



A Clinical Microsystem Approach to ALS/MND Support Services in the Home and Community

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**I Have No Financial Disclosures or
Conflicts of Interest with the Presented
Material**

The Les Turner ALS Foundation is the leader in comprehensive ALS care in Chicagoland



Our Mission

To provide the most comprehensive care and support to people living with ALS and their families in Chicagoland so they can confidently navigate the disease, and advance scientific research for the prevention, treatment and cure of ALS.

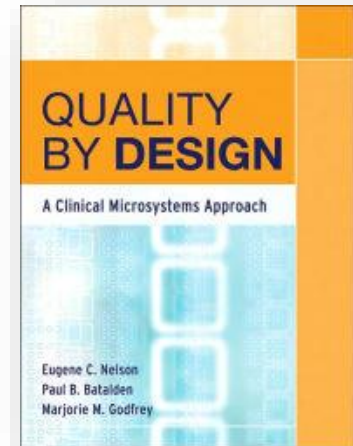
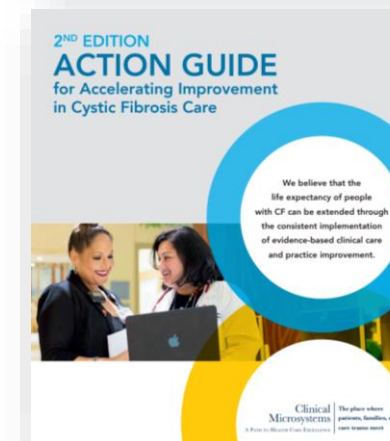
What We'll Cover

- Overview of clinical microsystems framework in an ALS/MND support service care model in the home and community
- Lessons learned from the “5Ps” assessment of our home and community services
- How clinical microsystems framework can be applied in various ALS/MND organizations

Transforming Care through Inquiry and Collaboration



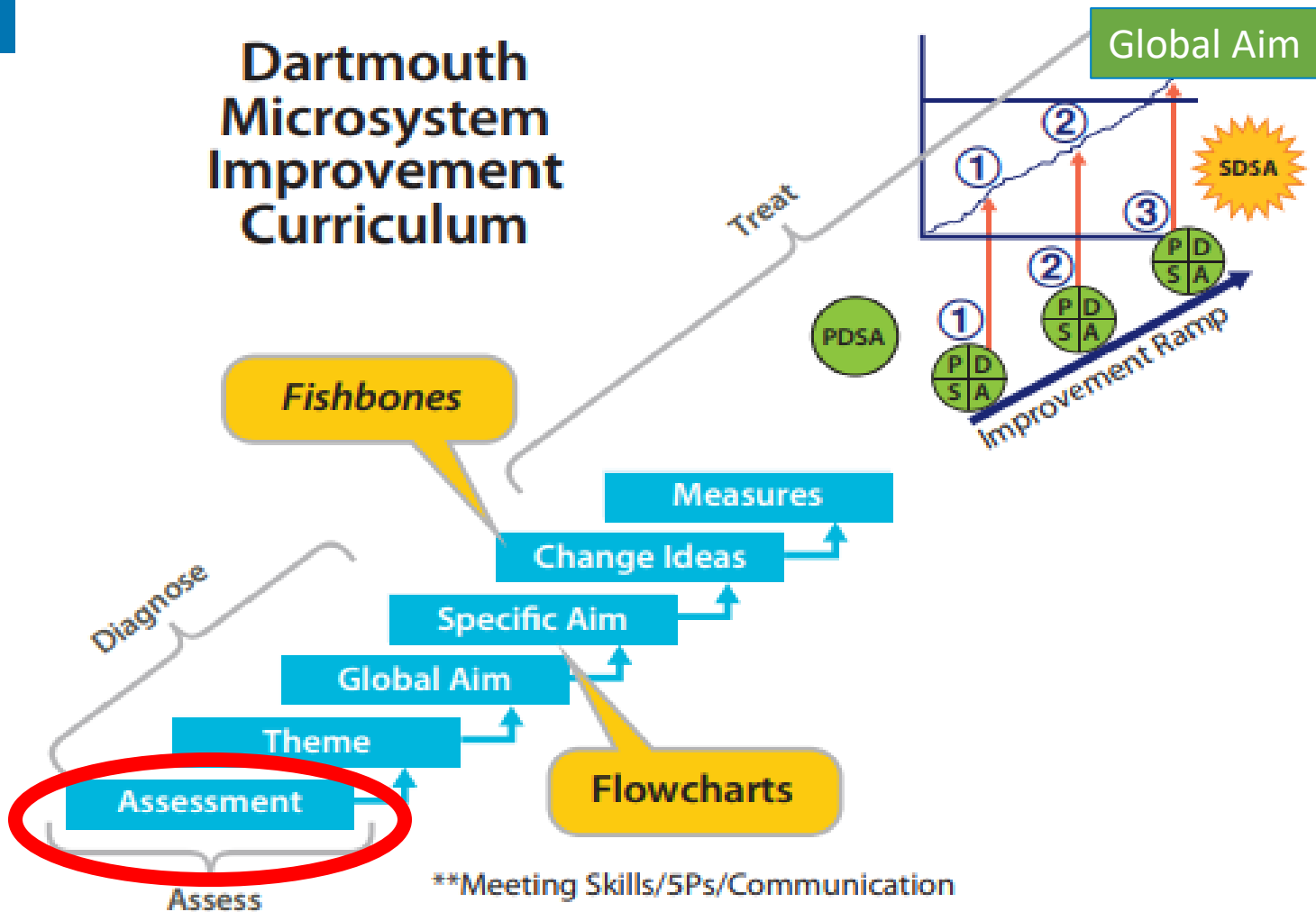
Marjorie M. Godfrey, PhD, MS, BSN FAAN
Founder and Co-director of The Dartmouth
Institute Microsystem Academy



What is a Clinical Microsystem?

- Essential building blocks of larger organizations and of the health system
- Place where patients, families and care teams meet
- Does the real, hands-on, value-added work within an organization
- Living units that change over time and always have a patient (person with a health need) at their center

Dartmouth Microsystem Improvement Curriculum



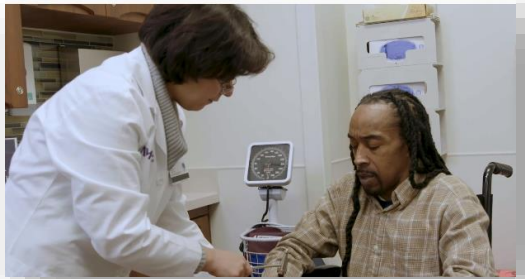
Improvement Knowledge Based on Dartmouth Microsystem Theory

- Assessing your population by reviewing data
- Selecting theme of improvement
- Creating global aim statement
- Developing flowcharts of core and supporting processes
- Narrowing aim toward improvement
- Creating cause-and-effect diagrams to gain deeper insight into the selected focus of improvement

Improvement Knowledge Based on Dartmouth Microsystem Theory

- Exploring evidence based, best practices and networks for best change ideas
- Development of Plan-Do-Study-Act test of change
- Measurement tracking and analysis
- Creation of Standardize-Do-Study-Act
- Essential effective meeting skills, communication, proactive conflict management and negotiation skills

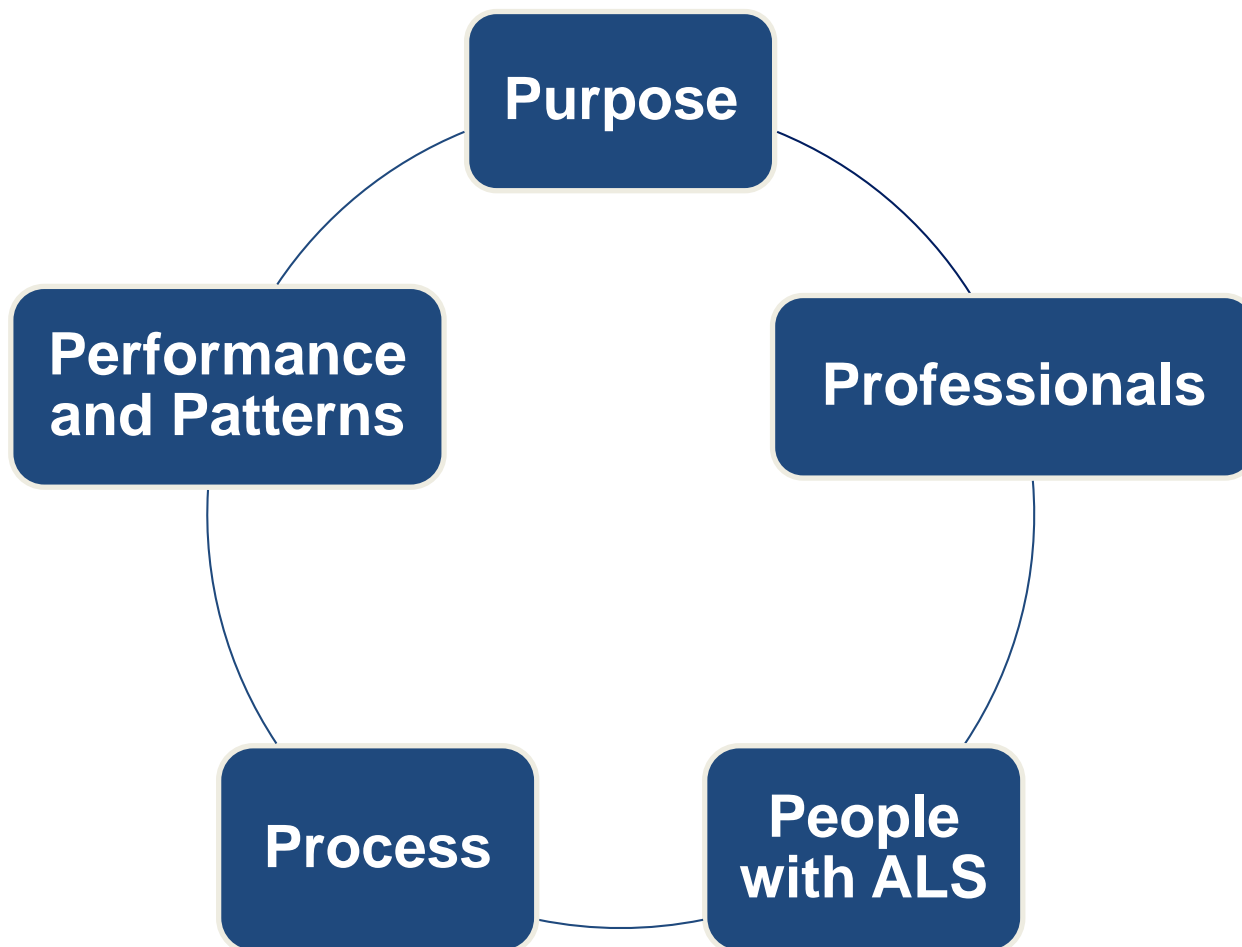
Why Focus On Dartmouth Clinical Microsystem?



Step 1: Form Your Lead Improvement Team



Step 2: Assessing the 5Ps of Services Delivery



Know Your Purpose

- Why does your program exist?
- What does your program mean to you?
- What are the organizational goals?

Know Your Purpose

- Comprehensive care and support to people living with ALS and their families
- Confidently navigate the disease
- Advance scientific research for the prevention, treatment and cure of ALS.

Know Your Purpose: Our Support Services

- Multidisciplinary care at Lois Insolia ALS Clinic at the Les Turner ALS Center at Northwestern Medicine
- Home and community services
- Augmentative communications services
- Equipment, respite and transportation grants
- Support group meetings



Know People with ALS



- Who are the people you serve?
- What resources do they use?
- How does the family view the care they received?
- Are people with ALS involved with designing care processes?

Know People with ALS

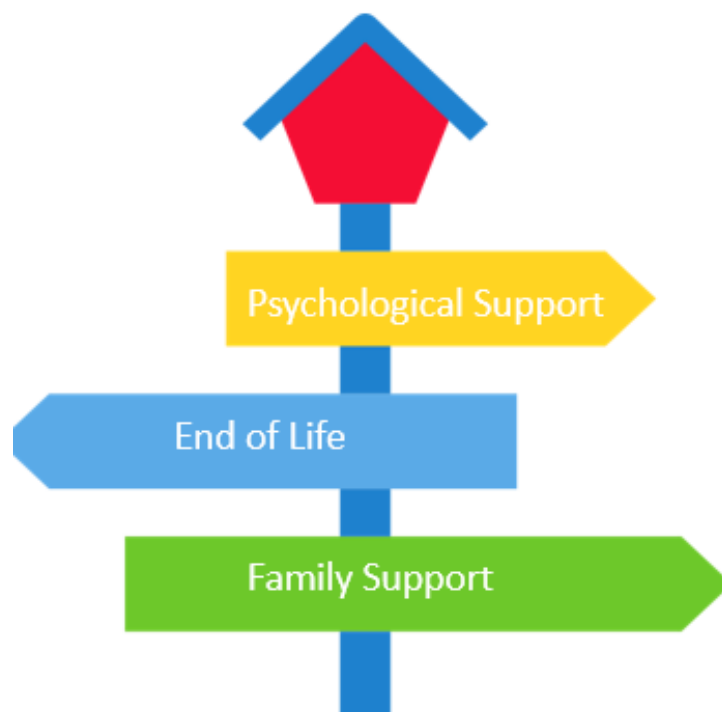
- Listening to People with ALS and Families
- Assessment of Data Sources and Data Collection
- “High-Level” Profile of Population
- Review of QOL Literature and ALS Survey Reports



Know People with ALS

“We would have been **lost without the direction** given by your amazing team. Thank you for all you did to help us better manage this life changing illness. You are a fantastic group. I feel so fortunate to have had all of your guidance, **love** and support.”

-- Janet, spouse of person with ALS

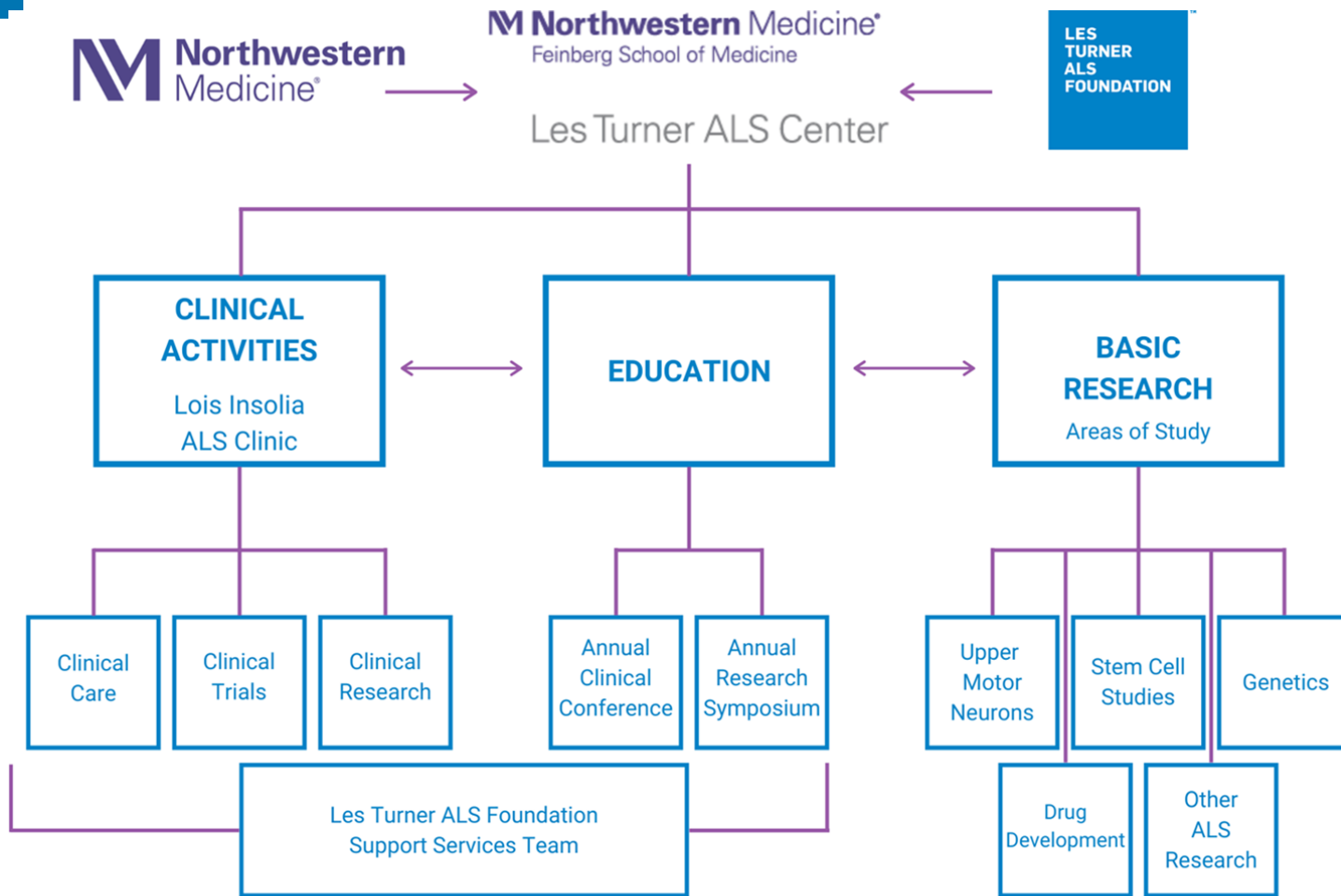


Know Your Professionals



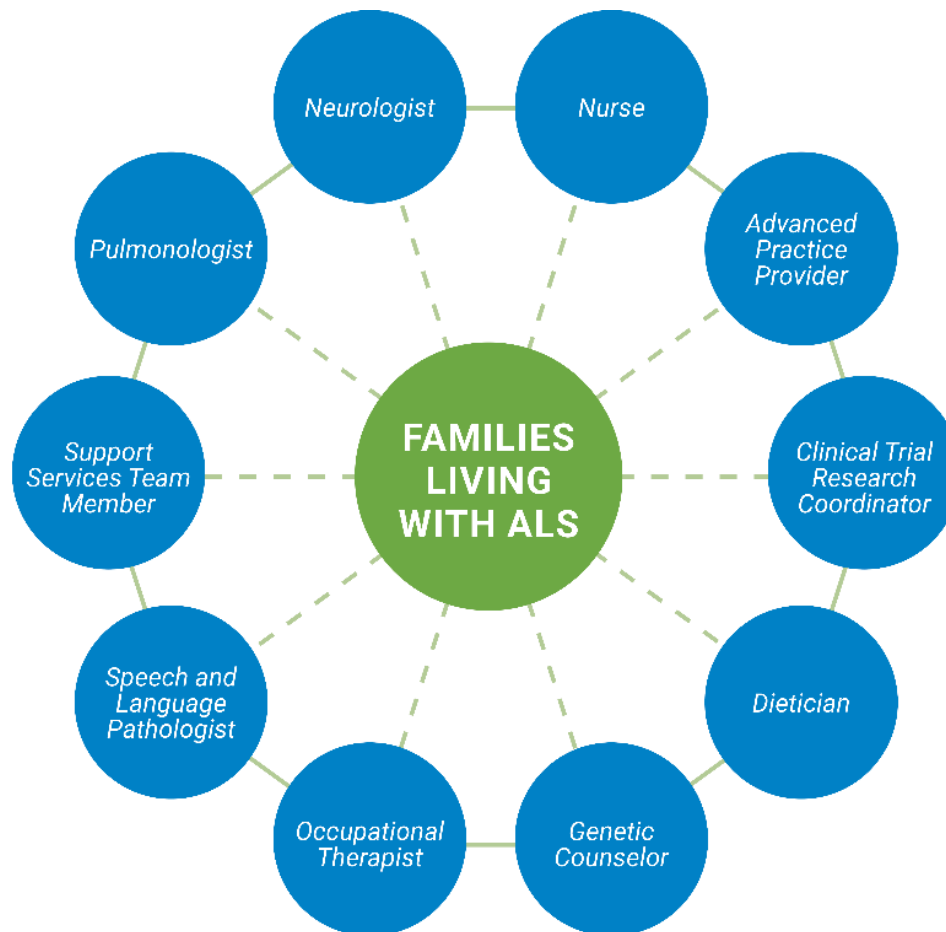
- Are roles being optimized?
- How would your team describe the work environment?
- What keeps you motivated?
- How do you collaborate?

Know Your Professionals



THE LES TURNER ALS CENTER AT NORTHWESTERN MEDICINE EFFECTIVELY CONNECTS THE WORLDS OF RESEARCH AND PATIENT SUPPORT TO ENSURE THE BEST CARE IS PROVIDED AND THE BRIGHTEST MINDS ARE WORKING TO FIND A CURE.

Know Your Professionals: Multidisciplinary Health Care Team



Know Your Professionals: Les Turner Support Services Team

- 8 Nurses and Social Workers working in the Home and Community



Know Your Process

- How do things get done in the microsystem?
- Who does what?
- What are the step-by-step processes?
- How long does the care process take?
- What are the delays?

Know Your Process: Review of Documentation and Identified Multiple Common Activities

- Day-to-day needs and challenges of people with ALS and their caregivers. Ongoing disease education
- Enhance the continuity of care between clinic visits
- Access to affordable caregiving services
- Intervention to improve communication and conflict management
- Assist with end-of-life challenges

Know Your Process: Modified Patterns and Process

- Visit Guidelines, Concise Communication with Shared Cases
- Geographic Alignment
- Simplify Documentation Process and Enhanced Data Collection
- Registration Forms
- New Templates for Support Services Team Notes



Know Your Performance & Patterns

- Does your team meet regularly?
- How do leaders across your microsystem relate to one another?
- Are people with ALS and their families involved?
- What are you most proud of?
- What's the financial trend for your program?
- What are the Metrics that Matter?

Know Your Performance & Patterns



233

People Living
with ALS



1,115

Education
Participants



1,670

visits from our
nurses & social
workers to the
homes of people
living with ALS



908

appointments
at our Lois
Insolia ALS
Clinic to people
living with ALS



525

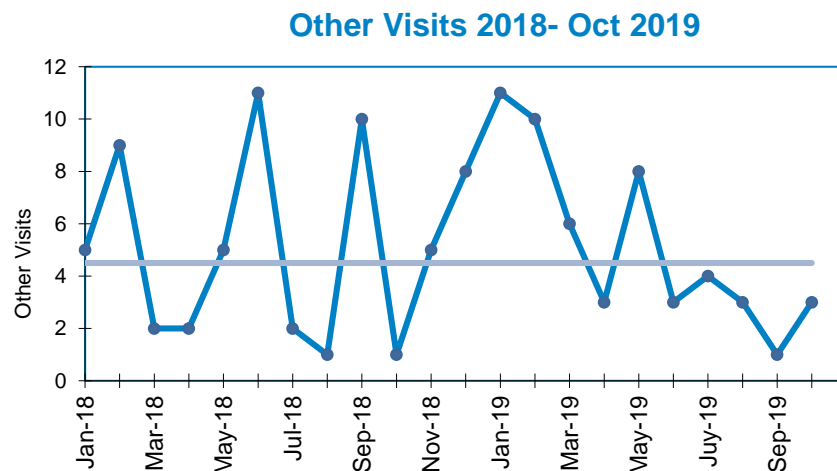
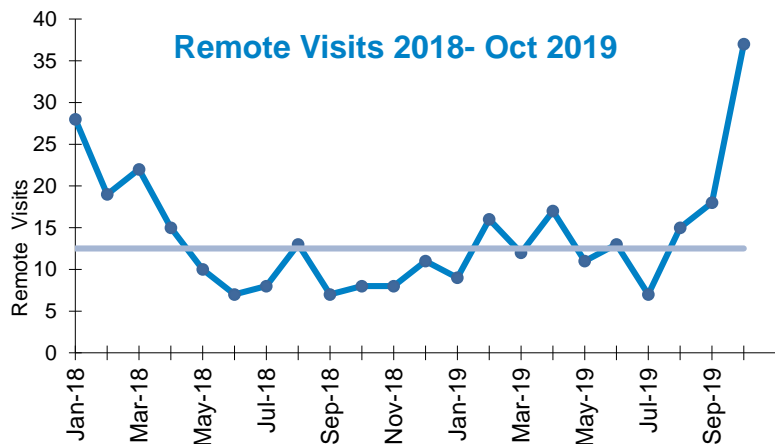
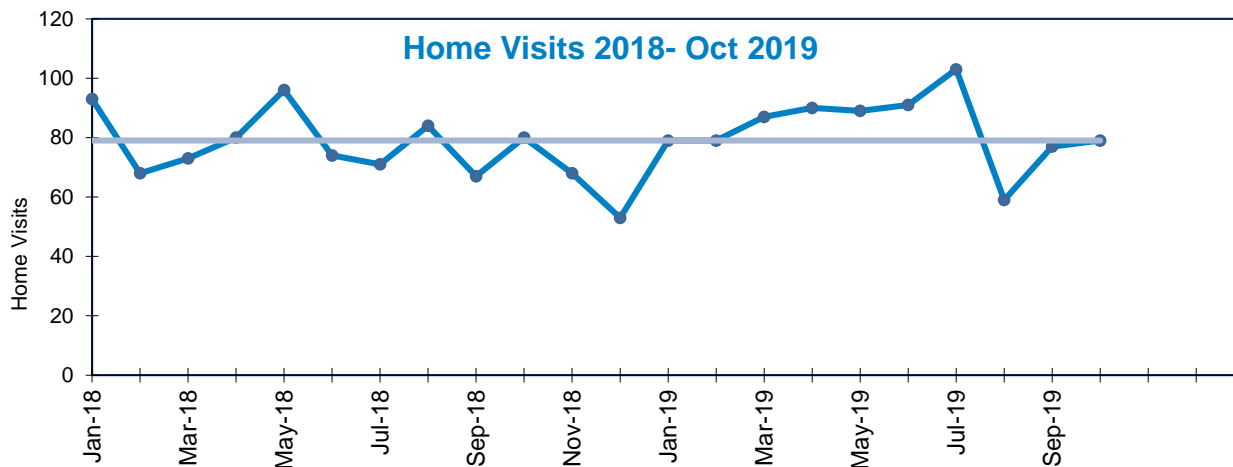
Support Group
Participants
received vital
help through
five monthly
groups



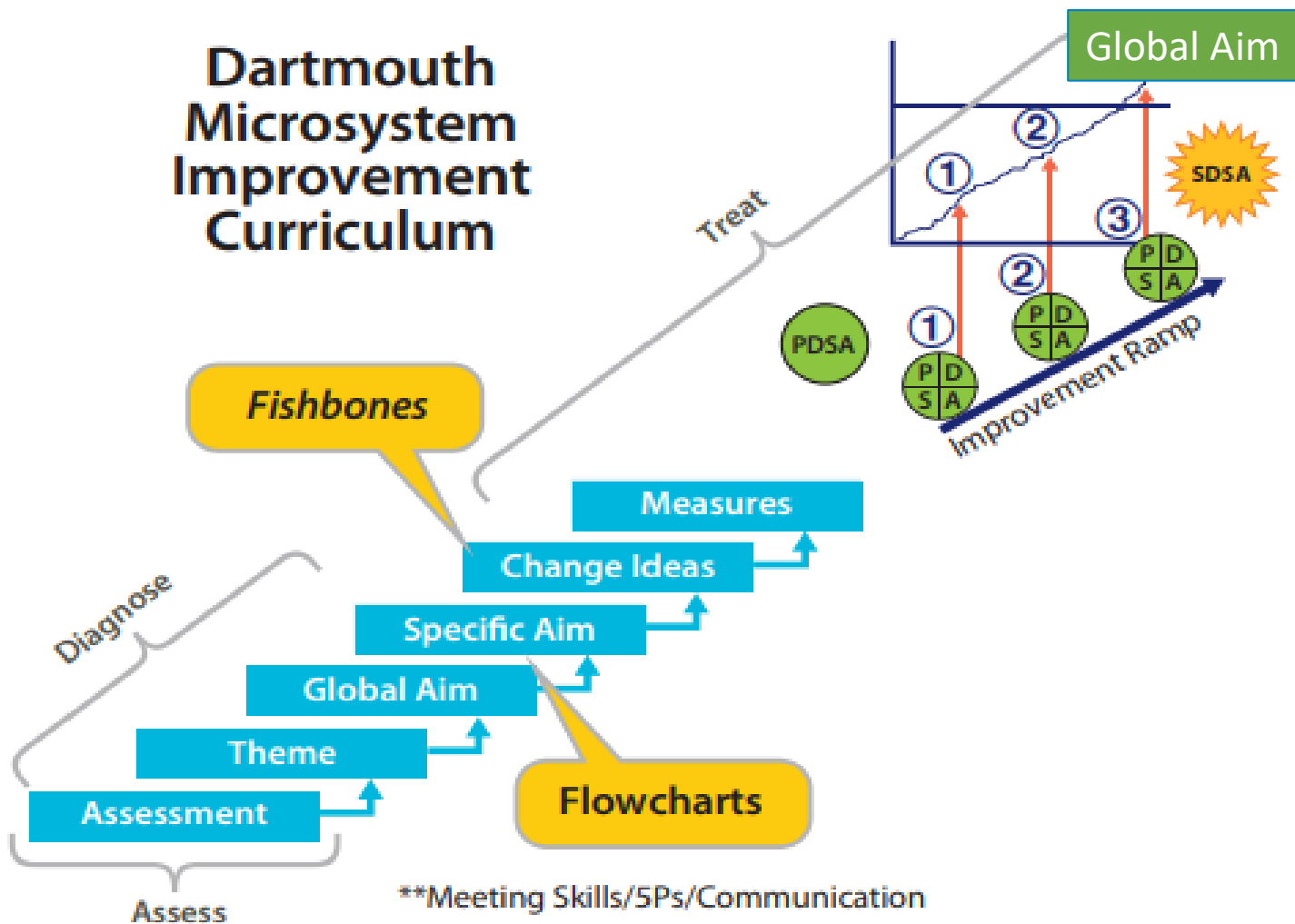
\$103K

in grant dollars
to 80 families
living with ALS
to help ease the
cost of basic
necessities

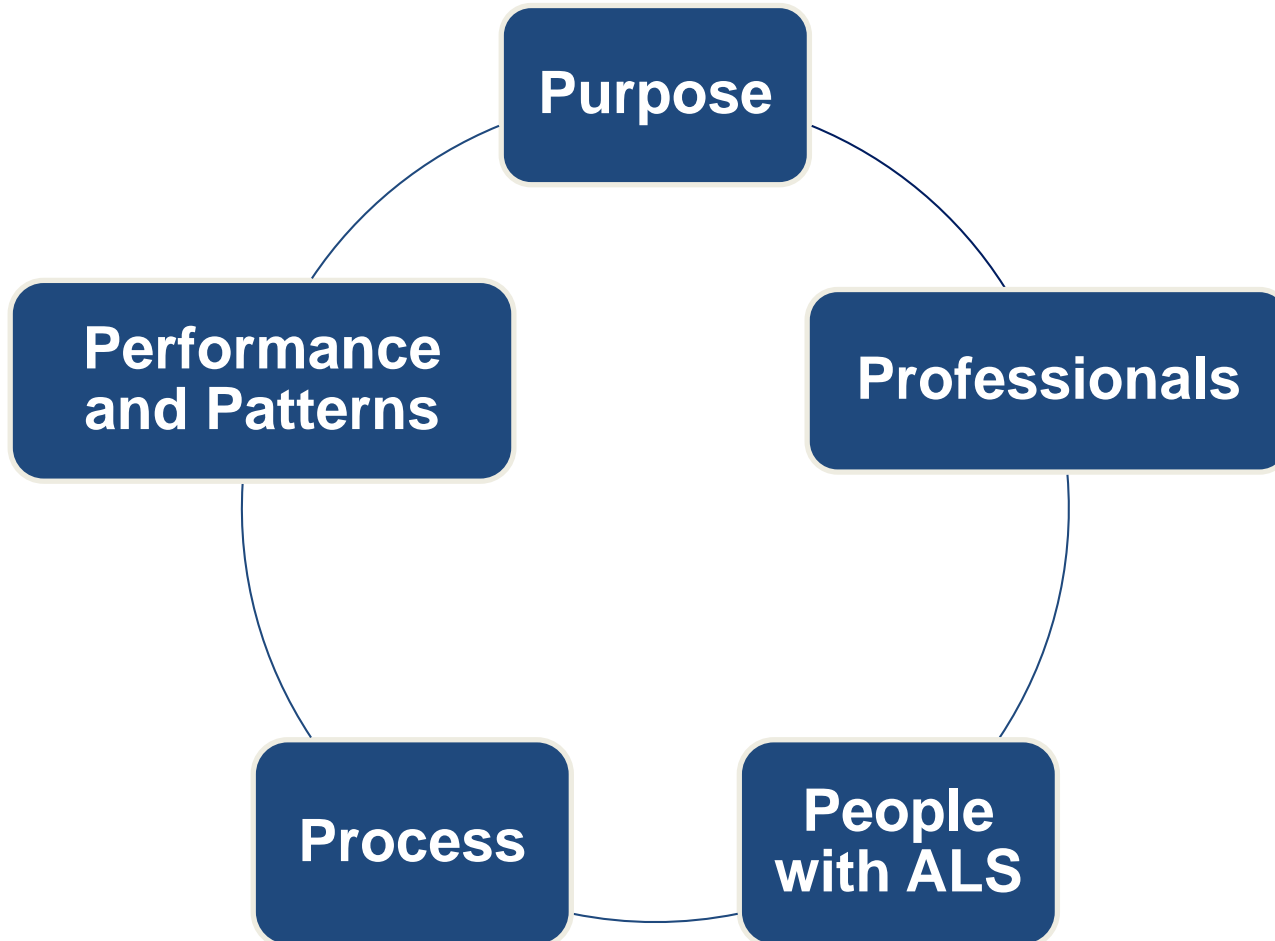
Know Your Performance & Patterns



Dartmouth Microsystem Improvement Curriculum



Assessing the 5Ps of Services Delivery



Lessons Learned

- Have a Framework and Develop Meeting Skills
- Create Conditions for Successful Improvement
- Define Metrics that Matter

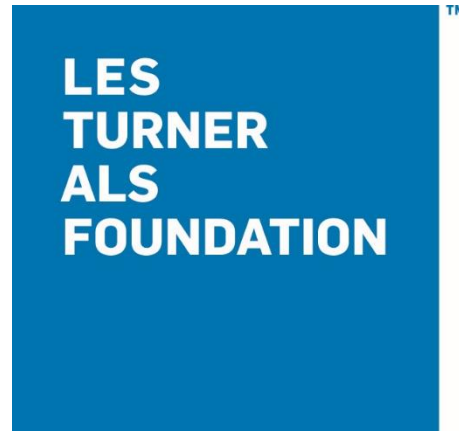
Collective assessment = sustainable solutions to improve service delivery, better patient and professional reported outcomes



THE
Dartmouth
INSTITUTE

FOR HEALTH POLICY & CLINICAL PRACTICE
GEISEL SCHOOL OF MEDICINE AT DARTMOUTH

Thank you!



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