

ImprovingCare Web Site Launched: Providing Access to Top Practice Improvement Resources Nationwide

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After more than 3 years of planning and hard work, we are proud to announce the launch of a new resource—www.SGIM.org/ImprovingCare—to help primary care physicians nationwide readily find the best practice improvement resources available. This initiative was born of the SGIM Council's encouragement to the Clinical Practice Committee (CPC) in June 2015 to make its primary focus practice redesign and improving the practice environment for general internal medicine and primary care. The Council asked the CPC to lead SGIM's efforts to support our members' work to transform primary care practices nationwide. It wanted us to help reposition SGIM as a national leader in practice redesign by doing more to reach out, engage, and support our members in ways that would help it lead local, regional, and national efforts to both improve ambulatory care, reduce physician burnout, and bring back joy in practice for primary care physicians.

We talked to our members to find out what support they needed most through key informant interviews, brainstorming sessions of CPC members, and surveys. Drs. Jennifer Mackinnon, Scott Joy, and Reena Gupta surveyed members about their practice improvement resource needs and found that our members were particularly interested in information about team-based care, care coordination, and the patient-centered medical home. But sadly, members reported that they were unlikely to look to SGIM.org for that

information; when they did, helpful information was hard to find. SGIM members said that they would particularly like to see links to best resources, evidence-based summaries, PowerPoint presentations, and practice improvement modules on SGIM.org. Our members told us that they needed direction to trusted resources for practice improvement to help them advocate for and effect real changes in their work environments. We heard that for general internists to find joy in practice it was most critical for them to be able to provide better care to their patients.

Thus, the idea of www.SGIM.org/ImprovingCare was born. The CPC knew that SGIM's greatest resource is its members. Our members are among the national leaders in evidence-based primary care; therefore, we knew our members could identify the best and most relevant information for general internists and other primary care providers working to transform care. All we really needed to do was get our own SGIM experts to contribute their favorite links, content, and workshop materials in order to have some great content. We went to work!

We quickly identified Practice Redesign, Quality and Safety, and Improving Practice Finances as general topics of the highest interest to our members. Through the leadership of the CPC's Quality and Safety Subcommittee, Practice Redesign Workgroup, and Improving Practice Finance Workgroup, we identified SGIM volunteer editors, associate

editors, and resident editors to gather, curate, and edit content for the following three main SGIM Improving Care resource pages:

1. Practice Redesign Resources.

Designed to help practicing community and academic internists find the best communities, resources, and quick links needed to help primary care practice leaders redesign their practice or resident practice. We chose to divide the Web page in the key categories that have driven practice redesign in Primary Care over the past few years including seminal concepts such as the Patient-Centered Medical Home, Team Based Care, Quadruple Aim, and Care for High-need, High-cost Patients. Each topic has been carefully designed to present the key articles that have been ground breaking in each of these areas, as well as key links to videos and toolkits. Given our mission of collaboration, we also have tried very hard to link much of our content to our partners at the AMA (www.StepForward.org), IHI, and the ACP. Since many of our members lead internal medicine residency training programs, we have emphasized content focused on the redesign of resident ambulatory clinics. If you would like to contribute to the resource page, please contact the page

continued on page 2

CLINICAL UPDATE

continued from page 1

Editor, Baldeep Singh, MD at bdsingh@stanford.edu.

2. Quality and Patient Safety

Resources. Designed to give primary care physicians easy access to key quality improvement and patient safety resources and help them provide safe, effective, patient-centered, and equitable care to all the patients they serve. Quality improvement and patient safety plays an integral role in healthcare today. Whether you are new to these topics, an expert, or anywhere along this spectrum, you will definitely find useful resources on the page. There are links to tool kits, organizations, videos, books, and articles on key concepts in quality improvement and patient safety. If you would like to contribute to the resource page, please contact the page Editor, Suneet Dullet, MD at swdullet@health.southalabama.edu or suneetdullet@gmail.com.

3. Improving Practice Finances

Resources. Has a new faculty member asked you what MACRA is? Has a fellow internist in a new administrative role wondered how his/her practice can improve its revenue? Or maybe you've wondered about these topics yourself? Many internists feel ill prepared to face the difficult task of running a business and making a living in primary care. SGIM recognizes the importance of a healthy financial environment to the continued health of internal medicine practices around the country. If we keep primary care practices financially vibrant and getting reimbursed for the wonderfully complex work they do, we can keep our patients

healthy, our costs down and our clinicians professionally satisfied. We are working to provide primary care leaders with the information they need to take advantage of emerging payment opportunities for true high-value primary and preventive care. Our Web pages feature major sections on "Major Determinants of Practice Finance," "MACRA and the Regulatory Landscape," and "Reimbursement for General Internal Medicine." In order to maintain healthy finances, our members and others in the community need to understand the main pillars of reimbursement for internists and some strategies to improve reimbursement. The Improving Practice Finances Resource pages begin with a brief discussion about the main forces that affect finances. Then, we have a section on MACRA since that is the biggest force affecting practice finance currently and in the horizon. We have curated the best of content in practice finances produced by SGIM members as well as other organizations such as ACP and AMA. We hope to be a clearinghouse for our members of this crucial information for internists and the larger healthcare community. If you would like to contribute to the resource page, please contact the page Editor, Calie Santana, MD, at csantana@westmedgroup.com.

We expect that *ImprovingCare* will expand and adapt over time to add content and meet the further needs and interests of our members. The CPC Workgroups, Subcommittees, and Resource Page editors are committed to supporting and main-

taining *ImprovingCare* as a long-term activity of the CPC. And we will continue to develop and grow our resources based on feedback from SGIM members and bring together virtual communities of primary care providers to help solve problems. *ImprovingCare* will help general internists find more joy in practice by assisting them in providing better care to their patients.

ImprovingCare will give our members a forum that will magnify and focus the voice of our members as we advocate for our most important priority—the health of the people we serve.

Take the time now to visit SGIM's new information hub at www.SGIM.org/ImprovingCare. You will find the following:

- PowerPoints for download from some of the top practice improvement workshops presented at our annual meetings that you may adapt and use for regional and national presentations.
- Great practice improvement toolkits that you can use to begin transforming your clinical practice tomorrow.
- Videos and teaching materials that you may use to train medical students and residents to serve as the next generation of primary care providers and quality improvement champions.

Let our *ImprovingCare* editors know how you feel about the materials and links and what sort of information may be missing from the site. Help us make *ImprovingCare* the best resource hub on the Web for people who care about primary, preventive, and high-value care. **SGIM**