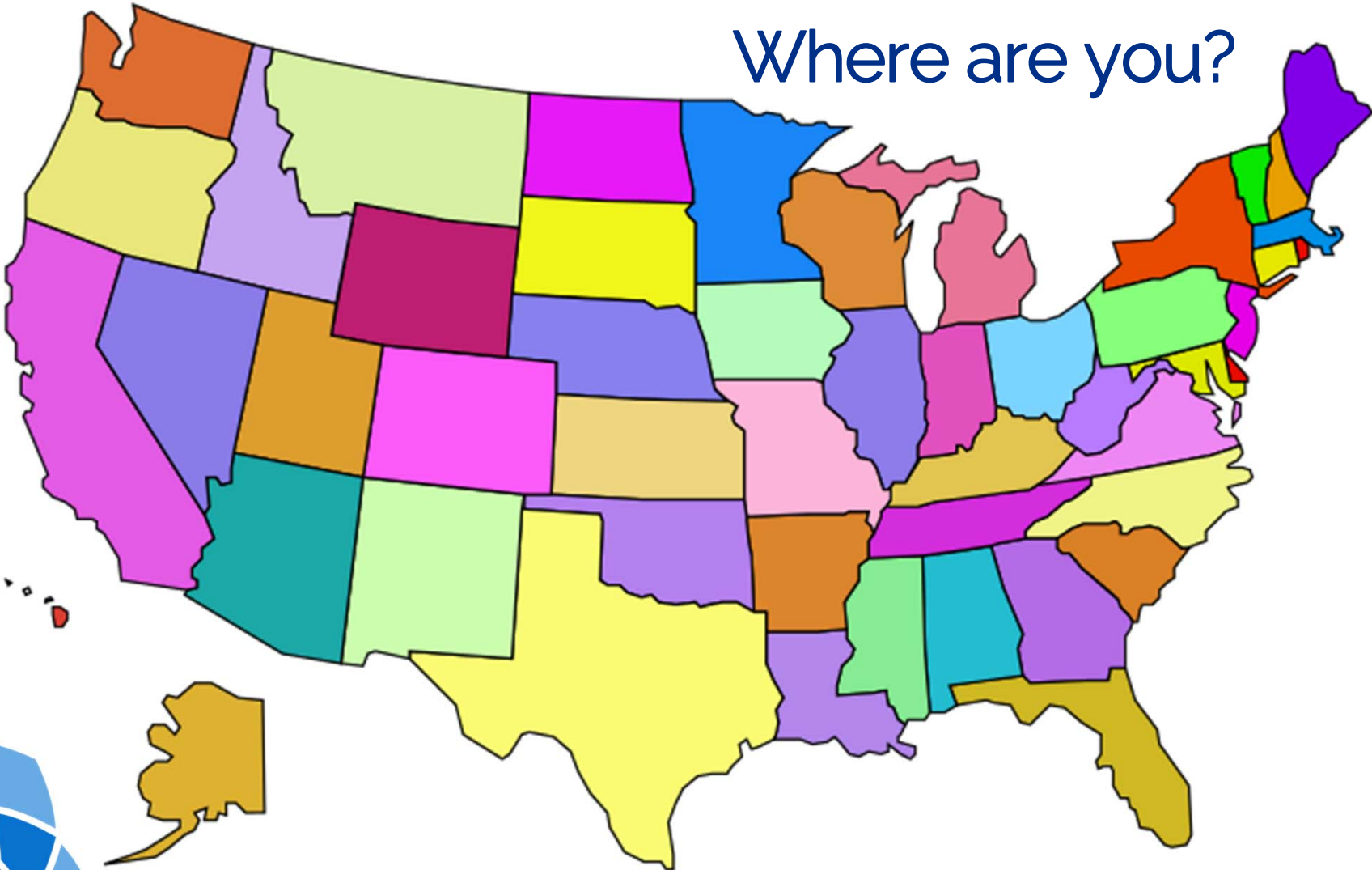
“Pen” icon must be blue/active to use annotation bar. Click to activate



- Click on the tool that you would like to use to activate it.
- To deactivate tool, click on it again.



Where are you?



# Today's Panel



## Moderator

Bert Miuccio, Chief Executive Officer - HealthTeamWorks

Bert has planned, financed, developed, operated, expanded, and transformed healthcare and public interest organizations for thirty years. Before joining HealthTeamWorks, Bert was Senior Solutions Lead at TransforMED. Prior to TransforMED, Bert co-founded and served as the CEO of the Center for Internet Security (CIS), a public interest technology organization with global reach and impact, in executive leadership positions in the Adventist Health System and was President of CentraCare, an urgent care company with locations throughout central Tennessee. He also held leadership positions at several acute care hospitals affiliated with the Catholic Health Association.



## Panelist

Joanne Shear, MS, FNP, CEO & President – Primary Care Transformation Experts

Joanne is the CEO and President of Primary Care Transformation Experts LLC. She has recently retired from her role as National Primary Care Clinical Program Manager at the Veterans Health Administration (VHA) where she was a key leader in the development and implementation of the VHA patient centered medical home model.

# Today's Panel

## Panelist



Kristin Martina, Organizational Development Manager -  
HealthTeamWorks

With over 10 years of medical social work and care management experience, Kristin brings expertise in facilitation, project management, and operational management. She is passionate about the training and advancement of the healthcare workforce. Kristin is a Gallup Certified Strengths Coach and uses the strengths-based coaching framework to enhance individual contributions, teamwork, and leadership in sectors including healthcare delivery systems, executive leadership teams, and non-profit management. She also received a Lean Certificate from The Armstrong Institute for Patient Safety and Quality at Johns Hopkins Medicine. Kristin received her Master's Degree in Social Work from the University of South Florida.





# What is Collaborative Learning?

A type of learning in which the collective knowledge, skills, training, and experience of a group is used to solve a problem.



# Value of Collaborative Learning for Staff

Dedicated time for teams to experience work, learn, network and SHARE

Hands On application of improvement processes and frameworks

Expert and Peer affirmation and challenges

Practical approaches to leading up & down

Real time place for resources & tools

you are not alone...



# Value of Collaborative Learning for Leaders

Improved  
patient care &  
staff  
experience

Fosters cost  
efficient and  
effective team  
care model

Engages all  
disciplines in  
process

Promotes quality  
improvement  
efforts

Builds  
learning  
organization



# VA TLC Training Outcomes

**Participants: TLC necessary to implement PCMH.**

**Significant increase in improvement cycles**

**93 % (n=1,547) of PDSAs successfully implemented.**

**80% Teams successfully achieved aims/goals**

**High correlation goal achievement with improvement cycles (R<sup>2</sup>=0.88)**

## **Most Successful AIMS:**

- **Offering same-day appointments**
- **increasing non-face-to-face care**
- **improving team communication**

**PCMH Metrics indicated an improvement after TLC (p-value<.000)**

**Physicians observed differences in their care practice (p-value<0.002)**



# Initiatives that emphasize Collaborative Learning Activity

Comprehensive Primary Care Plus (CPC+)

State Innovation Model (SIM)

Transforming Clinical Practice Initiative (TCPi)

EvidenceNOW Southwest (ENSW)

# Better Care, Better Costs, Better Colorado (BC3)

Colorado-based program that emphasized collaborative learning through a variety of modalities:

- Virtual Peer Learning Networks
- Workforce Development Trainings
- Learning Collaborative Events

## Program Findings

- High level of engagement of provider champion(s)
- High level of accountability
- Individualization of project work and alignments of efforts
- Tailored learning experience

## Recipe for Success:

- Engaged Leadership
- Culture of continuous quality improvement
- Practice transformation experiences



# Key Steps for Planning & Implementing a Learning Collaborative

Create a Vision (what improvements are needed?)

Select topics, identify, collaborative goals, and outcome measures.

Identify and engage participants (core project team, local leaders, attendees)

Develop AIMS to address collaborative goals

Map/model the business processes by charting workflows

Create measurement system, begin data collection to give insight into current performance

Design change package

Sustain and spread



<https://www.healthteamworks.org/center/events>

What Works in High  
Performing Networks Part 3:  
The 11 Drivers of Advanced  
Network Integration

July 11, 2018  
11:00 a.m. MST/12:00 p.m. CST  
Open to the Public

The Tools and Teamwork of  
Effective Risk Stratified Care  
Management

August 8, 2018  
11:00 a.m. MST/12:00 p.m. CST  
Open to the Public

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