

2015

NH Pediatric Improvement Partnership:

2014 Year in Review



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Letter from the Director

Dear Friends and Colleagues,

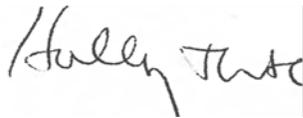
It is a pleasure to present the NH Pediatric Improvement Partnership (NHPIP)'s first annual report! This report summarizes NHPIP accomplishments made throughout 2014 to further our mission of improving child health through the use of measurement-based quality improvement processes in primary care settings.

This report outlines progress made on the four strategic priorities included in our NHPIP Operations Plan. These priorities include: 1) develop and sustain the infrastructure required for the NHPIP; 2) catalyze communication and collaboration to build stakeholder engagement; 3) increase the capacity of the NHPIP Steering Committee (SC) to engage in measurement-based quality improvement work; and 4) identify, implement, and evaluate measurement-based QI projects to address identified NH child health priorities.

Highlights of the past year include starting our first quality improvement project on developmental screening, creating a NHPIP website, and garnering additional resources to sustain the programmatic infrastructure for the NHPIP. All the work outlined in this report would not have been possible without the guidance and resources provided by our NHPIP Steering Committee and our funders. Thank you so much for your support!

We look forward to an exciting year ahead!

Sincerely,

A handwritten signature in black ink that reads "Holly Tutko". The signature is written in a cursive style and is positioned above the printed name.

Holly Tutko
NHPIP Project Director

Overview of the NHPIP

The New Hampshire Pediatric Improvement Partnership (NHPIP) is a state-level multi-disciplinary collaborative of private and public partners dedicated to improving child health through the use of measurement-based quality improvement processes in primary care settings. Started in 2013, the NHPIP is supported by three part-time staff from the Institute for Health Policy and Practice at the University of New Hampshire, and part-time Medical Director leadership from the Children's Hospital at Dartmouth. To achieve its vision of ensuring the highest quality health care for all NH children the NHPIP is currently advancing the following four strategic priorities: 1) developing and sustaining the NHPIP infrastructure, 2) promoting collaboration and communication, 3) building the capacity of clinicians and other stakeholders to engage in pediatric quality improvement (QI) and 4) conducting results-driven QI projects.

Develop and Sustain NHPIP Infrastructure

Developing and sustaining the NHPIP infrastructure, including staffing, communication tools, and funding, is vital to supporting NH pediatric primary care practices' engagement in quality improvement initiatives. Below is a summary of accomplishments made in 2014 to build the NHPIP infrastructure.



Medical Director Leadership



Dr. Ardis Olson

Dr. Ardis Olson, MD, Professor of Pediatrics and Community & Family Medicine at the Geisel School of Medicine at Dartmouth became the new NHPIP Medical Director in early 2014. Dr. Olson is a practicing pediatrician with decades of experience working with community clinicians, organizations, researchers, and families to improve the health and well-being of children and families. Dr. Olson possesses extensive experience with implementing quality improvement principles both within her clinical work at the Dartmouth Hitchcock Medical Center as well as in her research. With respect to the latter, Dr. Olson has led quality improvement projects to improve epilepsy care in pediatric primary care settings. In addition, she currently serves as the Research Director of the Dartmouth CO-OP, a primary care-based research



Dr. Alison Holmes

network supporting practices in the use of clinical micro-systems principles to improve care quality. Dr. Olson will be also be supported by Dr. Erik Shessler, Chair of Pediatrics at Dartmouth-Hitchcock Manchester and the Children's Hospital at Dartmouth Primary Care Committee.

Dr. Olson replaced the founding NHPIP Medical Director, Dr. Alison Holmes, Assistant Professor of Pediatrics at the Geisel School of Medicine at Dartmouth whose tireless efforts to bring the Improvement Partnership model to NH are what catalyzed the birth of the NHPIP! Thank you Alison for all your hard work and we wish you all the best with your professional pursuits as co-director of the pediatric clerkship at Geisel School of Medicine at Dartmouth, and with your pediatric hospital medicine clinical and research work.

Website Development

The NHPIP website (www.nhpip.org) went live in July 2014. The website includes:

- information about the NHPIP and what it seeks to do
- a list of the organizations represented in the NHPIP Steering Committee
- a searchable database of previous and current pediatric improvement efforts in NH
- information about the current QI efforts that the NHPIP is involved in

Updates to the site are continually being made.

Electronic Health Record (EHR) Data Reporting System

The NHPIP contracted with the UNH Research and Computing Center to create an online reporting system for clinics involved in the NHPIP QI Projects. The online reporting system allows clinics to electronically submit EHR-data on project performance metrics. Once uploaded, the on-line system automatically generates clinic-specific reports and line graphs to support clinics in tracking their monthly progress. This online reporting system can be utilized for future NHPIP QI projects requiring EHR data reporting, and is currently being used for the developmental screening project described later in this report.

Sustainability

In 2014, the NHPIP submitted two applications, one subcontract, and one letter of intent for funding to build its infrastructure and initiate its quality improvement projects. Two of the three applications were awarded including: Medicaid Match resources for implementation of a developmental screening QI project and a grant from the Endowment for Health to continue building infrastructure for the NHPIP. The NHPIP was also included in a Federal grant application submitted by Norris Cotton Cancer Center on improving HPV vaccination; however,

this grant was not funded. NHPIP also submitted a letter of intent to the HNH Foundation for a planning grant to: 1) assess the current status of and barriers and facilitators to the delivery of oral preventive services in pediatric primary care practices in NH, with a particular focus on children under six years, and 2) identify strategies to optimize the delivery of oral preventive services in pediatric primary care settings. In addition, the Children's Hospital at Dartmouth currently supports 10% of Dr. Olson's time as Medical Director of the NHPIP.

Catalyze Communication to Build Stakeholder Engagement

Engaging diverse stakeholders to address both the systems and office-based changes required to improve care quality is paramount for successful quality improvement. In 2014, the NHPIP conducted a range of activities to build stakeholder engagement, including reaching out to new stakeholders, developing tools to link stakeholders with similar interests, and promoting awareness of the NHPIP among pediatric primary care clinics.



NH Pediatric Care Provider Database

With assistance from the NH Pediatric Society, the NH Academy of Family Physicians, and NH Special Medical Services, the NHPIP assembled an online database of pediatric and family practice clinicians in New Hampshire. NHPIP will use this secure database to 1) facilitate real-time updating of clinician information (e. g. adding new providers and removing retired providers or those who have left the state) and 2) document practices engaged in QI projects as well as identify potential clinics for QI future projects.

NH Pediatric Quality Improvement Project Database

Stakeholders Engaged in 2014

- NH Special Medical Services
- NH Department of Health and Human Services Maternal and Child Health Section
- Dr. Carl Cooley
- Endowment for Health
- NH Pediatric Society
- NH Academy of Family Physicians
- Concord Hospital Family Practice Residency Program
- Project LAUNCH
- NH Children's Behavioral Health Collaborative
- Children's Hospital at Dartmouth
- Vermont Child Health Improvement Partnership
- Maine Child Health Improvement Partnership
- New England Genetics Collaborative
- HNH Foundation
- NH Oral Health Coalition
- NH Oral Health Program
- Dartmouth-Hitchcock Psychiatric Associates

NHPIP developed an inventory of previous and current pediatric quality improvement work occurring in NH. Currently, the inventory includes 22 efforts that have taken place in NH from the late 1990s to the present. The searchable database of these projects is available publically on the NHPIP website. The database is intended to be a tool for providers interested in specific quality improvement topics to be able to find other organizations and providers in the state with similar interests.

Stakeholder Involvement

In 2014, five new representatives joined the NHPIP Steering Committee. During the past year, the NHPIP held three Steering Committee meetings to solicit member feedback about project planning, funding, sustainability, and other key issues. In addition to the Steering Committee meetings, NHPIP staff also met with many key pediatric health and healthcare stakeholders over the past year to broaden awareness about the NHPIP and identify synergistic opportunities with current work and for potential future projects. See Side Bar for a list of organizations engaged.

During 2014, NHPIP presentations were made to the following clinics: Ammonusuc Community Health Services, Coos County Family Health Services, Dartmouth-Hitchcock (Concord, Keene, Lebanon, and Nashua), Monadnock Regional Pediatrics, Dover Pediatrics, Lilac City Pediatrics, and Core Pediatrics.

NHPIP Steering Committee

Allie Bonesho, Core Physician Pediatrics	Doug Dreffer, NH Academy of Family Physicians	Mark Harris, Upper Valley Pediatrics
Ana Berridge, Well Sense Health Plan	Ellen Fineburg, NH Kids Count	Michael Zubkoff, Geisel School of Medicine
Anne Wilson, CIGNA	Erik Shessler, Dartmouth-Hitchcock Manchester	Monica McClain, Institute on Disability, UNH
Bill Brewster, Harvard Pilgrim	Greg Prazar, NH Pediatric Society	Pamela Hofley, Dartmouth-Hitchcock Manchester
Bill Storo, NH Pediatric Society	Holly Neefe, Pediatric Health Associates, Elliot Health System	Rhonda Siegel, Maternal and Child Health, NH DHHS
Bob McGrath, University of New Hampshire	Jeanne Charest, Coos County Family Health Services	Richard Lafleur, Anthem Blue Cross/Blue Shield
Brian Beals, Coos County Family Health Services	Jeffrey Boxer, Monadnock Regional Pediatrics	Scott Shipman, Geisel School of Medicine

NHPIP Steering Committee

Carl Cooley, Crotched Mountain Rehabilitation Center	Jenny Lipfert, NH Pediatric Society	Shawn Lafrance, Foundation for Healthy Communities
Carol Garhart, SPARK Early Childhood Advisory Council	Karen Boudreau, Well Sense Health Plan	Sue Vermette, Well Sense Health Plan
Catrina Watson, NH American Academy of Family Physicians and NH Pediatric Society	Kate Wescott, NH Healthy Families	Terry Ohlson-Martin, NH Family Voices
Chris Allen, Concord Hospital Family Health Center	Keith Loud, Children’s Hospital at Dartmouth	Travis Harker, NH Academy of Family Physicians
David Laflamme, Institute for Health Policy and Practice, UNH	Kelly Cote, Commissioner’s Office, NH DHHS	Tricia Campbell, Cheshire Medical Center/Dartmouth-Hitchcock Keene
David Rich, Dover Pediatrics	Lisa Hogan, Cigna	Tyler Brannen, NH Department of Insurance
Diana Dorsey, Special Medical Services, NH DHHS	Liz Collins, Special Medical Services, NH DHHS	Walter Hoerman, Lilac City Pediatrics
Doris Lotz, NH Medicaid	Loren Solnit, Ammonoosuc Community Health Services	

Promote the NHPIP Staff and Steering Committee Understanding of QI

The NHPIP is dedicated to building capacity for quality improvement throughout the state of New Hampshire. In 2014, NHPIP focused on capacity-building for its staff and Steering Committee, as well as exploring strategies to build capacity statewide for pediatric QI.



Staff Capacity Building

NHPIP staff participated in many capacity-building opportunities offered by the National Improvement Partnership Network (NIPN), a consortium of over 20 state improvement partnerships focused on advancing the quality of health care for children. These included:

- Attending the NIPN Annual Operations Training in Washington, DC
- Participating in monthly NIPN technical assistance (TA) webinars
- Accessing the network listserv for technical assistance and guidance.

Illustrative topics of these NIPN sessions included: IP sustainability strategies, designing effective learning collaborative curriculums, promoting pediatric care quality in an adult-focused environment, effective coaching methods, and metric selection.

Pediatric QI Capacity Building

A key focus of the NHPIP is how to build a thriving pediatric QI culture in NH. Steering Committee members were asked to provide input on this topic specifically. Initial strategies were identified (for example, identifying pediatric performance metrics of interest to multiple stakeholder groups), however more investigation is needed to discern specific strategies to build a “ripe” environment for pediatric QI in NH. NHPIP will continue to pursue the development of a QI culture in NH, and understand the appropriate role for the NHPIP in advancing that work. Throughout the year, NHPIP staff also distributed relevant pediatric QI articles, websites, and learning opportunities to Steering Committee members.

Identify, Implement, and Evaluate QI Projects

Quality improvement project work is at the crux of the NHPIP mission to improve child health through the use of measurement-based quality improvement processes in primary care settings. The initial pediatric QI priorities of the NHPIP selected by the NHPIP Steering Committee include developmental screening, oral and behavioral health. In 2014 the NHPIP began its first QI project, focused on developmental screening. NHPIP also explored several other potential QI projects.



Developmental Screening

In November 2014, the NHPIP started its first QI project, a nine-month learning collaborative with four NH pediatric primary care clinics, focused on developmental screening. The participating practices are: Cheshire Medical Center/Dartmouth-Hitchcock Keene, Core, Dover Pediatrics and Monadnock Regional Pediatrics. Practices are using continuous quality improvement methods and shared learnings to implement small-scale tests of change to their clinical workflow process to integrate developmental screening at the 9, 18, and 30 month visits.

Clinic teams are provided training and technical assistance through webinars, in-person trainings, conference calls, and QI coach visits. In addition, clinics have access to Dr. Nina Sand-Loud, a developmental and behavioral pediatrician at the Children's Hospital at Dartmouth (CHaD), for clinical guidance. Clinics are reporting EHR-based metrics monthly via the online reporting tool described previously.

Potential Projects

In addition to developmental screening, NHPIP has also identified oral and behavioral health as two key pediatric health issues for NH. NHPIP staff initiated the following work to identify QI project opportunities in these two areas.

Oral Health

The NHPIP submitted a letter of intent in December to the HNH Foundation for a planning grant to: 1) assess the current status of barriers and facilitators to the delivery of oral preventive services in pediatric primary care practices in NH, with a particular focus on children under six years, and 2) identify strategies to optimize the delivery of oral preventive services in pediatric primary care settings. This letter was invited for full proposal submission. If funded, this grant would help the NHPIP 1) identify where to geographically target future oral health QI work and 2) design a QI project that effectively addresses both office and systems changes required to enhance oral preventive services delivery in primary care settings.

Behavioral Health

In late fall, NHPIP staff contacted Dr. William (Burl) Daviss, a child and adolescent psychiatrist at the Children's Hospital at Dartmouth, regarding his previous research examining pediatric behavioral health issues experienced by NH children. Existing data revealed opportunities to improve diagnosis and management of children with Attention Deficit/Hyperactivity Disorder (ADHD). Additional work to formulate an appropriate QI project addressing this pediatric health concern is planned for 2015.

Supporting Medical Home Practices in Care Coordination for Children with Special Health Care Needs

In fall of 2014 the NHPIP began collaborating with the New England Genetics Collaborative, along with the Maine and Vermont Child Improvement Partnerships, on an educational series to support implementation of medical home principles, with a particular focus on those with or at risk for genetic disorders. The group selected care coordination, with an emphasis on the importance of and methods to collect family history. Efforts will continue in 2015 to discern the format and timing for this tri-state capacity building effort.

The Year Ahead: 2015

We look forward to an exciting year ahead as we focus on the below activities:



- Successfully completing and learning from our developmental screening QI project
- Actively pursuing funding to support both administration of the NHPIP and conducting more QI projects.
- Building and sustaining both the infrastructure of the NHPIP and NH more broadly, to augment the capacity to conduct pediatric care quality improvement activities.
- Enhancing our website by adding a provider page specifically for clinicians to access QI resources.
- Building our clinic network by conducting more on-site clinic presentations about the NHPIP

Acknowledgements

NHPIP would like to thank the Steering Committee members for their support and guidance in 2014.

In addition, NHPIP is grateful to the Endowment for Health for its continued infrastructure building support.