



IEHP Facility Outreach Documents

Overview

The Inland Empire Health Plan (IEHP) Outpatient and Emergency Department Antimicrobial Stewardship Toolkit is designed to help facilities in the IEHP network perform antimicrobial stewardship by using Healthcare Effectiveness Data and Information Set (HEDIS) metrics to track and improve antimicrobial use. This supplemental document provides instructions and templates to guide IEHP's initial and follow-up meetings with facilities, as well as data collection fields to assess the toolkit's success and inform improvements. We hope this toolkit will serve as a model for future stewardship interventions, both within and outside the IEHP network.

The primary goals of outreach meetings are to:

- 1) Educate facilities on HEDIS metrics and monitor facilities' performance over time.
- 2) Introduce facilities to the toolkit and encourage facilities to develop an antimicrobial stewardship program based on the CDC's four core elements.
- 3) Monitor facilities' stewardship programs over time to assess the effectiveness of this toolkit and inform improvements.
- 4) Learn from each facility's experience to improve stewardship both within and outside the IEHP network.

CDPH may be able to participate in outreach meetings to provide additional stewardship expertise and support.

For questions, concerns, or feedback about the toolkit, please email the Inland Empire Health Plan Regional Quality Team at DGRegionalQuality@iehp.org and/or the California Department of Public Health Antimicrobial Stewardship Team at HAI-AS@cdph.ca.gov. We welcome your suggestions. The California Department of Public Health Antimicrobial Stewardship Team also offers [one-on-one stewardship consultations](#) upon request.¹

1. [Antimicrobial Stewardship \(includes consultation link\) | CDPH](#)
(www.cdph.ca.gov/Programs/CHCQ/HAI/Pages/AntimicrobialStewardshipLandingPage.aspx)

IEHP Initial Outreach Framework

Initial Outreach

- Identify high-impact outpatient and urgent care facilities to engage; factors may include low Healthcare Effectiveness Data and Information Set (HEDIS) performance and high patient volume.
- Arrange an initial meeting with each facility. Ideally, include the facility's clinical and administrative leadership.
- CDPH may be able to attend this meeting to provide stewardship consultation.

Initial Meeting

- Educate the facility on HEDIS antimicrobial stewardship metrics including the avoidance of antibiotic treatment for acute bronchitis/bronchiolitis (AAB) metric.
- Provide the facility's AAB performance in comparison with IEHP's overall performance and National Committee for Quality Assurance (NCQA) benchmarks if available.
 - Consider providing a comparison with top performing similar facilities within the IEHP network if available.
 - Consider providing prescriber-to-prescriber comparisons, including with top performing prescribers within the facility and the IEHP network.
 - Consider encouraging the facility set a goal HEDIS AAB target.
- Identify a facility champion to lead stewardship efforts. Ideally this champion has a clinical background or has the support of clinical leadership.
- Encourage written stewardship support from facility leadership.
- Using the toolkit, discuss potential stewardship interventions for CDC's commitment, action, tracking and reporting, and education core elements.
- Note that CDPH provides [one-on-one stewardship consultations](#).¹

Follow-Up

- Meet with the facility quarterly to review HEDIS metrics, stewardship interventions, and barriers to improvement (follow-up framework provided below).
- Incorporate feedback to improve interventions at this and other facilities.
- Discuss with IEHP and CDPH if any additional resources would be helpful.

1. [Antimicrobial Stewardship \(includes consultation link\) | CDPH](http://www.cdph.ca.gov/Programs/CHCQ/HAI/Pages/AntimicrobialStewardshipLandingPage.aspx)
(www.cdph.ca.gov/Programs/CHCQ/HAI/Pages/AntimicrobialStewardshipLandingPage.aspx)

IEHP Initial Outreach Template

IEHP provider relations manager:

Facility name:

Facility contact:

Facility stewardship champion (name and title):

Facility leadership stewardship contact (name and title):

Date	Facility AAB	IEHP AAB	NCQA Benchmark AAB	Top 10% AAB from IEHP clinics	Goal AAB

Core Element	Commitment	Action	Tracking and Reporting	Education
Possible Interventions				
Possible Barriers and Solutions				

Goals:

Needs:

Feedback:

IEHP Follow-up Outreach Framework

Schedule Follow-up Meetings

- Aim for quarterly follow-up meetings with the facility's stewardship champion.
- Include the facility's clinical and administrative leadership in meetings as possible.
- CDPH may be able to join meetings to provide stewardship consultation.

Review the Facility's Stewardship Team

- Confirm the facility's stewardship champion and leadership support contact.
- Identify other key individuals on the stewardship team.

Review Updated HEDIS Metrics

- Review education regarding Healthcare Effectiveness Data and Information Set (HEDIS) metrics, including the avoidance of antibiotic treatment for acute bronchitis/bronchiolitis (AAB) metric if needed.
- Provide the facility's updated HEDIS performance in comparison with their past performance, IEHP benchmarks, and National Committee for Quality Assurance (NCQA) benchmarks as available.
 - If available, provide comparisons with top-performing facilities/prescribers.
 - Consider having the facility set a HEDIS AAB goal.

Review Stewardship Interventions and Barriers

- With reference to the toolkit, review the facility's current interventions for the CDC's commitment, action, tracking and reporting, and education core elements.
- Review barriers to stewardship interventions. Discuss any adaptations made to the stewardship plan or if adaptations would be appropriate.
- Note that CDPH provides [one-on-one stewardship consultations](#)¹.

Share Success Stories and Review Overall Progress

- Identify successful stewardship programs, especially those that improved after intervention. Consider publicizing these examples within the IEHP network.
- Identify and share common stewardship barriers and solutions to these barriers.
- Discuss with IEHP and CDPH if any additional resources would be helpful.

1. [Antimicrobial Stewardship \(includes consultation link\) | CDPH](http://www.cdph.ca.gov/Programs/CHCQ/HAI/Pages/AntimicrobialStewardshipLandingPage.aspx)
(www.cdph.ca.gov/Programs/CHCQ/HAI/Pages/AntimicrobialStewardshipLandingPage.aspx)

IEHP Follow-up Outreach Template

IEHP provider relations manager:

Facility name:

Facility contact:

Facility stewardship champion (name and title):

Facility leadership stewardship contact (name and title):

Date	Facility AAB	IEHP AAB	NCQA Benchmark AAB	Top 10% AAB from IEHP clinics	Goal AAB

Core Element	Commitment	Action	Tracking/Reporting	Education
Current Interventions				
Barriers and Solutions				
Possible Changes				

Additional Goals:

Additional Needs:

Additional Feedback: