

EMS for Children Innovation and Improvement Center (EIIIC)'s

PMHCA Quality Improvement Collaborative + TA February 1, 2024 Office Hour



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Agenda:

- Any Project is A QI Project
- Why Develop a Project Scope and Aim
- PMHCA Exemplar and work together
- Project Paths
- Collaborative Plan

During the February 22 Collaborative, we will help you...



- **Clearly define** your ED expansion goals.
 - Use QI Introduction Guide
 - Develop a Global and SMART (Specific-Measurable-Achievable-Realistic-Time-bound) Aim.
 - Suggest project “path(s)” for your team



Any Project can be a QI Project?



Say you want to make a change...

I want to
read more
books in the
New Year



Fun Fact:

In the U.S., only 9% of individuals who make resolutions actually complete them.

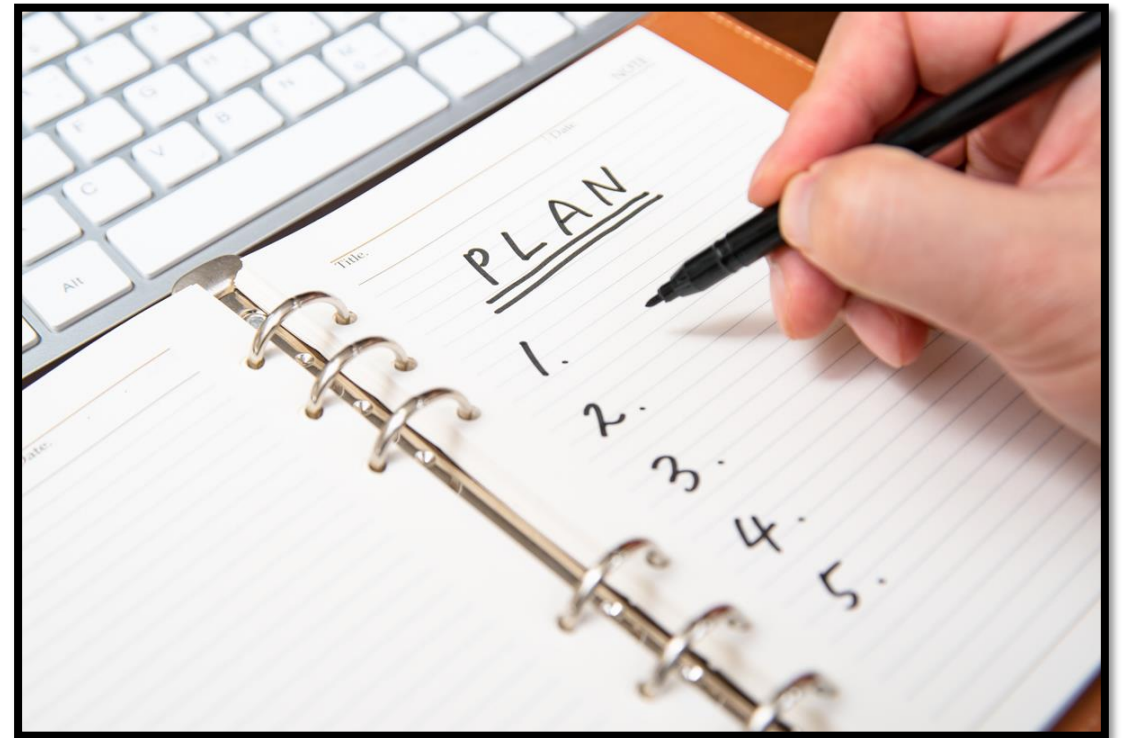
More fun facts...

23% quit after the first week.
43% quit by the end of January.

But what does this mean?



- We need to be SMART about it.
- We need data.
- We need a plan.



A plan for progress...



I want to read more books in the New Year



Global Aim

I want to read more books in 2024

SMART Aim

By December 31st, 2024, I will have read 30 books.

The Plan

Each month, I will read one 1 book. For a 300-page book, I will need to read about 10 pages each day.

Ensuring Success

Husband will be my accountability buddy and check in with me monthly. Set a reminder each day to read.

PMHCA Develop a Global and SMART (Specific-Measurable-Achievable-Realistic-Time-bound) Aim.

SMART AIM

Increase the percentage of suicide screenings at Hospital ED from 10% to 90% by June 2025.

GLOBAL AIM

Decrease the rate of child suicide in _____ County



Global and SMART (Specific-Measurable-Achievable-Realistic-Time-bound) Aim.

- Global Aim: Train more ED professionals on pediatric mental health → Over a six-month period, 60% of nurses in my ED (both day and night shift) will complete training on the ASQ, with the purposes of creating a Safety Plan.
- SMART Aim:
 - Specific – Who and what?
 - Identify the professionals – Nurses? Social workers? MDs/Dos. Need to know their credentials. Understand different scopes of practice, knowledge, training, etc.
 - Topic – what are we training these providers on? Do we know the gaps?
 - Measurable – By how much?
 - Hours of continuing education?
 - Number of trainees?
 - Survey assessments?
 - Type of training and how much is enough? How many sessions? Evaluation needed?
 - Application of training received – how can we measure this?
 - Feedback on how we are doing/how the teaching is going
 - Attainable – How will I do this?
 - Evidence-based and supported by various data – garners support as well.
 - Recruitment for faculty (i.e., capacity to do the actual work)
 - Define how many sessions we want, how many hours it will take...
 - Method of training – virtual vs. in-person
 - Promotion for enrollment – can we get enough people?
 - Relevant – Why does this matter?
 - Will save more lives!
 - Prevent physician burnout in the ED
 - Improve access to care
 - Timely delivery of care
 - Creates a bridge between the ED providers and others (within and outside of the hospital)
 - Time-Bound – By when?
 - Build short, mid-and long-term goals (milestones)
 - Set up timeframes that are supported by evidence
 - Time it will take from learning the material from the training to application in the ED
 - Understanding different time constraints related to the training – need to consider all the logistics!



More ideas...

Global Aim: Train more ED professionals on pediatric mental health

SMART Aim: Over a six-month period, 60% of nurses in my ED (both day and night shift) will complete training on the ASQ, with the purposes of creating a Safety Plan.



Global and SMART (Specific-Measurable-Achievable-Realistic-Time-bound) Aim.

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- SMART Aim:
 - Specific – Who and what?
 - Measurable – By how much?
 - Attainable – How will I do this?
 - Relevant – Why does this matter?
 - Time-Bound – By when?



Project Scope

- **Objective** — state the project's goal, or goals, clearly. Writing precisely what you want to achieve helps determine what you must do to get there.
- **Deliverables** — lay out the specific items or outputs your team will produce as part of the project.
- **Scope of work** — the scope of work in a project is the specific tasks and activities you'll complete. This includes your deliverables and the work it'll take to get them done.
- **Exclusions** — a project scope statement should specify what your project won't do, such as features or functions that aren't feasible given the constraints. Defining this before you start prevents scope creep, or your team slowly includes more and more elements in the final project outside the scope.
- **Constraints** — itemize the limitations that could impact your project, like budget, project timeline, personnel, or resources



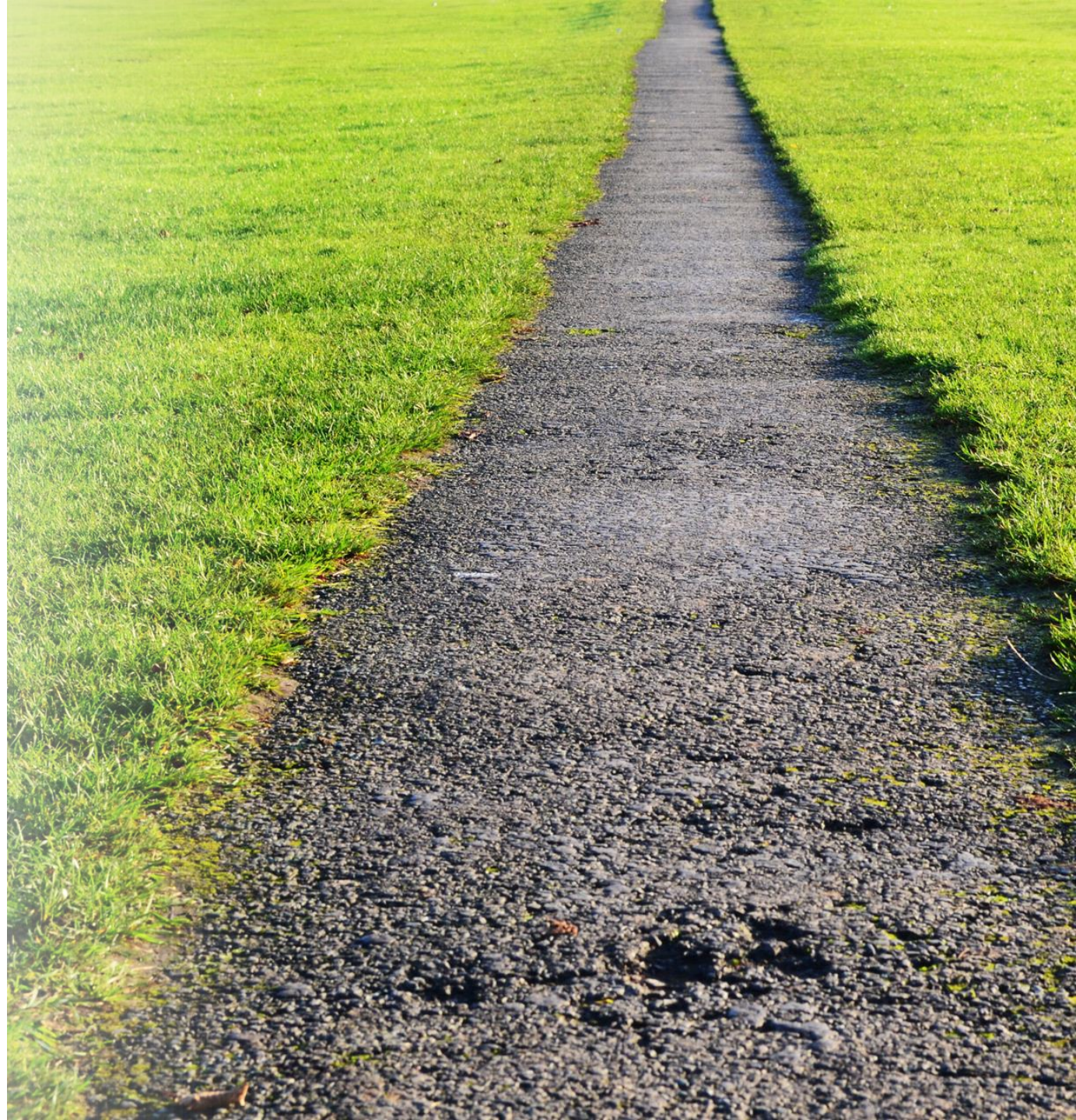
PMHCA Project Scope do as a group together (can be fluid between Aim and Scope)

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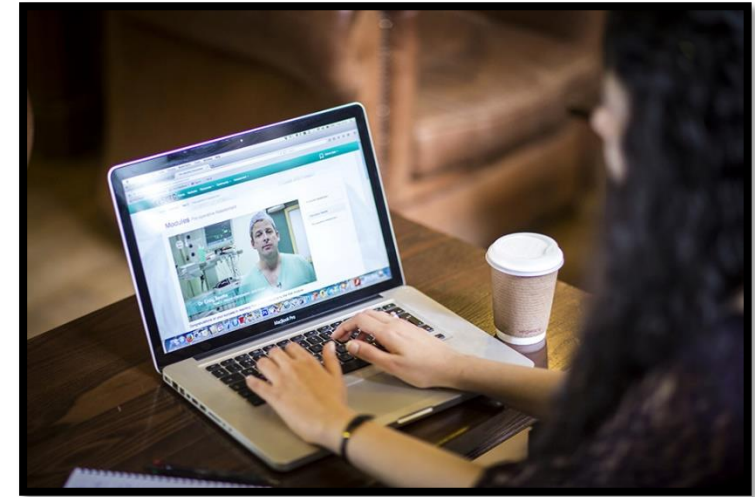
Project Paths

- Projects may fall into one or more of the following project “paths”:
 - Education and Training (Provider-Specific)
 - Teleconsultation (Provider-to-Provider)
 - Telebehavioral Health Services (Resource Connection)



Education and Training (Provider-Specific)

- Your team may engage ED providers by offering mental and behavioral health...
 - Resources
 - Training (via in-person or online modules)
 - Education
- These efforts are specific to providers and seek to educate.
- ED staff related



Teleconsultation (Provider-to-Provider)

- Your team may engage ED providers by offering provider-to-provider consultation.
- Consultation may look like...
 - Guidance on specific screenings for pediatric patients
 - Medication management
 - Guidance on discharge and safety planning
 - Hosting weekly “office hours” with a mental health specialist



Telebehavioral Health Services (Community recourse connection)

- Your team may determine it can serve as a “Community resource connection” point for providers.
- Resource connection may look like:
 - Providing guidance on resources to connect patients to within the community.
 - Utilizing different processes, telehealth platforms, or other technologies/modalities to connect patients to providers or places.
 - Offering telepsychiatry services to patients upon referral.



Collaborative Goals: Provide teams a QI-based framework for the ED expansion efforts and foster learning between teams.

- February 22nd PMHCA objectives:
 - Drafting aim/s
- ED/EMSC: evaluation to engage with PMHCA team
- March 26 office hour and as needed objectives:
 - Drafting Key Driver Diagram together
 - Data Correlation Discovery

• Upcoming TA Webinars:

March 5	Tutorial: PMHCA ED Expansion Toolkit Tutorial – Exploration Phase with Michigan PMHCA	2:00-3:00 PM ET
March 19	Webinar: Making Telehealth Work in the Emergency Department – North Carolina’s Statewide Telepsychiatry Program (NC-STeP)	2:00-3:00 PM ET
May 7	Webinar: Pediatric Needs During Times of Disaster – Part 2 with Trevor Covington	2:00-3:00 PM ET



PMHCA ED Project Example

