

Medical Practice Redesign

"Anyone in a healthcare practice who wants to move their quality improvement efforts forward would benefit from working with a member of the MMC PHO Redesign Team."

Brenda Caron, RN

In early 2009, the MMC PHO kicked off the Practice Redesign Program and currently has a team of Quality Program Managers who have years of experience and training in healthcare process improvement.

Since then we have engaged multiple specialty practices in a variety of improvement efforts including improving access for patients, standardizing patient charts, improving office efficiency, implementing effective meeting skills, implementing huddles, and improving the method to track patient call volume.

"When difficulties were encountered, huddles dramatically helped to improve the efficiency of my practice."

R. Brannon Claytor, M.D.

In summer, we began supporting our primary care practices in their journey as they participate in the 3 year Maine Patient Centered Medical Home Pilot. Participating practices include:

- Lifespan Family Healthcare
- MMC Family Medicine, Portland
- MMP Internal Medicine, Westbrook
- MMP Pediatrics, Westbrook
- PrimeCare Internal Medicine, Biddeford

Our team is ready to assist your practice team in learning how to:

- Complete a practice assessment to help you identify opportunities for improvement as well as the barriers to doing this work
- Develop effective meeting skills
- Implement huddles to improve team communication
- Set a goal(s) using measurement and develop an action plan to reach the goal(s) within the timeframe you would like
- Use Plan-Do-Study-Act (PDSA) rapid cycles of improvement to reach your goal(s)
- Understand both clinical and process data as well as how to use the data to drive your improvement process
- Clarify roles and responsibilities for each member of the team making sure they are able to work to the highest level of their skill, experience and licensure
- Implement change based on patient and staff satisfaction survey results

The improvement methods that we teach and coach are from:

- Dartmouth Clinical Microsystems
- Institute for Healthcare Improvement
- Lean Design
- TeamSTEPPS

“... the benefits of having Kris and Angela teach and share the Clinical Microsystems tools and methods are countless. Kelly Peaco and I cannot say enough positive things about this program and the value to our practice”

*Bev Neugebauer, Finance Director
Coastal Women’s Healthcare*

If you and your team are ready to begin your quality improvement journey, the MMC PHO Redesign Team is ready to assist you in taking the first steps. We can provide you with improvement coaching support and education along the way. For more information, please contact either¹:

- Kristina M. Scrutchfield, RT(R)(CV) at scrutk@mmc.org or (207) 482-7057
- Valerie Jackson via e-mail jacksy2@mmc.org or (207) 482-7077

1. For practices who are non MMC PHO members, we would be pleased to connect you with resources within your community.