

Piloting a value-based care toolkit in an online community of practice platform

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1. Introduction

- Value in healthcare is complex to define and measure. Identifying and addressing low value care is critical to ensure quality outcomes with finite resources.
- The *Moving Towards High Value Care Toolkit*¹ includes strategies to identify the value of care, encompassing clinical scenarios and cost mapping tools to support behaviour and practice change.
- This pilot study embedded the toolkit within an online Project ECHO[®] network with Children's Health Queensland, aiming to understand the feasibility, acceptability and appropriateness of the toolkit and mode of delivery, and the sustainability of embedding the toolkit in an ECHO model[™].
- Project ECHO[®] (Extension for Community Healthcare Outcomes) is a community of practice hub-and-spoke telementoring model.



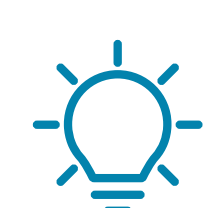
2. Methods

- An interactive learning series was developed for a newly established Moving Towards High Value Care ECHO[®] Network, focused on capacity-building sessions for clinicians, managers and service directors regarding how to utilise the toolkit within their integrated care practice contexts.
- Six sessions were delivered, following the structured ECHO model[™].
- 39 individuals, representing diverse backgrounds, attended at least one ECHO[®] network session.
- Mixed-methods evaluation including interviews with ECHO[®] network attendees and administrative data.



3. Findings

- Delivering the toolkit within the ECHO model[™] was a dynamic process that highlighted the need for additional resources and facilitation, including case development support and **psychological safety** to support confidentiality and valuing different views.
- Participants with prior experience of the ECHO model[™] tended to appreciate the familiarity and predictability of the structure. All participants emphasised the importance of **flexibility and tailoring** to boost engagement.
- Diverse opinions were expressed regarding the best strategies for targeting, tailoring, and delivering toolkit content to healthcare staff.
- Overall, participants perceived the **toolkit as appropriate** and useful for their diverse practices, although indicated limited practical application of its resources.
- Factors influencing a conducive environment for identifying and addressing low value care included: organisational strategic direction and priorities, leadership, organisational cultures, and the availability of incentives and resources.



4. Conclusion

- The findings highlight several areas for future implementation efforts: adequate resource allocation and support mechanisms; adaptable and context-specific approaches; and addressing the gap between perception and action for practical toolkit application.
- Future research could explore: the different leadership styles and cultural factors impacting the adoption of value-based care practices; and innovative incentive structures and resource allocation models to support the implementation of value-based care initiatives.

"I think the toolkit is great in terms of well, when it comes to things like low-value care – high-value care – implementation – de-implementation it's all about that definition and what do you mean by that? So I think it's helpful in terms of if you haven't done your PhD or any extensive research or reading around it, it gives you that highlight."

Allied Health Professional



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"...how you really nurture a community of practice so that the members do really feel like they have space to share and that their contributions are really valued has to be done really carefully."

Project Manager

"...there needs to be a level of flexibility in the model to meet the needs of the different goals of ECHO series."

Manager

"...it is a reality of healthcare and influencing the system that, if you don't understand value and you don't understand, um, the influences on that, then you can't drive change that a clinician to administrator, administrator to clinician will understand."

Allied Health Professional

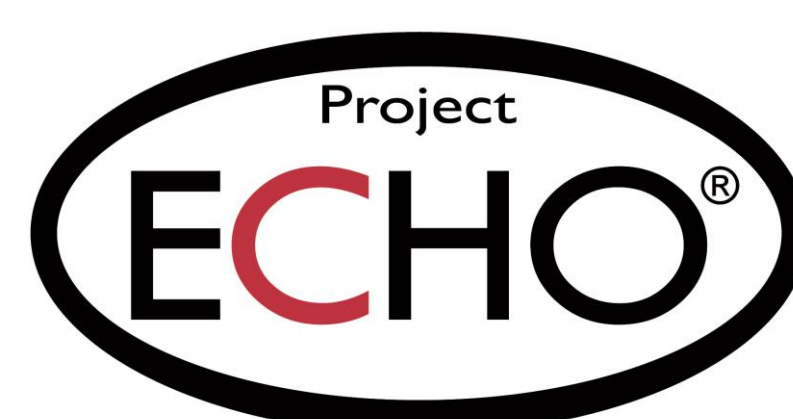


Reference: ¹Tyack Z, Allen M, Carter H, Senanayake S, McPhail S. (2021). Moving towards high value care toolkit: Identifying and addressing low value care. Australian Centre for Health Services Innovation (AusHSI), Queensland University of Technology, Brisbane. https://www.aushsi.org.au/wp-content/uploads/2023/07/Moving-towards-high-value-care-toolkit_Identifying-and-addressing-low-value-care.pdf

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