

HANC PROGRAM OVERVIEW

Quality Improvement

HANC offers support services and technical assistance tools to support member health center improvement efforts. HANC members are taking on a range of improvement activities to maximize performance and incentives earned in the Partnership HealthPlan QIP and other health plan incentive programs, to achieve PCMH recognition, and to strive towards delivery of high quality, high value health care.

HANC works with the Board and QI Peer Network to identify collective needs and develop approaches for supporting health center members at the network level. This includes the routine reporting of quality data on key metrics, the development of datasets that help to tell the story of health center quality performance, training and technical assistance opportunities, and serving as improvement advisors to teams.

The primary supports and services offered through the quality improvement program are described below.

QI Peer Network

- Monthly networking calls with peers
- Sharing best practices, questions, challenges and successes in QI
- Updates from Partnership HealthPlan
- Regional in-person meetings held in conjunction with Rural Roundtable
- Weekly emails with training announcements

Training & Technical Assistance

- Develop an annual training plan in collaboration with Partnership HealthPlan
- Community wide trainings or summits to support practice transformation & improvement
- Webinars on topics of interest
- QI toolkits to support staff in HEDIS, QIP, UDS, and other reporting or improvement activities

Data Sets & Dashboards

- Quarterly data collection and benchmarking of clinical and operational data
- Annual organizational profiles offering a look at 5-year trends on key clinical measures and benchmark performance against North State health centers
- Clinical Data Sets on key clinical measures that offer tools for educating staff or boards

Improvement Advisors

- One-on-one coaching for PDSAs or improvement projects
- Customized “at the elbow” training on developing run charts, project management tools, developing measurement plans
- Monthly or weekly consultations on project aims, data collection strategies, team building, and communicating improvement with staff

Key Staff:

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