

Arthritis Council Workgroup: Healthcare Provider Counseling About PA and Referral to AAEBIs Workgroup (Strategy 2) Call Summary

Thursday, December 5, 2024
2:00 p.m. ET

States in attendance: IA, NC, NH, OK, VT

Additional attendees: CDC, NACDD, OAAA

Facilitator/Moderator: Dr. Adam Burch, New Hampshire and Dr. Joy Doll, Iowa

Workgroup Overview

This Arthritis Council workgroup is open to states and national partners who want to discuss the screening/counseling/referral of individuals with arthritis and the efforts to increase healthcare providers counseling on physical activity to reduce arthritis pain, and referrals by those providers to evidence-based interventions. Participants are encouraged to share successes, challenges, barriers and invited to discuss opportunities to facilitate success towards strategy 2.

Opportunities for Collaboration and State Sharing

Conversation and collaboration around strategy 2 efforts is encouraged through the Action on Arthritis Engage platform. Start [here](#) and see what your colleagues are saying. Questions and responses are encouraged. Reach out to arthritis@chronicdisease.org for questions about the Engage platform.

What is workflow and process map redesign?

- A process map offers a visualization of workflows.
- A clinical workflow is a process involving a series of tasks performed by various people and members of the care team and between environments to deliver patient care. Actions and tasks can occur by multiple people and across organizations (e.g., healthcare provider and community care hub).
- Workflow and process analysis helps to understand current processes, and when compared to needs helps stakeholders recognize the importance of change. Workflow and process redesign is the task of redesigning current processes to meet new needs and improve upon workflows and processes.

Workflow tools and resources:

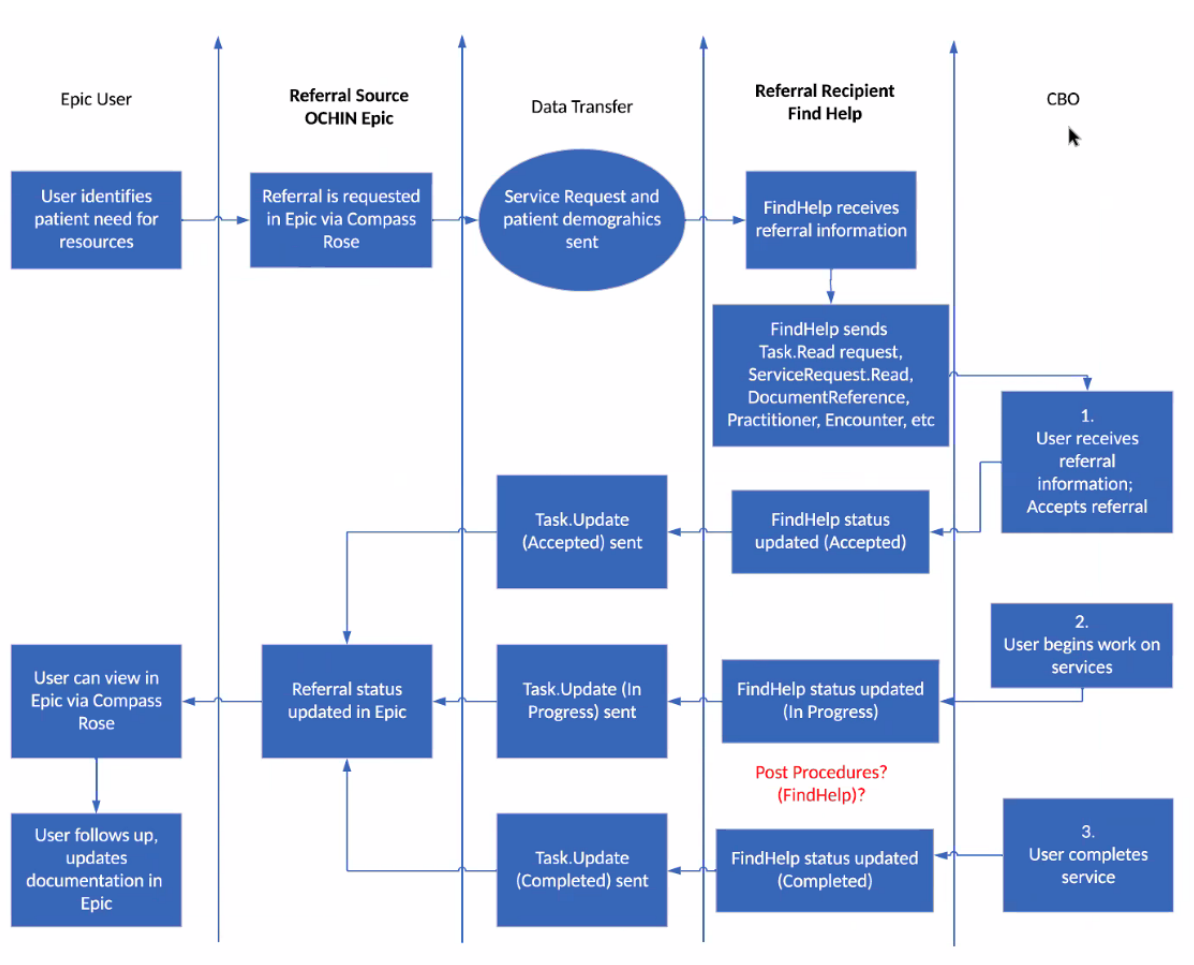
- If you are looking for some helpful tools for designing workflows - Microsoft Vizio and Lucidchart are helpful tools.
- [Mapping and redesigning workflow guide](#)
- [Health Information Technology, Evaluation, and Quality Center Process Map Example](#)
- [Massachusetts eHEALTH Institute Process Improvement Toolkit](#)
- [American Medical Association Guide to process mapping and redesign](#)

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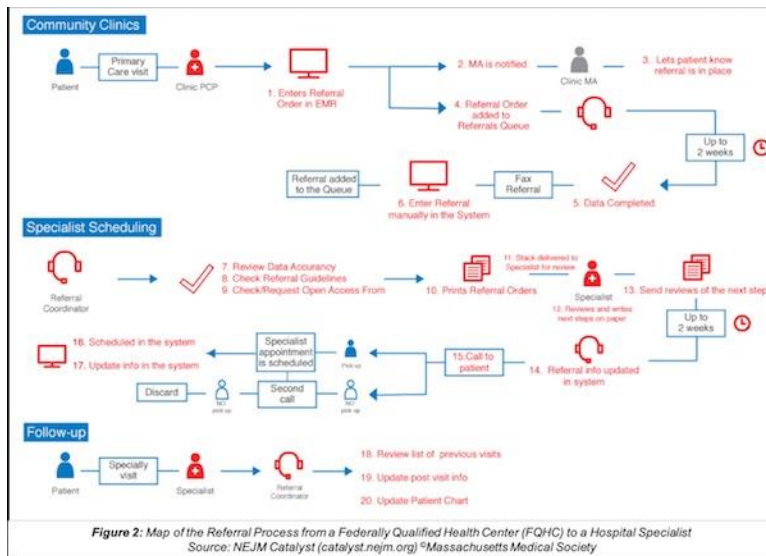
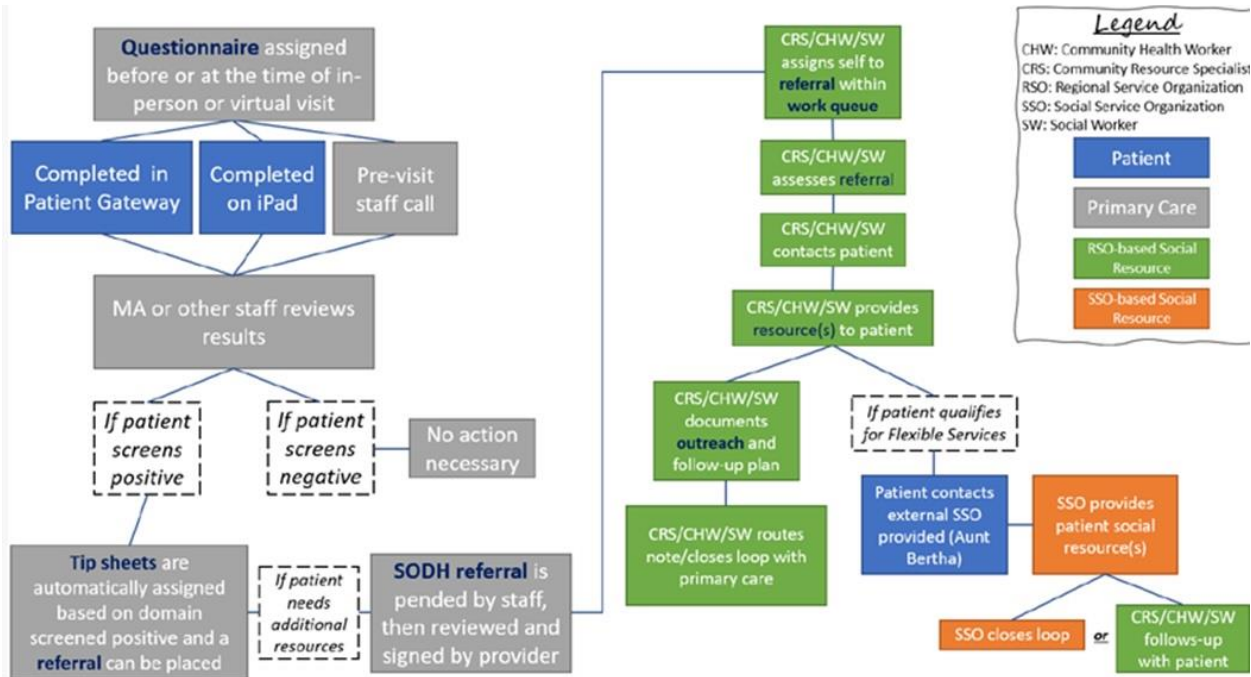
- [Stratis Health Workflow and Process Analysis](#)
- [Health Information Technology, Evaluation, and Quality Process Map/Workflow Template](#)

Below are several examples of different types of workflows shared during the meeting.

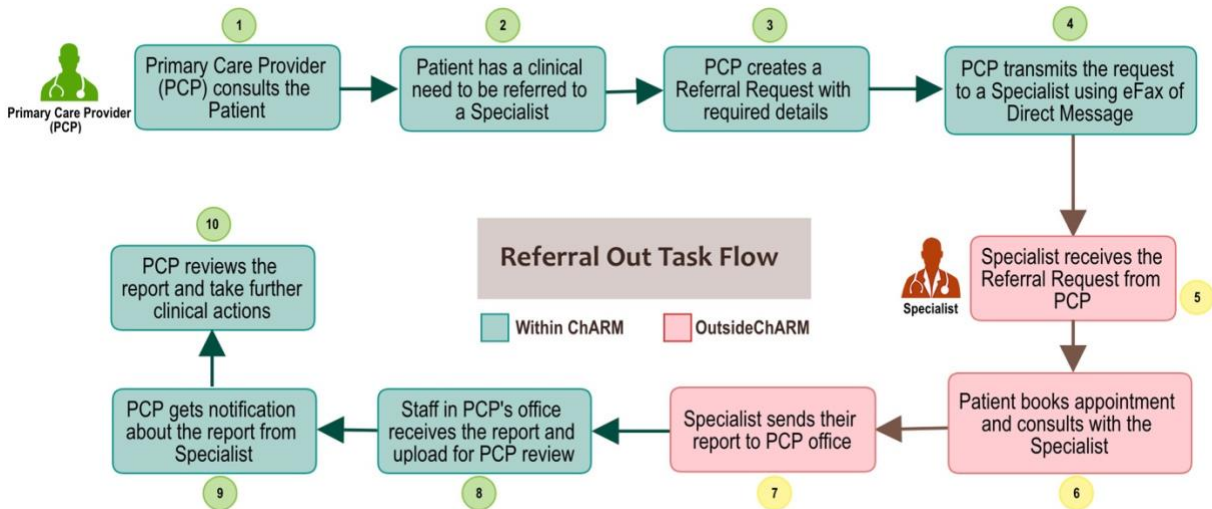
Additional workflows shared by states during the meeting will be shared on Engage.



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Interested in creating a workflow but unsure where to start? Follow these steps:

1. **Ask healthcare provider partner** how they currently make referrals to services outside of their office.
2. **Request examples of existing workflows** from the healthcare provider. Review these workflows and modify language to include Arthritis and AAEBIs. (e.g., replace "imaging" with "AAEBI").
3. **If healthcare provider doesn't have an existing workflow**, or if you are still working to establish partnership with healthcare providers, engage partners and healthcare providers in a discussion about their technology needs, current tools, and gaps in flow or usage. Additionally, discuss recurring problems in existing processes and breakdowns or pain points.
4. **Start brainstorming ideas and opportunities for improvement** by whiteboarding or using sticky notes to map out the workflow. Begin to explore activities involved and sequence of steps.
5. **Use templates, sample workflows, and online resources** to create and/or modify diagram and workflow. Consider creating a partner list (AAEBI delivery organization and provider list) to complement workflow.
6. **Share existing workflows and arthritis-related examples** with potential Strategy 2 partners. This can help raise awareness for AAEBIs and generate support and interest from healthcare providers.
7. **Begin to create process map/diagram** using colors, symbols, and connectors/lines that depict actions in process and connect symbols.
8. **Share with partners and team** and analyze and/or revise as needed.

Topic for February call: Pain points and administrative burden associated with workflows

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- The February workgroup will focus on reviewing the [NACDD/Iowa pilot project workflow](#), specifically addressing pain points and the causes of administrative burden. Additionally, the workgroup will discuss how to reduce burden and how to translate models into practice. Participants will be provided opportunities to discuss strategies for overcoming healthcare provider concerns and explore opportunities for training, education, and engagement.

Potential future topics:

- Change management strategies
- Best practice Alerts
- Tracking and measuring brief advice/counseling
- Questions to ask vendors when contracting with EHRs
- How to raise awareness and get these types of referrals on the radar of clinicians in primary care.
- Provider education and training
- CPT codes and why providers aren't getting reimbursement from existing CPT codes
- Healthcare provider public health campaign examples (e.g., Remain in the Game, Parks Prescription Program, Exercise is Medicine, Walk with a Doc).

Next meeting is 2/6/24 at 2:00 p.m. ET [Registration](#)