



Clinical Education Template

What is the Clinical Education Template?

The Clinical Education Template was developed in 1998, as part of the collaborative efforts of the *MassHealth's Office of Clinical Affairs (OCA)*, and *Education and Training (E&T)* to improve clinical services for MassHealth members. The approach includes both the basic elements of public health planning and clinical quality improvement. OCA was charged with developing quality improvement efforts to improve the care of patients enrolled in MassHealth's *Primary Care Clinician (PCC) Plan*. This required the participation of PCC clinicians who worked independently of each other and were in high demand with little time and resources to conduct quality improvement efforts.

To develop strategies to reach this population, OCA invited other state organizations such as the Massachusetts Department of Public Health (MDPH) and PCC physicians with expertise in public health and clinical medicine to participate on the planning committee. The committee served to identify broad public health strategies including the promotion of recommended clinical guidelines to improve patient care and health outcomes. E&T provided support through research efforts and by bringing to the planning committee the voice and experiences of MassHealth members through focus groups. The team recognized that while clinicians recognized the importance of clinical guidelines, they also had little time to read and incorporate these recommendations into their daily practice. The Clinical Education Template was developed to support medical practices to conduct actual demonstration or "pilot" projects. The goal was to demonstrate the benefits of close adherence to clinical guidelines. If the model proved to be effective, a modified version would be shared with other providers in the PCC Plan who worked with similar populations.

A 10 Step Approach to Improve Patient Care

To assure a comprehensive approach, the *Template* was comprised of 10 steps designed to guide the planning, implementation and evaluation of the selected clinical education project. The following is an outline of the major sections of the *Template*. To learn more, [view the five page Power Point illustration of the Clinical Education Template](#). (PDF)

Project Definition & Planning - Steps 1–3

Steps 1-3 guide the project definition, including the MassHealth population with the greatest health need and the identification of needed project resources.

Specific strategies include:

- ◆ MassHealth claims data were used to identify health issues and to select clinical practices within specific geographic areas with the highest concentration of MassHealth member with the identified health issue.
- ◆ A team of medical experts was recruited to identify or develop appropriate guidelines or protocols, facilitated by the MassHealth Medical Director.
- ◆ The development of a provider toolkit to assist clinicians to develop and implement quality improvement projects that would increase utilizations of clinical guidelines for patient care.

- ◆ Assessment of patients' clinical needs and clinician's use of clinical guidelines through patient chart reviews and focus groups.

Project Implementation - Steps 4-9

Steps 4-9 includes the planning phase for the MassHealth provider organizations to develop and implement quality improvement projects which assist providers to be in greater compliance with selected clinical guidelines.

E&T provided field management for the clinical practices including staff support and project resources.

Resources Offered to Clinical Practices During Project Implementation:

- ◆ Clinical guideline training conducted by medical experts; (e.g., overview of selected clinical guidelines and provider toolkit, best practices, patient educational resources);
- ◆ Learning opportunities to increase providers' sensitivity of MassHealth members' cultural beliefs, practices and experiences;
- ◆ QI meeting facilitator to promote utilization of the **Plan-Do-Study-Act Quality Improvement Model (PDSA Cycle)**; The Institute for Health Care Improvement has detailed information regarding quality improvement and the [PDSA Cycle](#).
- ◆ Mini-grants (ranging from \$2,000 to \$7,000);
- ◆ Ongoing Support from E&T and Local Consultants;
- ◆ [Provider Resource Toolkit](#);
- ◆ [Patient Educational Materials](#);
- ◆ Other Resources and Trainings as determined by individual Quality Improvement site teams. .

Project Evaluation - Step 10

Step 10 includes process and outcome evaluation, including comparison of pre and post chart reviews, physician satisfaction and other measures. Samples of E&T evaluation materials are available upon request. View the [Clinical Education Template Power Point illustration](#). (PDF)

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