

Heart Health NOW

Advancing Heart Health in NC Primary Care

This document outlines the agreement between UNC-Chapel Hill and [Practice Name] to conduct the project titled "Heart Health Now! Advancing Heart Health in NC Primary Care". This agreement will be in effect from _____ and shall end on _____.

Funder: The Agency for Healthcare Research and Quality (AHRQ)

Purpose:

- 1) To examine whether enhanced onsite practice facilitation (with support from quality improvement and EHR coaches) in small primary care practices (defined as 10 or less primary care physicians caring for adults at an individual practice site) leads to reductions in cardiovascular risk among patients in the participating practices compared to usual practice support processes
- 2) To examine whether practice facilitation improves practices ability to adapt to change and rapidly translate patient-centered research into better care

Note:

- This is a research study but all practices will receive the practice facilitation intervention to improve systems to address cardiovascular risk among the adult practice population. The research comparison will be attained by randomizing the start dates of all the practice sites. Therefore, the research evaluation will involve comparing practices at various stages of intervention. There is no experimentation per say.
- Although dissemination of evidence-based cardiovascular prevention measures and quality improvement is the main thrust of Heart Health Now, this project is a research study. As such, the practice has the right to withdraw at any time without penalty or consequence.

Expectations of the Practice:

- Utilize the CCNC Informatics Center to process your EHR data and provide your practice with cardiovascular care registries and dashboards to be utilized for practice quality improvement activities. Note that these data will be provided as Protected Health Information in limited data sets (all patient identifiers except visit dates will be removed) in a secure fashion for required reporting to the UNC Sheps Center for Health Services Research and the Agency for Healthcare Research and Quality (AHRQ). The AHRQ data will be de-identified as the dates will only be reported as approximations.
- Form and facilitate the work of a quality improvement (QI) team in your practice
- Meet with your HEART HEALTH NOW coach up to 8 hours per month
- Allow your HEART HEALTH NOW coach to assess your progress in quality improvement activities using the Key Drivers of Implementation Scales questionnaire and submit this assessment to the Sheps Secure database for project evaluation purposes.
- Participate in required surveys with HEART HEALTH NOW staff (1 key informant quantitative survey for 20 minutes over the phone plus up to 5 staff member surveys) at baseline, then 3 more times spread over 2 years). These surveys will all be accompanied by \$30 payments per survey. There are 3 (40) minute qualitative interviews at baseline 12 months out and 18 months out with payments of \$50 each.
- Participate in individual conversations with content experts to learn how improvement science can motivate ongoing system change and for discussions of cardiovascular risk measurement as needed.
- Review data on ABCS measures at least monthly
- Utilize the data to plan improvement interventions as per the QI team
- Send representatives to regional learning collaborative about 3 times per year

At no cost to your practice, you will receive support for building systems and/or developing workflows that:

- Optimize the use of your EHR to improve care delivery
- Train all staff on the skills and principles of how to create positive change

- Assess patient and staff satisfaction
- Help improve throughput and billing (e.g. chronic care codes, transition codes)
- Provide access to and help with using patient registries, dashboards, and other analytics tools to effectively manage patient populations and offer value-based care
- Enhance patient self-management support

Your practice will be able to receive financial assistance for EHR integration costs associated with program participation and you will receive compensation for the completion of program surveys.

Practice-level summaries of patient demographic and CVD prevention and outcome data will be provided as secondary data to the project by CCNC through the Informatics Center. The Informatics Center collects and processes data with appropriate privacy protection from all payers for CCNC affiliated practices.

Possible Benefits: It is likely that the proportion of your practice population meeting control targets for one or more of the ABCS measures will improve. Though it will be difficult to statistically prove in an individual practice, we may be able to demonstrate a reduction in cardiovascular events over the entirety of study practices. Your practice will gain expertise in the use of analytic tools, formal quality improvement activities, and other activities that can enhance success in value-based payment environments.

Possible Risks: The greatest risk involves loss of data security. However, all project personnel will be extensively trained in research ethics, best security practices, and HIPAA regulations and concerns. The organizations handling data for Heart Health NOW (The UNC Sheps Center and the CCNC Informatics Center) have extensive experience in data security, encryption, and transfer to mitigate any privacy risks.

Signature

[Practice Name] Representative

Date