

## REDUCING THE IMPACT OF FINANCIAL STRAIN (RIFS) CHANGE PACKAGE SUMMARY

**Purpose:** To assist primary care clinics in optimizing processes for paneled patients who are experiencing financial strain

**Aim Statement:** By X date X clinic team will have improved screening rates by X%

**Outcome Measure:** # of patients with documented financial strain assessment out of the total # of paneled patients

**Balancing Measure:** Time to third next available (TNA) appointment



Key Documents: [Change Package](#), [Evidence for PBPs](#), [Sequence to Achieve Change Workbook](#)

High Impact Changes	Potentially Better Practices (PBPs)	Process Measures	Tools
1. Improve the patient experience	1.1 Establish a multidisciplinary improvement team and consider including a patient with lived experience	Regularly scheduled team meetings	<a href="#">Sequence to Achieve Change Patient Partners on an Improvement Team</a>
	1.2 Incorporate a patient-centered care approach	# of patients screened for financial strain in the last 18 months	<a href="#">Care Planning Template</a>
	1.3 Create a culture that allows for open conversations with patients about financial strain	<ul style="list-style-type: none"> <li>• Patient survey or interview</li> <li>• Team Survey</li> </ul>	<a href="#">Poster Samples</a> <a href="#">Scripting Samples</a>
2. Identify paneled patients	2.1 Define segment of paneled patients who would most benefit from an assessment of financial strain	Definition of patient population eligible for screening	<a href="#">HQCA Primary Health Care Panel Report</a>
	2.2 Generate lists of patients who have been identified as needing an assessment for financial strain and review list with the team	# of patients on EMR list	<a href="#">EMR guide</a>
3. Standardize documentation	3.1 Define the social determinants of health that team will use for care provision and standardize documentation in the EMR	# of patients with social determinants of health documented	<a href="#">EMR guide</a>

# RIFS CHANGE PACKAGE SUMMARY



High Impact Changes	Potentially Better Practices (PBPs)	Process Measures	Tools
4. Optimize care management	4.1 Use a process to assess patients for financial strain	<ul style="list-style-type: none"> <li># of panel patients assessed for financial strain</li> <li>Completed PDSA template</li> </ul>	<a href="#">Poverty Screening Tool</a> <a href="#">ACTT PDSA template</a> <a href="#">Questionnaire samples</a>
	4.2 Use a process for responding to patients with financial strain	# of patients with documented financial strain	<a href="#">Scripting Samples</a> <a href="#">Patient Resource Handouts</a>
	4.3 Use a process for ongoing review of patient-centered goals and care coordination	# of patients with financial strain who have care follow up due for re-assessment	<a href="#">Care Planning Template</a>
5. Coordinate care in the medical home	5.1 Establish clear roles and responsibilities for supporting patients with financial strain amongst the medical home team	Discussion of Team Assessment results with team	<a href="#">Roles and Responsibilities Guide</a> <a href="#">Introductions with Intention</a> <a href="#">Huddles</a> <a href="#">Team Assessment</a> <a href="#">Sample process maps</a>
6. Coordinate care in the health neighbourhood	6.1 Establish processes that facilitate effective transitions of care	# patients with visit within 7 days post hospital discharge	<a href="#">Process Mapping Guide</a> <a href="#">Home to Hospital to Home Change Package</a> <a href="#">Collaborative Care Agreements</a>