

Align | Accelerate | Achieve

bright spot

cost | payment/incentives | care across settings

Planned Care Collaborative

Chris Amy, Project Director, AF4Q - South Central Pennsylvania

camy@wellspan.org

116 S. George St, 1st Floor

York PA 17401

717-801-4823

About our organization

The Aligning Forces for Quality (AF4Q) initiative in South Central Pennsylvania is led by The Healthy York County Coalition (HYCC). Their mission is to engage consumers in order to improve the quality of health care for all who live, work and play in this community. Goals are accomplished by sharing resources and information, implementing proven practices on the ground and measuring outcomes. The Leadership Team includes people and organizations from five main community stakeholder groups: providers, employers, consumers, community leaders and health plans. AF4Q - South Central PA's health care partner providers (Family First Health, Hanover Hospital, Memorial Hospital and WellSpan Health) have committed to championing the incorporation of more efficient strategies to manage care within their health systems.

The problem we were trying to solve/the challenge(s) we faced

One year ago, each of the eight practices in the Planned Care Collaborative agreed to focus on improving patient care for individuals between the ages of 18 and 75 with diabetes or pulmonary nodules in the case of lung, sleep and critical care. AF4Q – South Central PA, in partnership with PA IPIP (Improving Performance in Practice), provided a list of key performance measures that the practices strived to achieve. With these goals and measures in mind, the practices worked with coaches from the business community who are trained to help reduce waste and provide guidance on moving forward with patient-centered, self-management techniques. Across the board, improvements were made with their processes as well as tests provided to patients with diabetes



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Our bright spot – the successful program, result, or process we want to share

By working in a collaborative environment, the practices learned new ways to eliminate waste, techniques for saving time, and most importantly how to improve the care given to their patients. The practices walked away with plans to carry on their achievements, and they have the opportunity to come back together at least three times in the coming year to share their progress.

The biggest hurdle

Culture change takes time. The practices and coaches recognized that it was going to be a big culture change for some. Having the necessary supports available was vital for practices to maintain momentum.

Aha moment or lesson learned

When making any kind of change, it takes time and patience. In one year, these practices accomplished great results; determined what worked and what didn't work for their practices; and made a significant impact on their patients.

For those who want to steal shamelessly, what advice do you offer?

First, have the data ready that will make your case that will bring people together around the common goal. It was also very beneficial for us to start with a small, manageable number of practices so we could really focus on the important goals. We started with just two practices and eventually expanded to eight.