

# Bright Futures Implementation in Local Health Departments



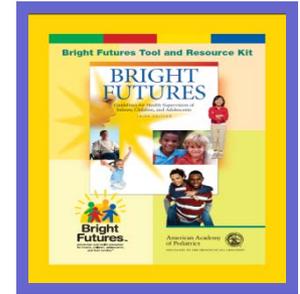
Jean Vukoson, State Child Health Nurse Consultant  
Children & Youth Branch  
Women's and Children's Health Section





# Bright Futures: Guidelines for Health Supervision

- *Evidence-informed* recommendations for infant, child & adolescent preventive services
- AAP Bright Futures Tool & Resource Kit (BFTRK) supports clinical best practice implementation
- Fidelity to Bright Futures is the goal: LHDs are required to use specific forms or assure all components are included in their EHR
- The BF recommendations also meet NC Health Check Billing Guide requirements for well child visits for Medicaid eligible children





# Bright Futures Implementation: Framework & Objectives

## QI Approach

- Focus on outcomes
- Involve stakeholders in the process
- Allow local flexibility in process changes while optimizing clinical efficiency change
- Collect data to inform improvement decisions and document improvement with small tests of change
- Test and spread best practices





# Bright Futures Implementation: Framework & Objectives

## Institute for Health Care Improvement (IHI) Triple Aim

- Improve health of population
- Improve environment of care (quality, access, and reliability)
- Reduce costs of care





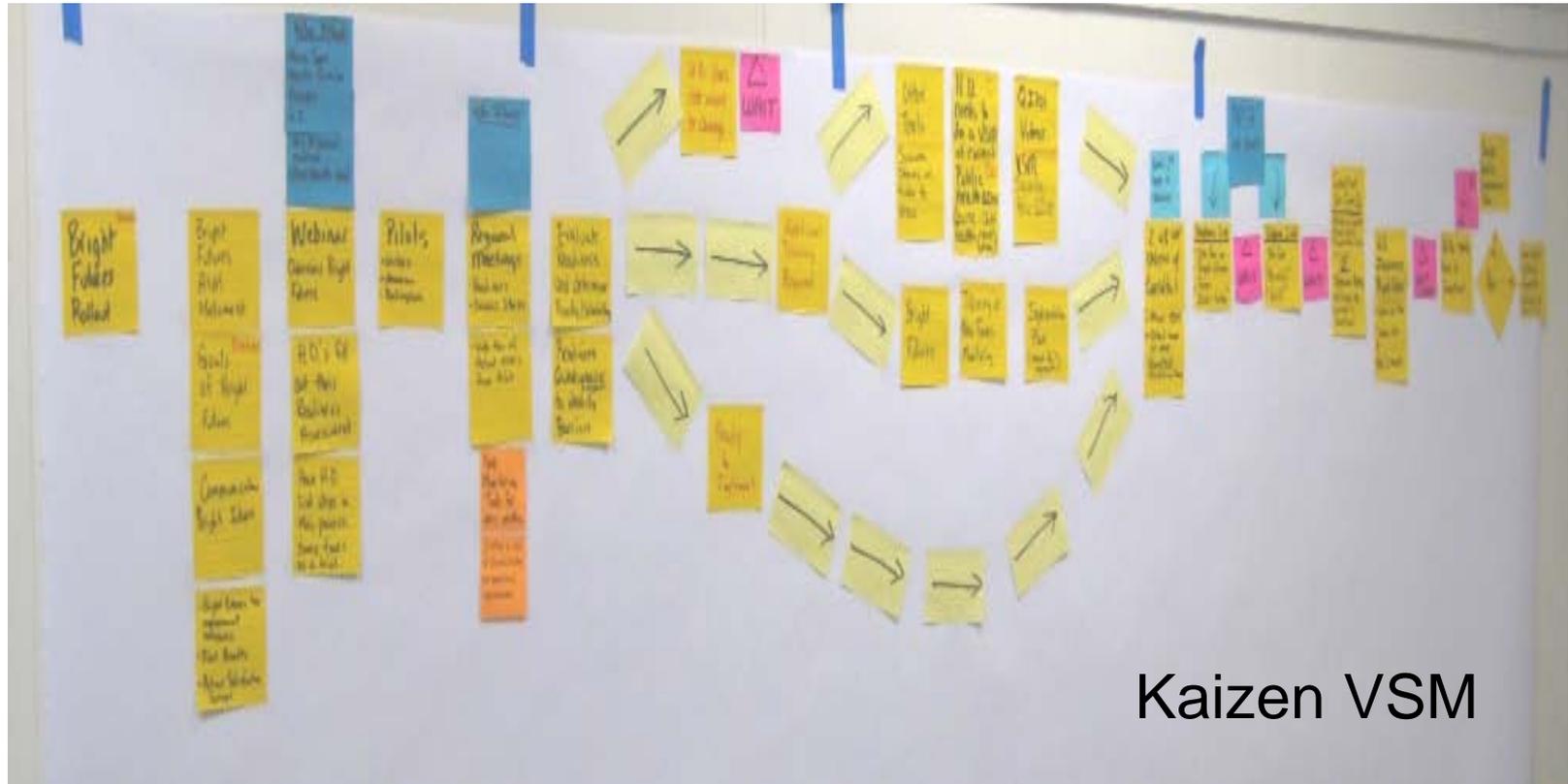
# Bright Futures Implementation Process: Kaizen Event

- 3 day Kaizen Event to plan implementation
  - *Branch staff including leadership and Child Health Nurse Consultants (CHNC) and the Best Practice Nurse Consultant*
  - *NC Center Public Health Quality & NC State LEAN experts*
  - *NC Institute of Public Health Office of Continuing Education*
  - *Wilkes County Health Department*
- Our questions:
  - How would *one* LHD implement Bright Futures?
  - What training, data and technical assistance support would be needed?
  - How would we plan for the *diversity of many LHDs*?
  - How could we fast track the spread of best practices?



# Bright Futures Implementation Process: Kaizen Event

## BF Implementation Schematic



Kaizen VSM



# Bright Futures Implementation Process: Training

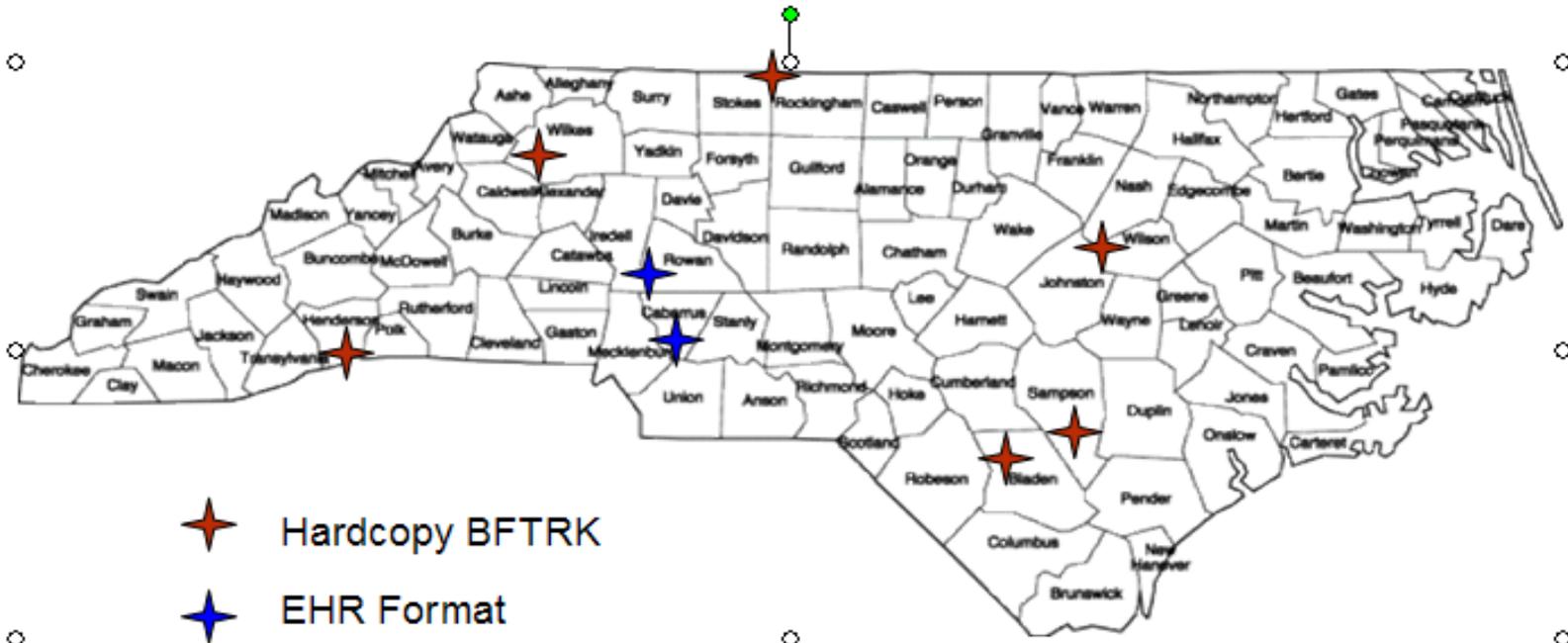


Rockingham County



# Bright Futures Implementation Process: Pilot Agencies

- Eight LHDs began implementation four months prior statewide rollout





# Bright Futures Implementation: Results

- All LHDs implemented Bright Futures (BF) by March 2012
- Bright Futures fidelity
  - Ongoing monitoring and coaching assures LHD practice is consistent with BF recommendations
  - Minor translation and format changes to the BF documentation forms were approved by DPH in collaboration with AAP and were not substantive
  - To date, EHR formats contain all BF components





# Bright Futures Implementation: Our Results

- The QI process integrated into our new consultative approach supported the diverse needs of LHDs
  - Changes have been aligned with outcomes
  - Pilots and PDSAs supported faster learning, dissemination, and coaching
  - Key data was used to support decision making & motivate change
  - Reduction of DPH silos optimized use of resources





# Bright Futures Implementation Results: Lead Time



|            | PRE     | POST   | TOTAL  |
|------------|---------|--------|--------|
| Rockingham | 105 min | 65 min | 40 min |
| Sampson    | 109 min | 77 min | 32 min |
| Wilkes     | 141 min | 86 min | 55 min |
| Wilson     | 112 min | 76 min | 36 min |



# Bright Futures Implementation Results: Client Satisfaction

## Wilson County Health Department



|                      | PRE | POST |
|----------------------|-----|------|
| VISIT WAIT TIME      | 43% | 85%  |
| TIME WITH PROVIDER   | 43% | 71%  |
| OVERALL SATISFACTION | 28% | 71%  |



# Bright Futures Implementation Results: IHI Triple Aim

- Improve health of population
  - Statewide rollout all LHDs in ~15 months
  - Focus on linkage to community resources
- Reduce cost of care
  - Optimized use of non-licensed staff
  - Enhanced role nurses supported as “providers”
  - RNs redeployed as care coordinators & population management
  - FNPs/PAs/MDs increase access or redeployed to offer new services





# Bright Futures Implementation Results: IHI Triple Aim

Improve environment of care (quality, access, and reliability)

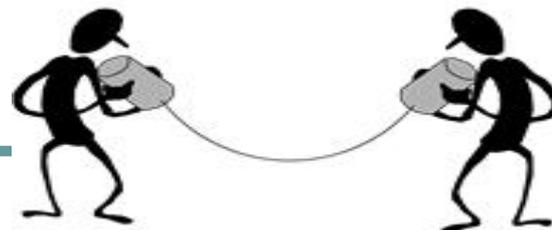
- Reduced “touches” in care process
  - Focus on parent or youth concerns
  - Clear & concise health information in less stressful environment
- Ongoing focus on improving the environment of care
  - Motivational interviewing training & coaching
  - Health Literacy





# Bright Futures Implementation: CHNC Lessons Learned

- Engage Leadership
- Communicate continuously & broadly
  - Align change with outcomes: the “why” as well as the “how”
  - Share progress using data and success stories
- Develop strategies to embed the QI Process in daily work
  - CHNCs use PDSA cycles to trial their workflow processes or tools
  - CHNCs practice QI tools and coaching in staff meetings





# Bright Futures Implementation: CHNC Lessons Learned

- Use of process specific data and continuous feedback to staff and management to enhance and sustain the commitment and impact of the changes
  - Number LHDs fully implemented quarterly
  - Measures: Lead time, Patient and Staff Satisfaction
  - Monitor results
- Celebrate and share achievements!

