



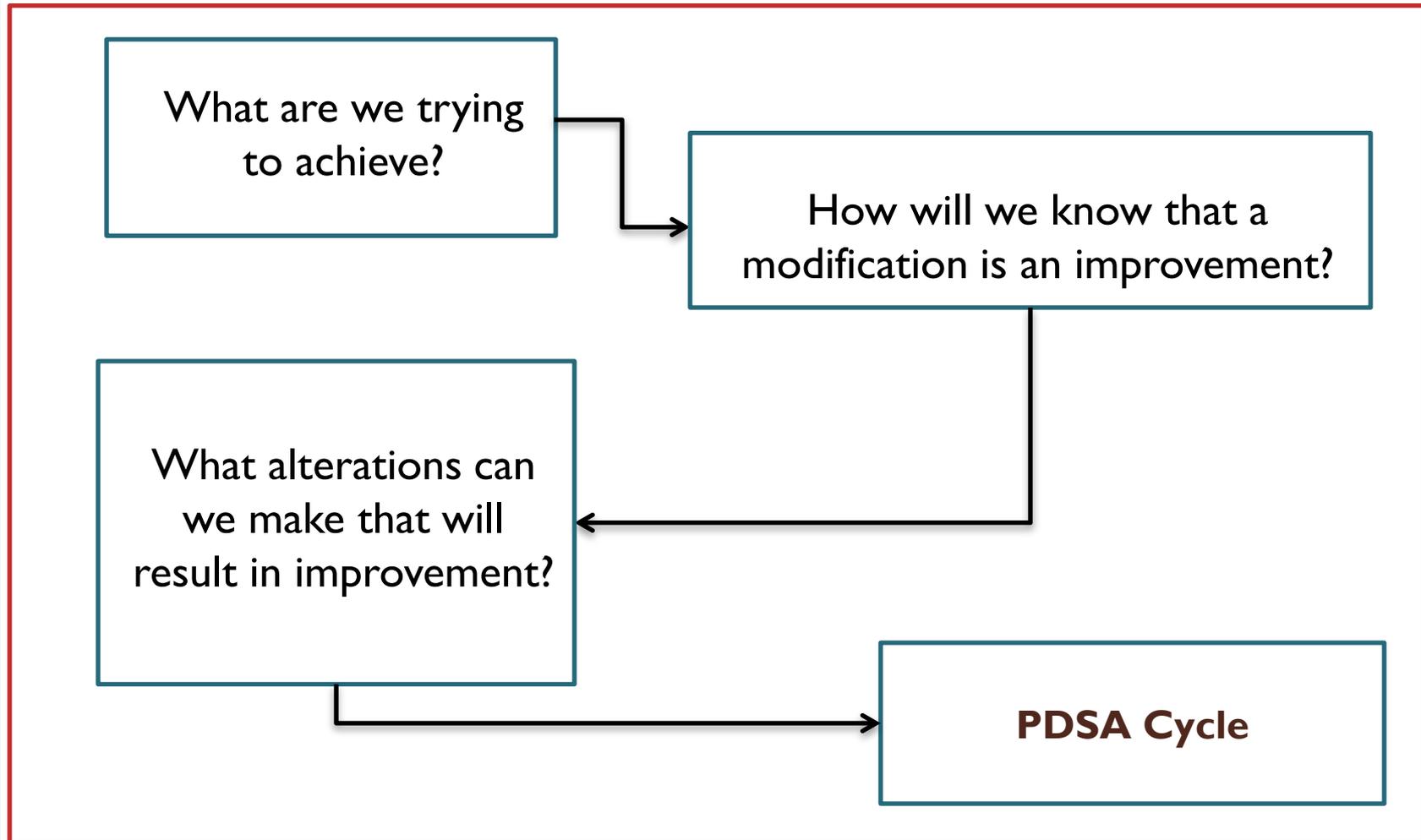
PLAN DO STUDY ACT

A Case Study of The Senior Alliance Area Agency on Aging I-C



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Classic Process for Improvement



What are we trying to achieve?

Increased Staff Motivation

Benefits of the achievement:

1. Increased Job Satisfaction
2. Lower Staff Turnover
3. Increased Enrollment Volume
4. Establishment of Best Practices
5. Continuation of Program



How will we know that a modification is an improvement?

Data Analysis:

1. What is our baseline?
2. What was the trend this time last year?
3. What was the trend last month?
4. Are we collecting the data necessary to measure this modification?
5. What results will we be satisfied with?



What alterations can we make that will result in improvement?

Brainstorming

1. What alterations have we made already?
2. How much can we invest?
3. What would be the impact on our other processes?
4. Will this alteration streamline our workflow?
5. What ideas have been presented during regular feedback sessions?

PLAN

- Form the Team
- Set the Goals
- Establish Measures
- Select Changes



Case Study:

Increasing Motivation Amongst Community Health Workers

Form the Team:

Care Transitions Management at TSA

Set the Goals:

950 Enrollees in Care Transitions Program

Establish the Measures:

Comparative Enrollment Chart

Select the Changes:

Offering a Monetary Incentive

Do

- Test Changes
- Implement Changes
- Spreading Changes



Case Study:

Increasing Motivation Amongst Community Health Workers

Test Changes:

Roll-out Monetary Incentive to a Small Group

Implement Changes:

Roll-out Monetary Incentive to a Entire Group

Spreading Changes:

Remind Group Continually of Monetary Incentive

STUDY

- Data Analysis
- Assess Process Gaps
- Identify Unforeseen Barriers



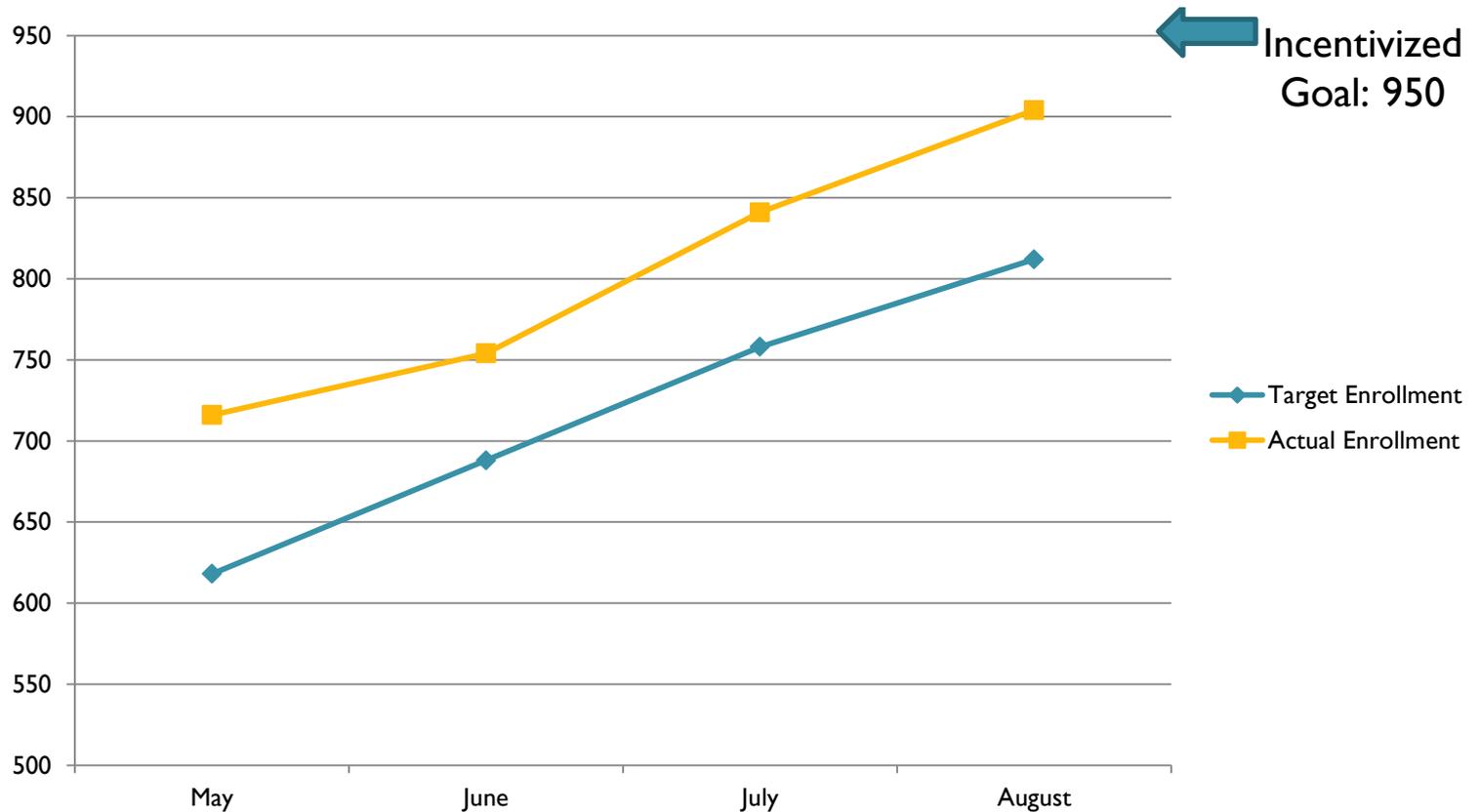
**KEEP
CALM
AND
STUDY
ON**

Case Study:

Increasing Motivation Amongst Community Health Workers

Data Analysis

Data Analysis:



Case Study:

Increasing Motivation Amongst Community Health Workers
Gaps and Barriers

Assess Process Gaps:

Staff Survey on Motivation

Disclosure of Incentive Amount

Identify Unforeseen Barriers:

Staff Not Satisfied with Selected Amount

Staff Motivated by Other Avenues

ACT

- Assess Goal Achievement
- Identify Redundancy
- Report Findings



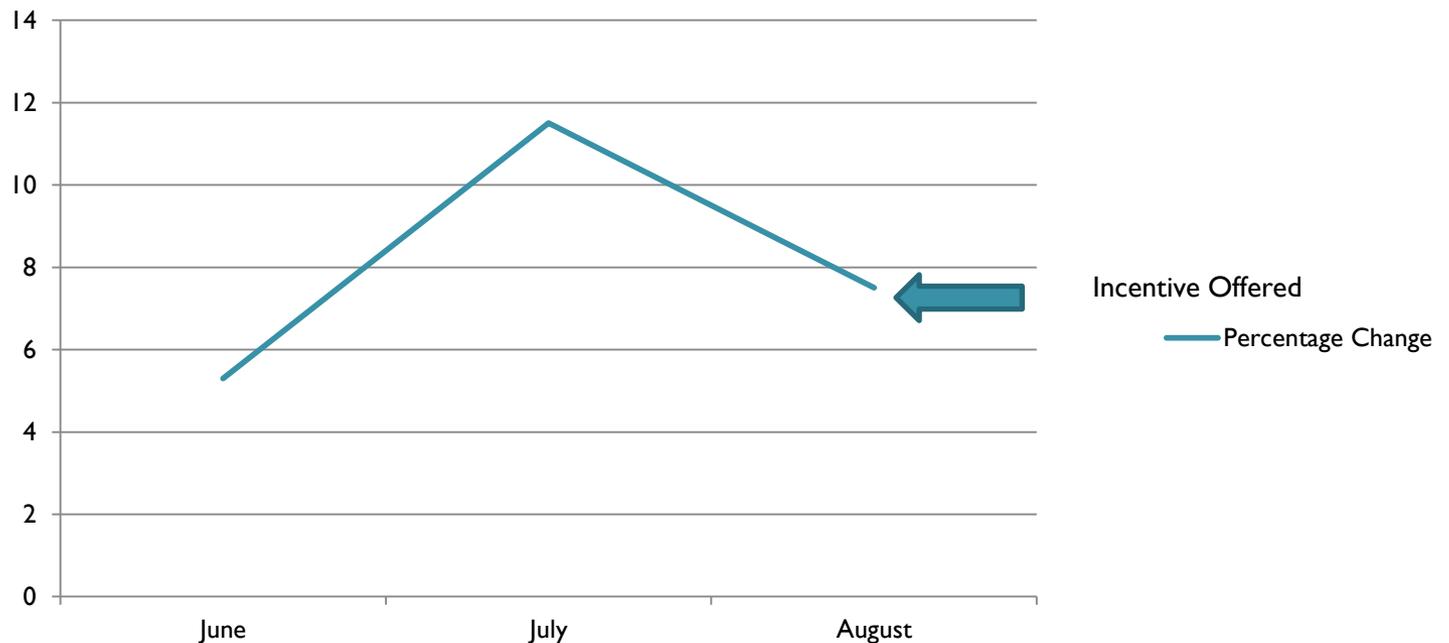
Case Study:

Increasing Motivation Amongst Community Health Workers
Achieving the Goal

Assess Goal Achievement:

Goal Not Achieved: Decrease in Percentage Change

Enrollment Percentage Change



Case Study:

Increasing Motivation Amongst Community Health Workers Report Findings

Identify Redundancy:

Ask Community Health Workers “What Motivates You?”

Report Findings:

- “Leaving work every day knowing I have made a significant impact in someone’s life”
- “Helping others in need”
- “Whether it’s a short conversation, being able to provide transportation and meals, or helping a patient recognize the importance of following their medication administration schedule, it’s a truly fulfilling position to be able to put a smile on the face of someone who may not even get the opportunity to speak with another human being who genuinely cares and listens for five minutes, let alone forty.”

Case Study:

Increasing Motivation Amongst Community Health Workers

NEW PDSA

What are we trying to achieve?

Increased Staff Motivation

How will we know that a modification is an improvement?

Increased Program Enrollment

What alterations can we make that will result in improvement?

Increasing Recognition of Staff Accomplishments

Case Study:

Increasing Motivation Amongst Community Health Workers

2014

- 12,927 eligible participants
- 8217 enrolled participants
- 7649 successfully paid cases
- 3 of 6 hospitals exceeding CMS target

2015

- 16,368 eligible participants
- 12,276 enrolled participants
- 11,662 successfully paid cases
- All hospitals exceeding CMS target

2014 vs. 2015

Reference

- Langley GL, Moen R, Nolan KM, Nolan TW, Norman CL, Provost LP. [*The Improvement Guide: A Practical Approach to Enhancing Organizational Performance*](#) (2nd edition). San Francisco: Jossey-Bass Publishers; 2009.

