



## The Essence of DPI™ Dramatic Performance Improvement

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### Overview

The objective of the *Coleman Associates* approach is to find new ways of working that improve productivity (i.e., the capacity to see patients), increase patient access, reduce patient waiting time, develop teamwork, improve staff satisfaction, integrate services, develop patient-centered medical homes, and optimize the use of technology wisely. The DPI™ program is a cutting-edge collaborative training approach that teaches best practices of work processes.

**Coleman Associates.** Coleman Associates has created a methodology for dramatic improvement called DPI™ (Dramatic Performance Improvement™). For over two decades, Coleman Associates has enjoyed a highly respected reputation for bringing evidenced-based solutions to community health centers across the country. Our systems are practical and produce immediate results. We have worked in Community Health Centers and have credibility working with CHC staff as we have been in their shoes going through our own process improvement program.

**Our Results.** Our training partnership with you **produces results** in both numbers and in experience of **both staff and patients**. Most clinics after going through our training programs reduce No Show rates dramatically--even down to the single digits. They increase access by finding more same-day capacity and reducing weekly or month long waits to see providers. Once the patients more readily get in for an appointment, many of our trained clinics teams realize Cycle Times reductions of 33 to 50% -- top quartile teams reduce even further. This streamlined way of working allows for greater patient and staff satisfaction and allows patient care teams to see their patients more readily and in a way that feels less chaotic while being more efficient. It is the **transformation that patient seek and staff embrace** as true medical homes are created.

### Key Elements

The **Key Elements** in our DPI™ Collaborative program are as follows:

**Project Launch.** Top managers **sincerely and genuinely commit to DPI™ process**. This means saying publicly: *“Failure in this DPI™ Transformation is not an option. Period.”* There can be no handoff from top to middle management for the responsibility of this project, or wavering of commitment.

Coleman Associates conducts a **Leadership Conference** to open dialogue between top and middle managers about the DPI™ project. During this session the timeline is shared and **goals for the project are set** and a communication plan is

established. Following the Leadership Conference, **five to six stellar staff are selected for the DPI™ teams.** We will coach you to choose the best team possible. We will let you select *only* staff members who eagerly embrace change. Teams are a mix of managers and line staff and must include one medical provider. Top management guarantees the DPI™ team members an average of four hours per week “offline” from regular responsibilities to do DPI™ work *for the duration of the program.* Teams typically meet once or twice a week for testing and planning.

**Team Preparation.** Your team members will be coached to **observe the current processes** and track patient visits by using our tools. This allows a true understanding the current visit process as well as the phone access. This exercise is not only relatively fast, it is also magnificently insightful. **Baseline data** is collected with help of managers (and the EMR/EPM system) and teams are prepared by Coleman for the learning sessions.

**Training Days.** The bulk of the work happens over the 7 months that envelope the four Learning Sessions (LS). There are four one-day Coleman LSs. Each dynamic and out of the box training day is conducted by Coleman staff on site (in a conference room/training room) and are attended by all members on the DPI™ team. Sessions are a combination of didactic, small group work, video, role-playing and other insightful activities. They are designed to allow adult learners uptake new information fully.

Your teams (and managers) learn to review current processes, they are **taught nationally tested best practices** that are **designed and implemented in Community Health.** The best practices are taught in a way that allows for ease of tailoring and transitioning into the current systems. **Pilot teams are taught how to test ideas** on a small scale and **track their progress** in a tailored method that follows the scientific method.

As ideas are proven effective, teams are taught to **roll those ideas out to their peers.** Each Learning Session builds in breadth and depth allowing for managers and staff to troubleshoot, learn and then **codify best practices.** This learning **informs infrastructure changes that support the transformation of workflows and processes.** Each Learning Session is followed by a Learning Action Period in which teams are coached weekly as they implement ideas. Coleman coaches provide site visits as needed.

**Management Team Parallel track.** Our High Impact Management Program (HIMP) is a 12-week training program for managers that runs parallel to the DPI™ work of the teams. HIMP creates the space and invites conversation regarding change in the underlying infrastructure, management, and ultimately the culture of the organization. HIMP focuses on concepts that support DPI™ changes such as time management, resistance to change, coaching and inspiring staff, and data driven decision making.

**Online Support.** In addition to weekly Coleman coaching calls, newsletters and the Action Period toolkits, each team is supported by the online training room Vroom! [www.Vroom.Training](http://www.Vroom.Training).

For more information, read more about us at [www.ColemanAssociates.com](http://www.ColemanAssociates.com)