

Clinical Team Assistant (CTA) QI Rotations

*Redwood Community Health Coalition
Promising Practice*

PROMISING PRACTICE OVERVIEW

In the devastating October 2017 wildfires, Santa Rosa Community Health (SRCH) lost their largest campus, Vista Health Center, which significantly impacted SRCH's physical space. With the new and unexpected challenges presented by the loss of the Vista campus, few staff members had capacity to work on QI projects. SRCH assigned all staff members previously working at Vista to other smaller sites and in these new accommodations, not all staff members had dedicated workspaces.

With space available in the Quality Department located at the Administration Building, two Clinical Team Assistants (CTAs) were brought into the Quality Department in November and December 2017. The CTAs received QI and Motivational Interview (MI) trainings and were put to work doing recalls and other QI work. This pilot was successful in that the organization found value in having CTAs expand their skills set and engage in direct outreach. The CTAs were reassigned back in their care team roles with a broader QI outlook.

Now SRCH has reinstated the CTA QI rotation and plans to have all 13 CTAs participate as a way to build relationships between QI and care teams, engage in population health management activities, and advance QI and data literacy among care team staff.

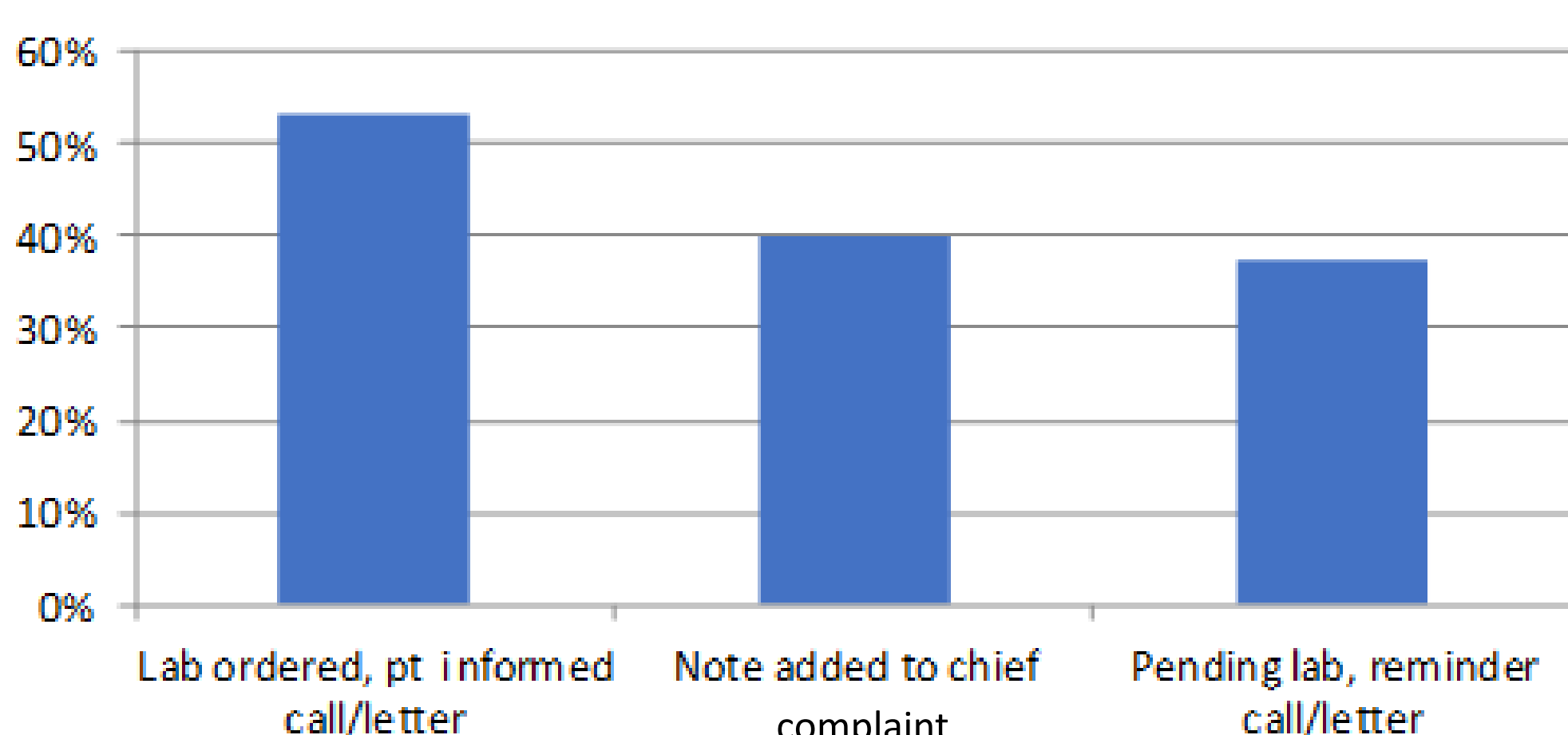
AIM

Provide 4-week robust QI rotations for all CTAs at SRCH with CTAs being trained on QI, population health management, and MI.

RESULTS TO DATE (ONE EXAMPLE)

Measure: 45 Patients with DM Needing Microalbumin Lab
Conclusion: 21 (47%) patients who needed the lab, got the lab done. 3 Outreach methods were used. This resulted in a 2% overall increase in our QIP score.

SRCH Outreach: DM Pts Completed Microalbumin Lab After Outreach



ACTIONS TAKEN

SRCH's Quality Team trains CTAs in the following areas during their 4-week rotation:

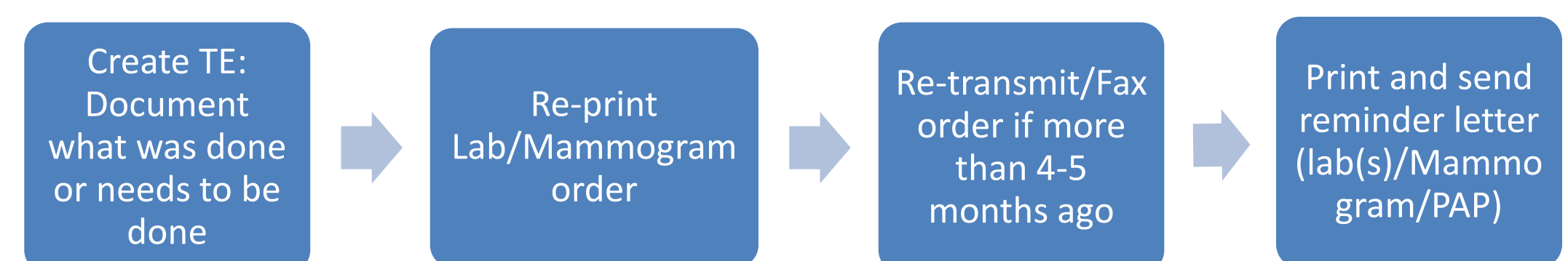
- ABCs of QI (through Partnership HealthPlan of CA)
- Motivational Interviewing
- Data Reporting Overview (QIP, PIP, UDS, MU, etc)

CTAs engage in the following activities:

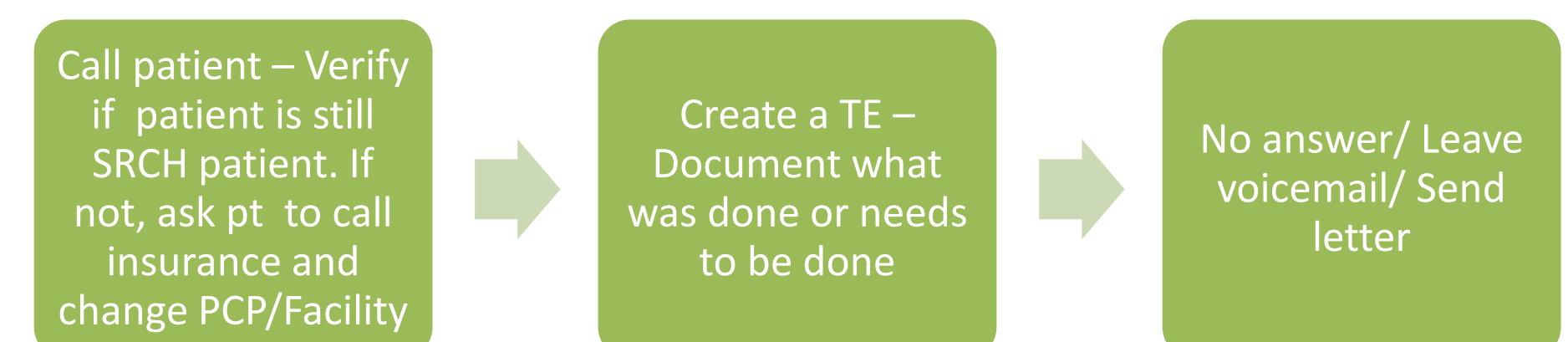
- Addressing all QIP recalls
- Reconciling CAIR records
- Sending FIT kits
- Reviewing Mammograms ordered and checking on barriers to complete orders
- Calling patients and ordering labs

WORKFLOWS

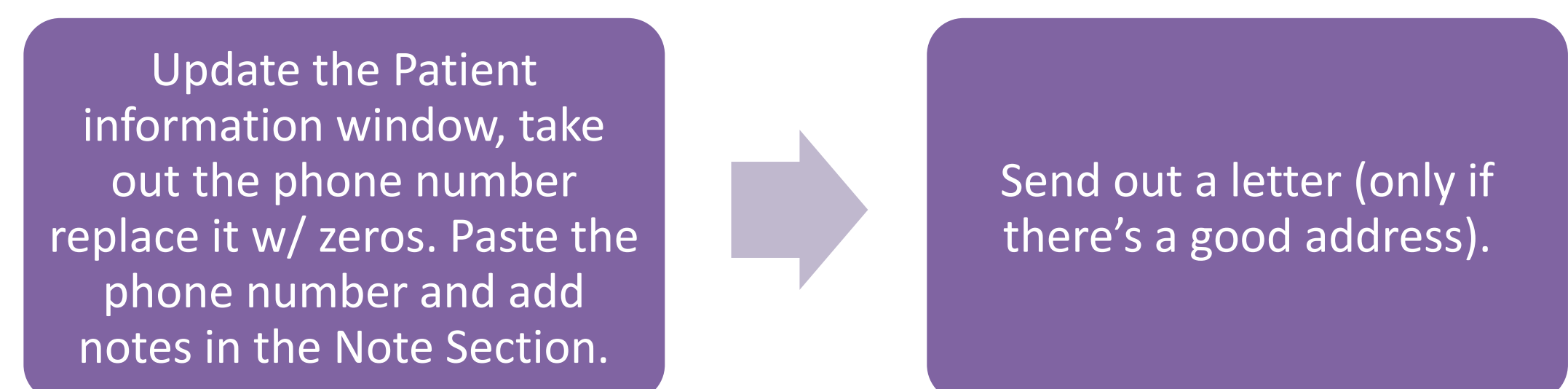
Lab/Mammogram/PAP Reminder Calls w/no answer/LVM:



Patient Hasn't Been Seen in 2-3 Years or More:



No/Wrong Phone Number:



LESSONS LEARNED

SRCH's QI department is located in the Administration Building and is siloed from the care team staff. Having CTAs complete a 4-week QI rotation is helpful because the QI team has helped with population health management activities and relationships are being built between QI and care teams across all campuses. SRCH recommends considering ways to present this idea to leadership, and working out specifics such as what data to collect and how it will be tracked. Training CTAs on QI methodologies builds capacity for care teams to engage in PSDA cycles and other QI and population health management such as recalls. SRCH will be holding quarterly CTA meetings to offer re-fresher QI trainings, assess new training needs such as excel trainings, and share best practices.

[Link to Supplemental Materials](#)