

Heart Health NOW!

Advancing Heart Health in NC Primary Care

Practice Participation Timeline and Checklist

“CCNC PF” = Practice Facilitator; “AHEC PC” = Practice Coach

1) Practice Enrollment: To be completed during 1-2 in-person meetings, as needed, between practice and CCNC PF. Participating practices will be enrolled June through December 2015.			
	Practice	CCNC PF	AHEC PC
Sign technical agreement (TECCA) or amend existing TECCA for EHR integration with CCNC’s Informatics Center (IC)	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Sign consent form to participate in study	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Complete readiness assessments: site technical assessment questionnaire and online quality improvement (QI) assessment with assistance from the CCNC PF	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Identify and document practice point person to interact with Carolina Survey Center	<input type="checkbox"/>	<input type="checkbox"/>	N/A
2) Pre-intervention: To be completed prior to practice intervention start date. Time and sequence of steps below will vary by practice.			
	Practice	CCNC PF	AHEC PC
Select staff for Heart Health NOW quality improvement (QI) team to include provider champion and up to 5 additional staff member(s)	<input type="checkbox"/>	N/A	N/A
Receive intervention start date from CCNC PF	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Receive technical assistance (TA) as needed from CCNC PF to establish IC connection if not already connected	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Receive training on Heart Health NOW dashboard, patient registries and/or other IC tools from CCNC PF	<input type="checkbox"/>	<input type="checkbox"/>	N/A
Complete baseline survey (10-15 minutes by phone; paid \$30 per survey) and key informant interview (30 minute interview by phone; paid \$50 per interview) with Carolina Survey Center (The staff that answers questionnaires does not necessarily have to be the staff that serves on the QI team.	<input type="checkbox"/>	N/A	N/A
Establish and collect with UNC-Chapel Hill Sheps Center baseline data on ABCS (i.e., aspirin, blood pressure, cholesterol and smoking cessation) measures and clinical outcomes from participating practice EHR	<input type="checkbox"/>	<input type="checkbox"/>	N/A
3) Intervention (12 month period): Practices will be randomly assigned a start date for the intervention, with the earliest start date to occur in Fall 2015 and last start date in Summer 2016			
	Practice	CCNC PF	AHEC PC
Meet AHEC PC assigned to participating practice to deliver QI services for 12 months	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Sign a Business Associate Agreement (BAA) with AHEC	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Receive on-site QI support from AHEC PC 4-8 hours per month, depending on practice availability and needs, to implement evidence-based practices for cardiovascular disease (CVD) prevention; review dashboard and ABCS measures; carry out small tests of change, etc.	<input type="checkbox"/>	N/A	<input type="checkbox"/>
Participate in webinars and learning collaborative meetings that share best practices regionally and across the state	<input type="checkbox"/>	N/A	N/A
Receive technical support for use of dashboard, patient registries and/or other IC tools	<input type="checkbox"/>	<input type="checkbox"/>	N/A
4) Post-intervention: Practices’ post-intervention time will vary depending on intervention start date, extending up to 12 months at most.			
	Practice	CCNC PF	AHEC PC
Complete post-intervention survey (10-15 minutes by phone; paid \$30 per survey) and key informant interview (30 minute interview by phone; paid \$50) at 12 and 18 months post-intervention start date with Carolina Survey Center	<input type="checkbox"/>	N/A	N/A
Continue to receive technical support as needed on use of dashboard, patient registries and/or other IC tools	<input type="checkbox"/>	<input type="checkbox"/>	N/A

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Heart Health Now! FAQs

How did my practice get selected for participation in this study? We selected 300 small practices statewide that serve adults, have an electronic health record (EHR) system, are not currently receiving intense QI support and are a Carolina Access II and/or a paid participant in the Medicaid Meaningful Use Incentive program.

What are the benefits of participation to me and my practice? A multidisciplinary team of experts will provide QI services focused on cardiovascular health including: onsite practice facilitation and coaching, access to specialized disease registries, consultation, shared learning opportunities and EHR support.

How much time will AHEC be in my practice? During the 12-month intervention period, the AHEC practice coach assigned to your practice will provide QI support 4-8 hours per month depending on your availability and needs. More facilitation hours might be available if desired.

Who is my point of contact for participating in the study? Your contact for study enrollment is the CCNC practice facilitator. Name: _____ Email: _____ Phone: _____

What if our practice is already receiving onsite QI support/facilitation services with our local AHEC or CCNC Network? Your participation in this study will not impact your current engagement with your local AHEC or CCNC Network on QI-related initiatives (e.g., Meaningful Use, Patient Centered Medical Home, etc.) but, rather, compliment these efforts, which can continue as usual.

What if we encounter technical or other issues that impede our participation and/or progress? CCNC's practice facilitator will work with you to resolve or mitigate these issues as needed and ensure additional follow up with the appropriate people. It is CCNC's responsibility to establish and maintain the connectivity between your EHR and CCNC's Informatics Center (IC) to facilitate the exchange of patient information to support this project.

What exactly will my practice be doing during the 12-month intervention period? You will receive ongoing practice coaching and informatics support with the expectation that you will: implement evidence-based practices for CVD prevention; regularly review the Heart Health NOW dashboard and track your progress on ABCS measures; carry out small tests of change (PDSAs), as needed; participate in webinars and learning collaborative meetings that share best practices regionally and across the state; and complete surveys and interviews, as requested.

How many learning collaborative meetings and webinars can we expect to participate in? There will be 3 learning collaborative meetings (likely 1.5-2 hours in duration) per year. Each region as appropriate will determine by consensus whether they are held face-to-face or online via webinar and, if in-person, the best locations and times. We expect some variation depending on the region.

How many surveys will be conducted throughout the study? Prior to your practice's intervention start date, your designated provider champion and staff members (up to 5 total) will each participate in a phone survey that takes ~15 minutes to complete. The same survey will be conducted 2-3 more times during the study period, spread out over 2 years. Each participant will be paid \$30 for his/her completed survey.

How many interviews will be conducted throughout the study? The designated provider champion (key informant) will be interviewed for ~30 minutes by phone prior to your practice's intervention start date and again at 12 months and 18 months post-intervention start date. He/she will receive \$50 for each completed interview.

Are there any financial incentives for participating? Yes, financial assistance is available to cover fees associated with establishing and/or maintaining your connection to CCNC's IC that are incurred between your study enrollment date and April 2018. Your CCNC practice facilitator will provide you with specific information. And as indicated earlier, \$30 will be paid for each completed survey and \$50 for each completed interview.

May I promote my practice's participation in Heart Health NOW in any newspaper or online ads? Yes, and we encourage that!