

ELIMINATING DEFECTS IN VALUE

REQUEST FOR PROPOSALS from UH Clinical Transformation and UH RESEARCH HEALTH ANALYTICS AND INFORMATICS

DEADLINE: rolling through July 31, 2020

Despite clinicians' best efforts, the constraints imposed by misaligned incentives negatively impact system design and lead to widespread **defects** in care, which directly impacts the value of care. A defect in value is anything clinically, operationally, or experientially that you, as a provider, would not want to happen again and compromises quality, patient experience, or it increases cost of care. Defects are almost always due to system rather than individual errors. Patients experience defects in helping them stay well such as not getting immunizations or cancer screening; defects in helping people with chronic disease get well including defects in diagnosing, initiating treatment, adjusting treatment, nurturing therapeutic alliances, and avoiding preventable hospitalizations and ED visits; defects in helping people with an acute condition get better including failure to coordinate care with primary care, performing inappropriate procedures, providing care in a more expensive setting than needed such as going to SNF rather than home or the ED rather than ambulatory care, failing to use protocols and complications.

Have you identified a clinically relevant defect that you would like eliminate? The intent of this initiative is to improve the value of care by supporting innovative projects that identify, study, and eliminate a defect in value thereby creating a learning community at UH. Awardees will receive the following support:

- UH Population Health data assets
- Study design and analytics guidance from UH Research Health Informatics and Analytics
- Implementation science guidance to help ensure you improve performance

What is required? You will need to have following

- Declare your goal and define the defect
- Create your team
- Define the population that suffers the defect
- Work with the population health and analytics teams to identify your study population in the ACO data, appropriate study design and analysis plan
- Define the behavior needed to eliminate the defect
- Describe the intervention for patients or providers to eliminate the defect
- Create a measure to report performance on the behavior
- Describe how you will measure your impact in improving value
- Meet monthly with advisors to review progress
- Complete effort in 6 months
- Seek to publish results in a peer-reviewed journal

What is the review process? All proposals will be reviewed and prioritized applications will be required to give a 10 minute, "shark tank" style presentation before approval to move forward.

How many awards will be given out? 3-5.

Who is eligible to apply? Investigators should be active UH employees – physicians, nurses, or other health care team members. Interdisciplinary participation of team members is encouraged. Investigators may submit multiple proposals as PI, however only one proposal will be selected for funding.

Application Instructions

Proposal Requirements (to be combined into a single PDF for submission):

1. Cover Page
 - Title
 - Names and affiliations of PI, Co-Investigators, and collaborators

2. Strategy (2 page total limit): Required Elements
 - Rationale: Identify and describe a defect in value
 - Impact: Describe the potential impact of this defect in value on patients
 - Overall goal: Design an intervention for eliminating that defect – i.e. identify the desired behavior change for providers or patients or care managers
 - Data Sources and Analytical Support: Identify which components of UH Population Health data assets you would need to access and the appropriate analyst from your service line that would assist with analytics
 - Study Team: Describe the study team and their expertise that is needed for the success of the eliminating the proposed defect in value.
 - Intervention: Describe the behavior want to change to eliminate the defect and develop an intervention to change that behavior. Create measure of performance of the behavior that can be given back to clinicians.
 - Evaluation: Describe how you will measure the impact on the behavior you seek to change (process) prioritizing the use of understandable metrics for success, for example reduction in ED visits, reduction in hospital admissions, etc. and how this project will improve value.
 - Timeline and Milestones: Using a 6-month timeframe, describe the timeline for your project and your milestones. If there are potential roadblocks or concerns with accomplishing your milestones, please address them in this section.
3. Email validation of Chair and/or Institute Director Support
4. Proposals should be submitted by 11:59 PM on July 31, 2020 via the RFP website on the UH Ventures website: <https://ventures.uhhospitals.org/eliminating-defects-in-value/>
5. Not sure if your idea fits? **Please direct any questions to:** kristin.waite@uhhospitals.org