

BUILDING A HEALTHIER MICHIGAN



State Alliance of Michigan YMCAs

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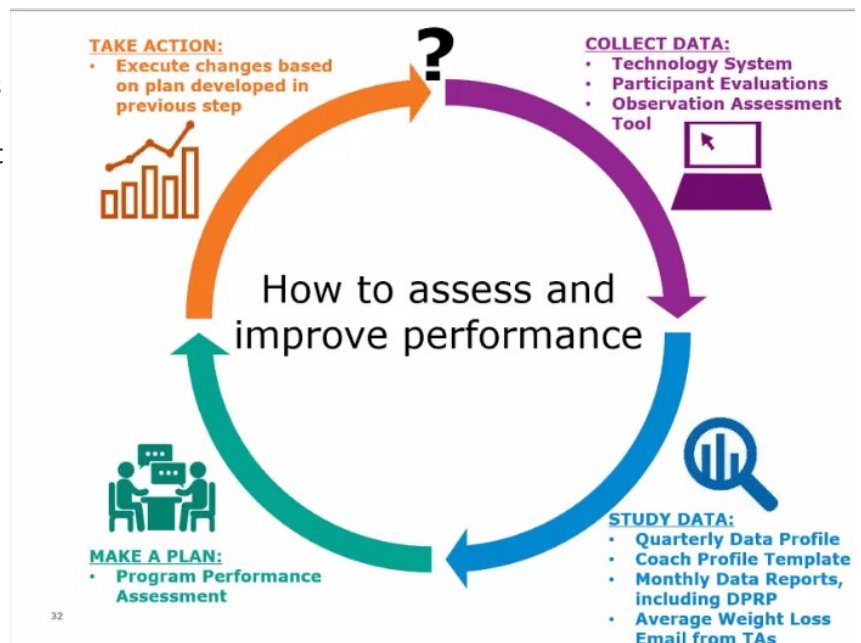
THE LATEST INFORMATION ON EVIDENCE-BASED PROGRAMS AND PARTNERSHIPS

THE PERFORMANCE IMPROVEMENT PROCESS

Program quality will play a larger role in sustainability as YMCA's prepare for Medicare reimbursement in 2018. Meeting the gold standard of program recognition will allow Y's to become reimbursable vendors, and currently no Michigan Y's have met that mark. Take steps now to assess your work and make changes for a thriving program in the future. The following steps outline how to establish a process for evaluating the YMCA's Diabetes Prevention Program:

The performance improvement process includes five steps:

1. **Collect data:** you and your Lifestyle Coaches are already doing this when you enter participant data into the technology system. Other opportunities for more robust data collection include administering Participant Evaluations at weeks 8 and 16, as well as the end of the yearlong program, and using the Observation Assessment Tool
2. **Study data:** use the data reports you receive to assess where there may be opportunities to make changes to program delivery in order to improve program outcomes. By looking at key data points such as retention, average weight loss, food tracker completion, and average physical activity minutes, etc., you can identify areas where participants are not meeting program benchmarks
3. **Make a plan:** work with other program staff to create a plan to address these opportunities for improvement. Ensure each staff member understands their role in the process and is held accountable



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Performance Improvement, continued

4. **Take action:** carry out the plan you created in step three
5. **Assess whether or not it worked:** regroup with all of the players involved in carrying out the performance improvement plan and discuss how it went. Look at specific data points in order to assess improvement and make changes based on what worked and what was not as successful

Remember, the performance improvement process is a cycle, so it never ends. Once you've completed the process, you should continue implementing new cycles in order to constantly assess outcomes and make modifications to processes so participants are positioned for success at meeting their goals.

This model can be used for other evidence-based programs with some modifications.

Trouble Shooting:

1. Data collection for EnhanceFitness or Moving For Better Balance can be difficult. Try testing participants during an end of session celebration. Have each participant bring one ingredient to make a delicious salad bar, make awards for attendance, most helpful, etc, and invite other instructors to help with testing.
2. Schedule time on your calendar to observe classes. Hold this time sacred. Aim for one to two class visits per month; some visits are better than no visits. Share any feedback from your observations with the instructor.
3. Look for observation tools for each program on the online communities on yexchange.org.

UPCOMING EVENTS

- **Regional Training Event: Fort Wayne, IN**
EnhanceFitness Instructor Training - March 13 & 14
- **Regional Training Event: Ann Arbor, MI**
Introduction to Listen First - April 20
Lifestyle Coach Training - April 21 & 22
Introduction to Leading Others - May 9 & 10
Leading & Coaching Others - May 15
More to come!
- **Michigan Diabetes Prevention Network Meeting**
Wednesday, March 22 1-4pm at the Michigan Public Health Institute 2436 Woodlake Circle Suite 300 Okemos, MI 48864
- **Principles & Practices**
Save the Date! Registration coming soon for the training on May 8 -11, 2017 in Grand Rapids, MI
- **Statewide EnhanceFitness meeting**
Save the Date! Registration coming soon for the Statewide EnhanceFitness meeting on June 22nd, 2017 in Lansing, MI. Future meetings will be held every 18 to 24 months so don't miss out on this great peer learning opportunity.

UPDATES

- In February, three Y's began the process of applying to become providers of the YMCA's Diabetes Prevention Program. We look forward to growing the program in these new communities in 2017.
- Diabetes Prevention Program vendors from around the state have gathered to develop an action plan around two initiatives: 'Screen, Test, Refer' and 'Coverage/ Reimbursement'. Work in the Coverage/Reimbursement group will convene a webinar series for stakeholders during the summer months. More details to come.
- Key leaders in Michigan are working together to find a payor for the evidence-based program EnhanceFitness. Some obstacles to overcome include understanding the various program vendors (missions, funding sources, program goals, etc), defining the value of the program, and gathering statewide program data for all vendors.
- Research is underway to learn from various staff in the medical world about what they look for in a referral partner. Interviews have yielded the following results:
 - Hospitals are graded on the re-admission of patients. How do our programs reduce re-admission rates?
 - Staff want patients to learn about their health condition. How can we educate participants so they can better manage or improve their health?
 - Staff want to develop a relationship with vendors so they can make referrals with confidence.