

I-MPACT

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, was 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.

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: Congestive Heart Failure, Chronic Obstructive Pulmonary Disease 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.