



Care Transitions Leaders Network

October 30, 2020

Statement of Work

Aim:

To improve the quality of health care outcomes in Vermont by providing hospital Care Transitions leaders with peer review protected networking opportunities to foster peer-to-peer learning, and sharing of best practice, resources, and tools.

Goals:

1. To provide data and comparative performance information that identifies opportunities for improvement.
2. Facilitate discussion of barriers and challenges to foster exchange of ideas and resources, share successes broadly, and learn from other experiences.
3. To include the voices of subject matter experts, state and community partners, and examples of successful implementation to support the sharing of best practice and knowledge across the state.

Approach/Work Product:

1. *To provide data and comparative performance information that identifies opportunities for improvement.*
 - a. Health care quality indicators will be monitored and comparative analysis will be presented at 75% of Care Management leaders meetings.
 - b. VPQHC will maintain a password protected portal on VPQHC website for the sharing of comparative data, hospital policies, procedures, and tools.
 - c. Monitor Vermont health care quality indicators, and present analyses at Care Management Directors Network meetings
2. *Facilitate discussion of barriers and challenges to foster exchange of ideas and resources, share successes broadly, and learn from other experiences.*
 - a. Coordinate quarterly Care Transitions Leaders Network meetings
 - b. VPQHC will distribute satisfaction surveys following each quarterly meeting to request feedback and suggestions for future topics.
 - c. Time will be included in each agenda for the opportunity to discuss topics not included in the planned agenda, in order to be responsive to group needs.



- d. Maintain updated contact list of Vermont Care Management Directors to support network and peer-to-peer learning
3. *To include the voices of subject matter experts, state and community partners, and examples of successful implementation to support the sharing of best practice and knowledge across the state.*
- a. Invite state and community partners to present to the group in order to support increased communication across the state.
 - b. Include presentations from subject matter experts to support a system of continuous learning.
 - c. Provide space for hospitals to share success stories and tools both in person during meetings as well as by sharing resources on the password protected portal.

Project Implementation Process:

1. Coordinate quarterly Care Management Directors Network Meetings
2. Send out agenda prior to the event
3. Agenda, powerpoints, and all shared resources will be uploaded to the password protected portal

VPQHC will provide project management, to include:

- Development and coordination, including approval, of charter
- Drafting of summary reports and other written materials
- Review and compilation of relevant data and dashboard accountability tracking
- Scheduling/hosting all workgroup meetings
- Agenda content development, distribution, implementation, and minute-taking for all workgroup meetings.
- Monitor Vermont healthcare quality indicators, and present analyses at Care Management Directors Network meetings
- Maintain password protected portal on VPQHC website for the sharing of comparative data, hospital policies, procedures, tools and other resources
- Maintain updated contact list of Vermont Care Management Directors to support network and peer-to-peer learning

Workgroup members' responsibilities include:

- Review and contribute feedback and input to the development of the charter, implementation workplans and other foundational documents
- Ongoing discussion and contributions to the development and dissemination of clinical and emerging best practice across the continuum of care.
- Identification of existing resources to inform an inventory of shared options and contact information



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- Contribute their service line perspective to achieve a fully integrated, holistic approach to health care delivery without creating unintended consequences.
- Identifying issues and removing barriers while working collaboratively and effectively to advance this work.
- Staying informed of workgroup efforts, contributing to planning, identifying obstacles and partnering to resolve identified issues.

Project History:

VPQHC first began meeting with hospital Quality Leaders in 2014 to support their important work across the state. Care Transitions Leaders were often included in the Quality Director Network meetings to engage their expertise in relevant topic areas. In 2018 we heard from hospitals that there was interest in having a Care Transitions specific network, to address topics specific to CTLS that were not a primary focus for Quality Directors. The first meeting with just Care Transitions Leaders was in April of 2019.