

## Integrated Michigan Patient-centered Alliance on Care Transitions

### **Purpose**

I-MPACT is a Blue Cross and Blue Shield of Michigan supported Collaborative Quality Improvement Initiative (CQI) that was developed to bring Michigan hospitals, provider organizations (POs), and patients together to assess gaps in patient care coordination and to identify ways to bridge those gaps for improved patient care transitions. While the project is supported by Blue Cross, participating organizations target initiatives to all patients who may benefit from what is learned through I-MPACT and the subsequent improvements made to transitions of care.

### **Patient Focused**

I-MPACT is new and the first of its kind! There are many BCBS collaboratives working to improve healthcare quality across a range of diagnoses and populations. I-MPACT is the first to integrate patient and caregiver participation along with coordinated teams of hospitals and POs. We call these hospital, PO and patient/caregiver teams “clusters.” I-MPACT was designed to be patient centered and inclusive. So, not only do we have patients and caregivers participating with their hospitals and POs we also have a large e-Advisory group comprised of other patient representatives.

### **Collaborative**

The structure for I-MPACT, including what interventions to use and what data to collect, will be determined with input from the participant clusters. It is structured to be a forum for real-world problem solving. We are including all those involved in patient care transitions in the development of the initiative so all aspects of a patient’s care transition can be improved.

The collaborative is also reaching out to students within the Masters in Integrative Design (MDes) program to bring design science into this initiative so the work of the clusters helps to uncover “blind spots” in care transitions. University of Michigan is proud to be the coordinating center for such an important project directed at improving care.

### **Targeted Populations**

Participating clusters are requested to select a single “target population,” patients with a specific diagnosis or type of surgery, to be the initial focus of their attention and efforts. The I-MPACT Coordinating center has selected five different patient populations to target for care transition improvements. The selected target populations are: Acute Myocardial Infarction, Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, Pneumonia and patients transitioning from a hospital to a nursing facility or a nursing facility then home. Each cluster participating in I-MPACT will review the current status of care transitions for the targeted population in their cluster and work to identify ways to make the process better.

### **Interventions**

Once each cluster has identified the areas for improvement within their selected target population they will develop interventions to improve those areas. Whether the interventions are successful or not will be primarily determined by the collection of data and patient feedback. More than one intervention may be needed before improvement is noticed or before finding one that works.

**How Will This Help Patients?** We hope the findings and improvements realized by I-MPACT cluster participants will be shared and used to improve care transitions for patients throughout Michigan. As I-MPACT adds more clusters over the coming years, more information will be gathered and shared.

# I-MPACT

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### Patient/Caregiver I-MPACT Advisor Frequently Asked Questions

#### **What is my role as an Advisor in I-MPACT?**

You will be asked to be part of a team made up of patient/caregiver advisors, administrators and clinicians who are working on I-MPACT within their organizations. You will be involved in discussions about the challenges related to care transitions and helping to identify potential interventions that address those challenges. Your contribution is important as it will ensure that the patient and/or caregiver's perspective is shared and considered as the entire team works together to create a more positive experience for the patients and achieve better clinical outcomes.

#### How much time will I need to commit?

The amount of time advisors invest will vary from cluster to cluster. It will depend on how often your team meets and at what other points in the process you and your team agree your input is needed. If you have time constraints please ensure you discuss them with your team so they can make the best use of the time you have available.

#### What other things might I be asked to do as an advisor?

There is a meeting that will be held to “kick-off” the I-MPACT project where clusters will work in their groups to understand the problems they want to tackle and begin to put some ideas together about possible ways to improve the problems that were identified. You will be asked to participate with your team at the kick-off meeting which is a *full day from about 9am to 4:30pm*. It will be very important that the patient/caregiver perspective is shared as the process unfolds. We will reimburse you for your mileage.

You will talk with your team about any other routine meetings or tasks where all of you agree that you should be present, again this will vary from cluster to cluster.

#### There are a few other things that you are free to participate in but you are not obligated to do so:

- I-MPACT has monthly conference calls with all of the clusters. You are welcome to participate by calling in if you are interested and available. You will receive call-in information and agendas for these calls as long as we have been given your contact information. If you would like to receive updates and invitations to calls and meetings you can also let us know by calling us at 734-647-9314 or emailing [i-mpactcc@umich.edu](mailto:i-mpactcc@umich.edu).
- Three times a year there will be in-person meetings where all of the clusters get together to review the progress of I-MPACT, network and share ideas. Again we encourage your participation and you are welcome to attend if you have availability.

#### **Will I be receiving any communications directly from the I-MPACT Coordinating Center? If so, what?**

If we have been given your contact information, the I-MPACT Coordinating Center located at the University of Michigan in Ann Arbor may send you communications about the following:

- Monthly Conference call reminders, agendas and minutes
- Update emails sharing important information about the status of the project, instructions about tasks the clusters have been asked to complete, invitations to meetings held for all of the clusters three times a year
- On occasion you may also receive special communications, for example, a request for feedback about the creation of our website and how it could be useful for patients and caregivers