

# A Trusted, Neutral Table

► for Collaborative Change



# Institute for Clinical Systems Improvement

ICSI is an independent, nonprofit health care improvement organization with member medical groups and hospitals, nonprofit health plan sponsors, and active connections with and board representation by employers and consumers. We tackle some of our region's most complex health and health care system problems in pursuit of the Triple Aim – better care, better health, and lower cost.

## Sanne Magnan, MD, PhD, Retires

The Governor of Minnesota proclaimed December 19, 2015, Sanne Magnan Day, as ICSI's President & CEO retired. Dr. Magnan and the leadership team reflect with gratitude and look to the future with commitment and enthusiasm.



*“All of our accomplishments and plans depend on the dedication and efforts of all our members and sponsors...ICSI is honored to partner with these organizations to develop the infrastructure, expertise and capacity needed to thrive in a constantly evolving environment.*

*On behalf of the ICSI staff and our Board of Directors, we thank you and look forward to what lies ahead on the journey to improve the quality, experience and value of care delivered to all Minnesotans.”*

## What Makes Us Different

ICSI is unique in that we work at all levels to accomplish the Triple Aim. As identified in the Institute of Medicine report Crossing the Quality Chasm, this includes the macro cross-systems level, organizational system level, and “microsystems” level (for instance, a care delivery team). All efforts are built on the foundational level of “the experience of patients, their loved ones, and the communities in which they live.”

We believe this work requires dedicated collaboration to arrive at the best solutions. ICSI frequently partners with state health and public health agencies, professional health care associations, regional health collaboratives and others in Minnesota and across the nation.

Our members, sponsors, and partners depend on us to scout the health care landscape, identify best practices, innovate, and act as a catalyst to help them prepare for what's ahead – with the urgency such changes demand.



# Health Care Transformation

## Emerging Health Care Path for Community Collaboration

### Population Health

#### Going Beyond Clinical Walls

Going Beyond Clinical Walls is a series of communications and resources to help clinicians, clinical staff and administrators connect with community partners and resources for effective problem solving in health care. Funded by a grant from the Robert Wood Johnson Foundation, the series is designed to support conversations that identify problems and opportunities, develop a shared vision for connections with community partners, and build practical next steps.



### Patient Engagement

#### Health Disparities

Thomas A. LaVeist, PhD, captivated a full house of more than 200 people at the November 5, 2015, Reinertsen Lecture. He said that contrary to popular belief, improving access to health care will not in and of itself take care of the health disparities problem, insisting that what we have is a quality problem for all populations.

We also hosted two webinars focusing on the benefits and use of data released by Minnesota Community Measurement (MNCM) on race, Hispanic ethnicity, and language, with approximately 50 attendees participating per session.

#### Patient Advisory Council

In 2015, ICSI successfully recruited five new members for our Patient Advisory Council (PAC). The PAC is a group of volunteer patients with varying backgrounds from across Minnesota that offers recommendations on our clinical guidelines, health initiatives, and materials designed for patients.



New Patient Advisory Council members (top, left to right) Marguerita Scott, Amanda Matchett, Cassandra Voss and Yer Kong. At right, Gladys Chuy.



Reinertsen Lecturer,  
Thomas A. LaVeist, PhD



### Health Care Value



ICSI was asked, as a neutral convener, to bring together key stakeholders to address concerns about the prior authorization process for medication ordering. This work group analyzed key issues around medication utilization management/prior authorization in Minnesota and outlined opportunities for improvement. Because prior authorization is only one of the components, the work group also included step therapy, quantity limits, and medical necessity as they designed an improved process.

In the first phase of this work, ICSI completed a set of recommendations available on our website. In 2016, community stakeholders are working on the second phase, refinement and implementation.





## Dissemination & Implementation

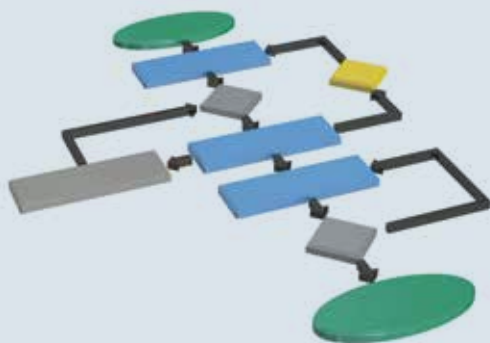
### Guidelines & More

ICSI has 39 guidelines currently available. Updates completed in 2015 include:

- The **Healthy Lifestyles** guideline provides guidance to the clinician and team on how to address behavior issues including physical activity, tobacco, alcohol, nutrition, healthy thinking, and sleep.
- ICSI's rigorous review process resulted in an endorsement of the Veteran's Affairs/Department of Defense Clinical Practice Guideline for the Management of **Chronic Obstructive Pulmonary Disease (COPD)**. It includes a number of recommendations supported by the evidence for

COPD, such as steps to confirming initial diagnosis, offering prevention and risk reduction in smoking and vaccination, and recommended medication(s).

- ICSI partnered with Ramsey County Public Health to create a **culturally tailored best practices** document to help Hmong patients in areas of nutrition, physical activity and tobacco cessation.
- ICSI and Mayo Clinic partnered in the SHARE EBM project that brings **evidence-based decision aids** into the hands of the patient during clinical encounters to help inform them of their medication choices.



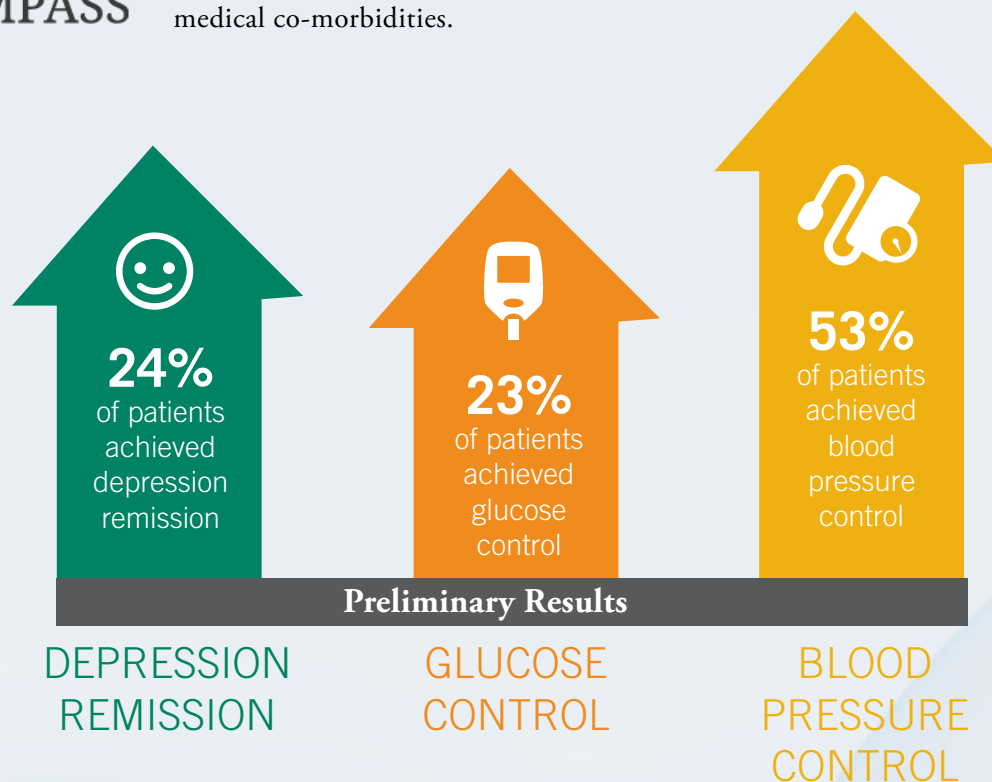
### Clinical Decision Support (CDS)

Clinical Decision Support (CDS) provides clinicians, staff, patients, and others with tools to help effectively and efficiently filter information and tailor health care to individual needs. ICSI seeks to leverage a variety of CDS approaches and tools within our guidelines program and other high impact areas. In 2015, we reviewed 38 resources, and our online repository now includes 22 tools. We also improved the website to make this a more valuable resource for our members.

## Behavioral Health Integration



COMPASS, a three-year Health Care Innovation award from the Centers for Medicare and Medicaid Services, was completed in June 2015. This project, which involved 18 medical groups (four in Minnesota), 171 clinics and 3,300 clinicians in eight states, focused on improving outcomes in patients with active depressive symptoms and poorly controlled medical co-morbidities.



The project described above was supported by Grant Number 1C1CMS331048-01-00 from the Department of Health and Human Services, Centers for Medicare & Medicaid Services. The contents of this publication are solely the responsibility of the authors and do not necessarily represent the official views of the U.S. Department of Health and Human Services or any of its agencies.



**The Mental Health Community Partners Network** offers an opportunity for hospital representatives to connect and collaborate with their community partners to improve care transitions for people with mental illness. An outgrowth of the RARE (Reducing Avoidable Readmissions Effectively) Mental Health Collaborative, this networking initiative, which continues into 2016, utilizes meetings, webinars, and a LinkedIn group to share information on bright spots in care transitions and helps develop collaboration skills.

This initiative is made possible through the Minnesota Hospital Association's Hospital Engagement Network, funded by the Partnership for Patients program of the Centers for Medicare and Medicaid Services.





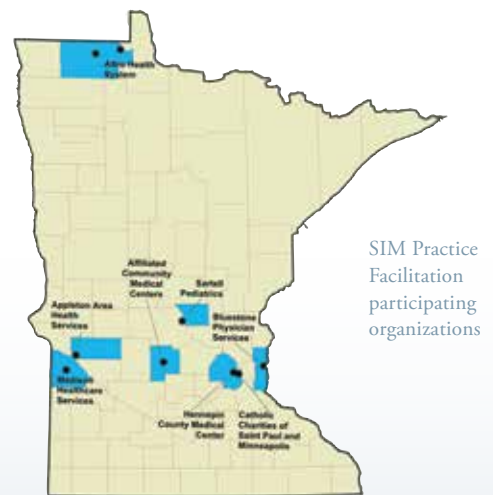
## SBIRT in the Criminal Justice System

In June, ICSI completed work with a team in Duluth to integrate the delivery of Screening, Brief Intervention, and Referral to Treatment (SBIRT) for first-time Driving-While-Intoxicated (DWI) clients in a streamlined, expedited court process. Now, within a few weeks of arrest, these individuals receive help to address their risky behavior, potentially preventing additional offenses that may lead to court and/or jail time. As of September 2015, 291 clients (79 percent of those eligible) had been through the SBIRT process. Early results indicate positive behavior change for the DWI client, improved court systems processes, and inter-organizational success in addressing community health.

*Funded by the Minnesota Department of Public Safety's Office of Traffic Safety.*

## Practice Facilitation

Through funding from a State Innovation Model (SIM) grant, ICSI is partnering with Stratis Health to provide practice facilitation to 10 primary and specialty clinics across Minnesota, representing about 140 clinicians, through December 2016. Focus areas for improvement work include total cost of care, chronic disease management, health care home certification, health IT, behavioral health integration, alternative care models, and general quality improvement.



SIM Practice Facilitation participating organizations



## Chronic Condition Management

ICSI, in collaboration with the HealthPartners Institute, the Minnesota Department of Health (MDH), and Stratis Health, began work on a Chronic Condition Management program. We are supporting five clinics in organizing and developing models of care to increase their care teams' abilities to meet patient needs, leverage their Electronic Health Record (EHR) for optimized clinic workflows and reporting, and connect with a network of resources to improve the health of their patients. While the primary focus is on hypertension, the goal is to have a general management system in place for any chronic condition by the end of the program in 2018.



### Participating Clinics

- Hutchinson Health
- Multicare Associates
- North Memorial Medical Center
- St. Cloud Medical Group
- Tri-County Health Care





## Member and Sponsor Engagement in 2015

**600+**

Members/Sponsors attended 15+ **Educational Events** (including the Annual Colloquium, Reinertsen Lecture, workshops, and webinars)



**175**

Members/Sponsors participated in 10 **Triple Aim improvement projects**



**93%**

51 of our 55 members (93%) representing nearly 9,000 clinicians **participated in at least one ICSI event**



**40**

Members/Sponsors participated in **work groups** to revise four guidelines



## In Addition

### Annual Colloquium

ICSI's 2015 Colloquium attracted 376 attendees. Two-thirds of our members were represented, a 40 percent increase over the previous year.

*"I always learn something new, and am always renewed with new hope and inspired to continue on the journey to transformation and achieving the Triple Aim."*

### Global Health Measures

We hosted a group of 22 ICSI members and stakeholders for a conversation about the evolving use of global health measures.

### Medical Cannabis

In response to requests from MDH and our members, ICSI convened a work group to provide guidance and support for clinicians who choose to certify Minnesota patients eligible to receive medical cannabis. The document is available on the Office of Medical Cannabis website.



Colloquium keynoter  
David Katz, MD



Colloquium keynoter  
Kevin Kling

*"Always a great conference with fantastic keynote speakers."*



ICSI president & CEO  
Sanne Magnan, MD, PhD (retired)

# MEMBERS & SPONSORS

This listing reflects 2015 membership information



## Members

### **Affiliated Community Medical Centers**

Willmar, MN

### **Allina Health**

Minneapolis, MN

### **Baldwin Area Medical Center**

Baldwin, WI

### **Center for Diagnostic Imaging/ Medical Scanning Consultants**

St. Louis Park, MN

### **CentraCare Health**

St. Cloud, MN

### **Chippewa County-Montevideo Hospital & Clinic**

Montevideo, MN

### **Cuyuna Regional Medical Center**

Crosby, MN

### **Entira Family Clinics**

Maplewood, MN

### **Essentia Health**

Duluth, MN

### **Fairview Health Services**

Minneapolis, MN

### **Fairview Range**

Hibbing, MN

### **Family Practice Medical Center**

Willmar, MN

### **Grand Itasca Clinic & Hospital**

Grand Rapids, MN

### **Hamm Clinic**

St. Paul, MN

### **HealthEast Care System**

St. Paul, MN

### **HealthPartners Central Minnesota Clinics**

St. Cloud, MN

### **HealthPartners Medical Group & Regions Hospital**

Minneapolis & St. Paul, MN

### **Hennepin County Medical Center**

Minneapolis, MN

### **Hudson Physicians**

Hudson, WI

### **Hutchinson Health**

Hutchinson, MN

### **Integrity Health Network**

Duluth, MN

### **Lake Region Healthcare Corporation**

Fergus Falls, MN

### **Lakeview Clinic**

Waconia, MN

### **Lakewood Health Systems\***

Staples, MN

### **MAPS Medical Pain Clinics**

Minneapolis, MN

### **Mayo Clinic**

Rochester, MN

### **Midwest Spine & Brain Institute**

Stillwater, MN

### **Minnesota Association of Community Health Centers**

Minneapolis, MN

### **Community University Health Care Center**

Minneapolis, MN

### **North Point Health & Wellness Center**

Minneapolis, MN

### **People's Center Health Services**

Minneapolis, MN

### **Minnesota Gastroenterology**

St. Paul, MN

### **Multicare Associates**

Blaine, MN

### **Natalis Counseling & Psychology Solutions**

St. Paul, MN

### **New Richmond Clinic**

New Richmond, WI

### **North Clinic**

Robbinsdale, MN

### **North Memorial Health Care**

Robbinsdale, MN

### **Northwest Family Physicians**

Crystal, MN

### **Olmsted Medical Center**

Rochester, MN

### **Park Nicollet Health Services**

St. Louis Park, MN

### **Physicians' Diagnostics and Rehabilitation**

Edina, MN

### **Planned Parenthood**

Minnesota, North Dakota,  
South Dakota, St. Paul, MN

### **PrairieCare\***

Maple Grove, MN

### **Rice Memorial Hospital**

Willmar, MN

### **Ridgeview Medical Center**

Waconia, MN

### **Riverwood Healthcare Center**

Aitkin, MN

### **South Lake Pediatrics**

Minnetonka, MN

### **Stillwater Medical Group and Lakeview Hospital**

Stillwater, MN

### **Tri-County Health Care**

Wadena, MN

### **Twin Cities Orthopedics East**

Lake Elmo, MN

### **University of Minnesota Health**

Minneapolis, MN

### **Vibrant Health Family Clinics**

River Falls, WI

### **Winona Health**

Winona, MN

*\*Provisional member*

2015 New Members

## Sponsors

HealthPartners

Medica

UCare