

Dear colleagues and friends,

We're excited to reach out to you with the Center for Accelerating Care Transformation (ACT Center)'s first quarterly newsletter of 2022. A lot has happened in world since we [launched the ACT Center last November](#) – bringing together the MacColl Center for Health Care Innovation and the Learning Health System Program at Kaiser Permanente Washington. Despite all the challenges we face in our local communities and across the globe, we know you're all still out there doing the hard work of care transformation every day. We hope you're finding many reasons to be hopeful this spring – and that the stories, resources, and findings shared below are useful in your efforts to transform care.

Thank you for the great work you do!
Katie, Paula, and Emily on behalf of the [ACT Center team](#)

In this issue

- [Treating people first with Rapid Engagement](#)
- [Improving safety, managing pain with trust and rapport](#)
- [Social risks: Do patients want health systems to help?](#)
- [New tools for care transformation](#)
- [Recent publications and findings](#)
- [Partner highlight featuring Starette Canada](#)

Treating people first with Rapid Engagement

[How a Delta Center grantee is partnering with consumers to transform behavioral health services in Oregon](#)

The [Delta Center for a Thriving Safety Net](#) brings together state primary care and behavioral health associations to create a care system that is more equitable and better meets the needs of individuals and families. The ACT Center supports Delta Center grantees by providing technical assistance and hands-on coaching. In this blog, we hear from 2 of our key collaborators in Oregon, **Cherryl Ramirez and Ariel Singer**, about how they're partnering with consumers to change the landscape of the state's behavioral health services. [READ MORE.](#)



L-R: Cherryl Ramirez and Ariel Singer, with Delta Center colleagues Freda Ceaser, Katie Coleman, and Rachel Solotaroff

Improving safety, managing pain with trust and rapport

[Puyallup team excels at patient-centered care and improving opioid safety for people with persistent pain](#)

Across Kaiser Permanente Washington, care teams are finding ways to support people with persistent pain while ensuring the safety of prescription opioids. The ACT Center is partnering with care teams and members to co-design the [Integrated Pain Management Program](#), a whole-person approach to long-term pain care. In this blog, we share insights from a **standout team at Puyallup Medical Center** that reached a 73% decrease in high-dose opioid prescriptions. [READ MORE.](#)

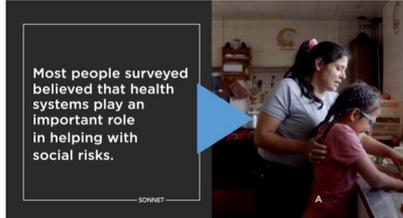


L-R: Ed Wakatake, Ryan Gonce, and Cherie Sierra

Social risks: Do patients want health systems to help?

[New SONNET study led by the ACT Center's Leah Tuzzio looks at patients' social risks and their desire for assistance](#)

A [new study in Annals of Family Medicine](#) sheds light on the prevalence of social risks faced by many Americans – and looks at whether patients want help from their health care organization to address these risks. Led by Kaiser Permanente's [Social Needs Network for Evaluation and Translation \(SONNET\)](#), the study found that nearly half of participants had at least one social risk – and that most thought health systems should play a role in addressing patients' social risks. [READ MORE](#) in this blog on the SONNET website.



[Watch our short video on study findings.](#)

New tools for care transformation

Community Resource Specialist Integration Playbook

Are you and your teams exploring ways to identify and assist patients with social needs like food, housing, and transportation? [The Community Resource Specialist Integration Playbook](#) includes a comprehensive set of best practices for building a Community Resource Specialists (CRS) role into primary care. The playbook is based on the [ACT Center's work to implement and evaluate the CRS role](#) at Kaiser Permanente Washington.



Learn more about the impact CRSs are having at Kaiser Permanente Washington in this blog from our last newsletter: [Award-winning innovation that comes from the heart](#), by CRS Larrette Slade.

Social Risk-Informed Care Evaluation

[This report \(PDF\)](#) from Kaiser Permanente's [Social Needs Network for Evaluation and Translation \(SONNET\)](#) provides 21 specific recommendations for implementing social risk-informed care at Kaiser Permanente and in other health systems. Based on findings from a scoping review of the latest evidence and qualitative interviews with Kaiser Permanente providers, health system leaders, and members, the report offers recommendations across 6 domains: leadership, training, infrastructure, patient-provider interaction, community, and evaluation.



Learn more in this blog from SONNET: [How health systems advance social risk-informed care.](#)

[Go to ACT Center's Resource Library](#)

Recent publications and findings

What strategies are used by clinician champions to reduce low-value care? Parchman ML, Palazzo LG, Mogk JM, Webbon JC, Demosthenes L, Vossenkemper E, Hoke G, Moskovitz J, Dunlap L, Diaz del Carpio R. SAGE Open Medicine. 2022;10:1-9.

6 recommendations that clinical champions can use when leading efforts to reduce low-value care. Based on the experiences and insights of [Value Champion Fellows](#) in the [Taking Action on Overuse project](#), led by Dr. Michael Parchman. [READ MORE.](#)

An Expanded Role for the Medical Assistant in Primary Care: Evaluating a Training Pilot. Figueroa Gray M, Coleman KF, Walsh-Bailey C, Girard S, Lozano P. Permanente Journal. 2021;25.20.091:1-9.

Detailed evaluation of the 12-week training program to build the skills and confidence of MAs in proactive population management, health coaching, and collaboration and communication. Based on the [project to expand the MA role](#) at Kaiser Permanente Washington, led by Marfaine Figueroa Gray. [READ MORE.](#)

Improving Quality Improvement Capacity and Clinical Performance in Small Primary Care Practices. Coleman KF, Krakauer C, Anderson M, Michaels L, Dorr DA, Fagnan LJ, Hsu C, Parchman ML. The Annals of Family Medicine. 2021;19,6:499-506.

An in-depth analysis of clinical performance achievements through implementation of 7 feasible, evidence-based strategies. The latest findings from the [Health Hearts Northwest project](#), led by Dr. Michael Parchman. [READ MORE.](#)

Partner highlight: Starette Canada

When we launched the ACT Center back in November, one of the [featured speakers was Starette Canada](#), an accomplished poet, powerful orator, and member of the [Integrated Pain Management](#) patient partner group. We are so grateful to Starette and – and to all our patient partners – for sharing their valuable time and their invaluable perspectives to help advance patient-centered care. We hope you enjoy this beautiful poem that Starette shared with us recently. Thank you, Starette!

The Center of ACT

Far more than a building within or without
But vessels of caring with whispers no shout
A dwelling researched of patience for sure
All working together we pace for a cure

Our mission is simple we hope you agree
Improving health for all communities
Small changes are great as you may have heard
Caring and sharing and that's not absurd

We live as we learn at least we've been told
Giving and taking both young and old
Understanding our value to one and another
We are after all Sisters and Brothers

We are lost without a map to get home
The ACT Center is more than words in a poem
It's a small part of us and a small part of them
Words and music melding like a hymn

Seeking relief in deed and in word
to rise up and fly freely as a bird
Gaining strength and wisdom with each coming day
Together we show each other the way

Stay in touch

We'd love to hear what you're working on! Email our team: act-center@kp.org.

Did you miss our last newsletter? [Read the previous issue.](#)



We at the Center for Accelerating Care Transformation would like to acknowledge that we are on the ancestral lands and traditional territories of the Puget Sound Coast Salish People.



The ACT Center is part of [Kaiser Permanente Washington Health Research Institute](#).

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove@
Got this as a forward? [Sign up](#) to receive our future emails.
View this email [online](#).

Kaiser Permanente Washington Health Research Institute 1730 Minor Avenue Suite 1600
Seattle, WA | 98101 United States

This email was sent to .
To continue receiving our emails, add us to your address book.

