Goals of the day (identified by participants):

Learn how to display data

Positive culture around data metrics

Networking

Round Table Discussions:

Neighborhood Health Center:
Lead: Shelly Santa Cruz

- Own way of doing things for everybody
  - Overcame this using LEAN
- Working hard to create standard work
- Visual Management board for recognition
  - Pillars of Importance
  - Metric check in
  - Finance, safety, etc.
- Ideas heard by staff & evaluated by team
- Everyone huddles 8 am
- Use Tableau to track progress

OHSU Scappoose
Lead: Nicole Hoyt

- Rural clinic
- Panel coordinators key (they run the show operationally)
- One coordinator per care team
- Daily huddle (w/email supplement)
- Staff turnover is a challenge
- Use visual board to manage process (show metrics swim lanes)
- Data refreshed monthly
- All metrics ↑5% at least
- Strong teams- Trust
- Used to fight metric entropy
- Multimodal outreach- phone, email, etc.

Central City Concern
Lead: Lydia Marshall

- 8 staff in QI department
- Trying new things – innovation
- Successes-
  - Data Warehouse- QI specialists use it Billing, HMIs, pre-manage, combines data into one place
  - Ambulatory care: multi-disciplinary team
  - EHR- centricity
- Challenges-
  - siloed service (very comprehensive)
  - Introducing staff to QI terminology
  - Lack of BH metrics, $ are in PC
- QM teem meets weekly (try to have right people at the table)

QI Tools Map:

Tool	Clinic(s)
Model for Improvement/PDSAs	• CHCs of Benton & Linn Counties • Neighborhood Health Center • Umpqua CHC
Lean/Lean Daily Management	• Neighborhood Health Center
Project Charters	• CHCs of Benton & Linn Counties • Neighborhood Health Center • Umpqua CHC
Process Mapping (Value Stream Maps or flowcharts)	• Neighborhood Health Center
Root Cause Analysis (A3, 5 Whys, Fishbone Diagram)	• CHCs of Benton & Linn Counties • Umpqua CHC
Affinity Mapping	• CHCs of Benton & Linn Counties
Ease & Impact Grid/Prioritization Matrix	• Neighborhood Health Center
Run Charts	• CHCs of Benton & Linn Counties • Umpqua CHC
Spread and Sustainability Guide	• Neighborhood Health Center
Communication Checklist	• CHCs of Benton & Linn Counties • Neighborhood Health Center
Visual Management Boards	• CHCs of Benton & Linn Counties • Neighborhood Health Center
Control Charts	• Umpqua CHC

Next steps: Dashboard Training

- More timely claims data
- Data rich dashboard examples
- Metrics broken down into constituent parts
- Develop standard work around provider level data
- Excel can work W/ Tableau
- Thermometers
- Outside In's dashboard- variances
- Explore alternatives to Excel
- OHSU's Dashboard

Plus/Delta:

+	Δ
Thumb drive	Would have liked more time with OHSU presenters
Dashboard examples	FQHC presentation
Small group interaction	Second part of OHSU presentation hard to relate to
OHSU	Incorporate more into intro: Why are we here? Who is OPCA?
Food	Intros at the beginning
Jeopardy	
Ice breaker	
Contact info for participants	