BREAKTHROUGH COLLABORATIVES
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An improvement methodology that relies on the spread and adaptation of existing knowledge across multiple settings to accomplish a common aim.
Teams work toward specific and measureable aims

Improvements are measured over time

Changes that facilitate the desired improvement are identified

Teams participate in learning sets every three months:
  - Teach improvement skills
  - Learn about change ideas from clinical experts
  - Share approaches, metrics and lessons learnt

Test changes between learning sets

(IHI 2003)
Expressions of Interest Sought

Expert Faculty Group Formed

Learning Set One → Learning Set Two → Learning Set Three → Closing Forum → Continued Support

Key Changes
Improvement Measures

Supports
Expert Faculty Group
Monthly Reports
Emails
Teleconferences
Weekly review of process

Expressions of Interest Sought
May 17
Expressions of Interest Sought
Aug 17
Expressions of Interest Sought
Feb 17
Expressions of Interest Sought
May 17
Expressions of Interest Sought
Oct 16
Expressions of Interest Sought
Sep 16
<table>
<thead>
<tr>
<th>What have you tried in the past week to achieve this aim?</th>
<th>Did it work?</th>
<th>How do you know?</th>
<th>What is the plan for the next test of change?</th>
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PAM CHARTER AND CHANGE PACKAGE
AIM STATEMENT

To establish and routinely implement processes for administering, and using PAM to tailor care for 70% of patients (new enrolments and other usual assessment capture) by July 2017
MEASURES

- Percentage of patients receiving a PAM assessment at initial enrolment
  - Percentage of patients receiving a PAM assessment at other assessment
  - Percentage of patients receiving a PAM tailored action plan at initial enrolment
  - Percentage of patients receiving a PAM tailored action plan at other assessments
  - PAM score change for individuals and groups indicating improved self-management
  - CS-PAM score changes for clinicians and groups of clinicians
  - A process to administer PAM exists
  - There is a process to capture and analyse PAM data
<table>
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<tr>
<th>GOAL/AIM</th>
<th>PRIMARY DRIVERS</th>
<th>SECONDARY DRIVERS</th>
<th>CHANGE IDEAS</th>
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</table>
| Staff recognize and use PAM to tailor care | - Staff possess the skills to assess PAM  
- Staff possess adequate knowledge on PAM  
- Staff are willing to assess PAM  
- Staff have skills to discuss and design care with patients using PAM results (motivational interviewing/health coaching)  
- Staff understand the process of capturing PAM results and using it to tailor care  
- Use PAM instrument to obtain the patient’s activation score and level  
- Use responses to individual PAM items to open a discussion  
- Negotiate an action plan  
- Check to see if patient feels confident and has competence to carry out agreed actions  
- ... | | □ Staff undertake education on PAM  
□ Staff undertake training on motivational interviewing/health coaching  
□ Staff undertake CS-PAM survey to review attitudes to patient activation  
□ Care teams design a process to using PAM  
□ Brainstorm  
□ ... |
| Patients/carers participate in the care planning process | - Patients/carers are able to participate in a PAM assessment and tailoring intervention  
- Patients/carers are able to comprehend and understand the PAM questions  
- Patients and carers are able to collaborate in planning/tailoring of care  
- ... | | □ Patients are assessed for health literacy  
□ Patients are assessed for anxiety and depression and referred appropriately  
□ Patients are provided interpreters where required  
□ Materials used for PAM assessment and planning are written for the appropriate literacy level  
□ ... |
| There are processes in place for PAM to be assessed and used to tailor care | - There is a process and procedure to collect PAM  
- There is a process to monitoring PAM  
- There is a process and procedure to use PAM to tailor care  
- There is a process to use PAM and tailoring intervention to prioritise referrals  
- There is a process to record PAM results  
- Staff are able to review previous PAM assessments  
- Staff are able to share PAM scores with relevant care team members  
- Staff are able to record PAM scores in a central database  
- There is a well understood process to assess PAM  
- There is a well understood process to tailor care/intervention using PAM results  
- PAM is assessed as usual routine for monitoring and follow-up  
- ... | | □ Develop and trial a process of assessing PAM  
□ Develop a process to capture & share PAM data  
□ Design a PAM intervention to tailor care that suits your clinic/area  
□ Build a central shared database for recording PAM scores  
□ ... |

To ensure 75% of patients receive a PAM tailored action plan by August 2017
WHERE TO FROM HERE

- Begin test/s of change this week
- Weekly review of tests
  - What have we tried? Is it working? What next?
- Work with Expert Faculty Group to overcome any barriers and obtain support
- Document success in monthly reports