DEPARTMENT OF HEALTH

Creating an Action Plan for Health Care Homes (HCH) Implementation

Identify key people that should be involved in the implementation and transformation.

1. Consult with your assigned HCH nursing staff along the way for support and ideas on how to meet the requirements. If you are not sure who you should contact, please email: Health.HealthCareHomes@state.mn.us or call 651-201-5421.

2. Don't forget to include the patient perspective. Including patient partners in the process will help in keeping you "patient and family centered".

Conduct a gap analysis.

1. The Certification/recertification Operational Manual Providing Application Submission Support (COMPASS (PDF)) outlines the requirements and standards for being a certified HCH.

2. Use COMPASS Appendix A (PDF) to review each of the requirements, identifying those already being met and those which still need to be addressed.

3. To see related definitions, explanations, and examples for a specific requirement you can quickly navigate to this in COMPASS by clicking on the linkable table of contents.

4. Keep in mind that innovation is the goal for Minnesota's transformation of primary care and the HCH standards with associated requirements is intended to be flexible and serve as a road map.

5. There are many ways to show and verify that you have implemented the requirements for each standard.

Review your gap analysis and self-assessment results with your team.

Discuss the intent of the standards and requirements to determine if your processes and workflows meet the criteria.

Identify gaps in performance. Look at your gaps and brainstorm:

1. Use a SWOT analysis (Strengths, Weaknesses, Opportunities, Threats).

2. Or explore opportunities, barriers, and challenges.

   - What can we do to overcome the barriers?

   - What are the steps to get there?

   - Who needs to 'buy in' and how do we get them on-board?

Remind yourself all along the way that small steps of change are best.

As a team, ask yourselves:

1. Where will we get pushback? How do we get team members such as clinicians / patients / leadership on board?

2. Are there some "just do its" (low-hanging fruit)?

3. Do we have written documents, workflows, policies, and procedures?

4. Do we need additional technology?

5. What will the total cost of the project be? Can we afford it (ask leadership)?

6. What other major events in the life of the practice might impact this initiative (site moves, major technology implementations, change in structure)?

7. Where will we need to educate patients?

8. Where will there need to be additional staff training?

Agree to a goal or a few goals to get started.

Take measurable, achievable steps, e.g. "Use registry function to identify and follow patients with diabetes" or "Improve access for patients with acute illness".

Agree on your achievable and ideal state (brainstorm and document).

If it was a perfect world and you had unlimited resources, what would it look like and then what can you accomplish within your current reality that will meet the requirements as a starting place?

Start a list of action items with target dates for completion and assignments.

1. Include all group members in assignments, provide encouragement, some time and food (always helps)!

2. Report findings to the group, then post the plan.

3. Re-visit your Action Plan at intervals to evaluate progress and set new goals.

4. Celebrate those small steps of change along the way!

Additional resources.

1. Health Care Homes Certification webpage

2. Certification Checklist (PDF)

References

COMPASS https://www.health.state.mn.us/facilities/hchomes/documents/compass.pdf

COMPASS Appendix A
https://www.health.state.mn.us/facilities/hchomes/documents/compass.pdf#page=39

Certification https://www.health.state.mn.us/facilities/hchomes/certification/cert/index.html

Certification Checklist (PDF)
https://www.health.state.mn.us/facilities/hchomes/documents/checklistcert.pdf

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