

Performance Improvement Committee

Monthly Meeting – December 20, 2017

Attendance: Vanessa Borotz, Chauna Brocht, Cindy Cabales, Jan Caughlan, Aisha Darby, Jan Ferdous, Margaret Flanagan, Catherine Fowler, Tonii Gedin, Mona Hadley, Meredith Johnston, Niles Kalyanaraman, Taylor Kasky, Katie League, Crystal Lee, Kevin Lindamood, Jen Marsh, Maria Martins-Evora, Ted Ramsay, Bilqis Rock, Sheila Roman, Tracy Russell, Aaron Shapiro, Lisa Stambolis

Updates:

IHI Conference Sharing/Key Take-Aways

- Inspiration from Don Berwick: more cooperation with partners, applicable to addressing homelessness
- General Stanley McCrystal: changing traditional communication hierarchies to include all levels of input, redesign for improved communication
- Joy in Work: key to address burnout, joy drives quality, support team based care by making sure the EHRs are designed so that people aren't always tied to the computer
- "Mind the pebbles not just the mountains"
- Use data more informally, like with white boards, to support improvement efforts
- Conference attendees tasked with bringing back learning for projects

QI Culture Assessment

- In 2018, increase learning culture and rapid cycle tracking
- Consider enthusiasm for improvement as well as readiness to coach improvement
- Start annual assessments for PI committee and staff

Dashboard Review

Highlights:

- Changes "separate the signal from the noise"
- Keying in on when a change is outside of normal range of variation (commute example)
- Key: traffic light gone; Grey means work in progress, Green signals + change

Bi-Monthly Project Progress

MISSED APPOINTMENTS:

- ↓ from 33% to 26% since Televox reminder calls started
- Issues: bad phone numbers
- Unintended consequence: as missed appts ↓, need to monitor for increase in overbooking appts
- Next up: calls for clients who missed an appt ("recall") to get them to reschedule, come back in
- Q: when can a new baseline be expected?
- A: too soon, approx. 3 months more to assess

UNIIVERSAL SCREENING:

- Pilot with Psych, was to spread to Case Mgt but on hold due to CTR departure
- Commending Cyndy/DoN & CMA team for creating transition
- Lesson learned: need to engage everyone involved in the system. Ex: benefit of including Ry from Unit Clerk team

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COLORECTAL CANCER SCREENING

- 2018 – new partnership with the Baltimore City Cancer Program (referred to by leads “Rebka & Riva”) for navigation support for clients who don’t speak English

FLU VACCINATION

- Shift focus to sustaining/spreading successes, not all efforts might work the same at each site. Ex. W. Balt technique for front desk to engage clients didn’t work at 421 Fallsway.
- Next up: Televox for flu shot reminders at different points before, during flu season. (Future campaigns!)

DIABETES

- Stellar efforts by Sheila Roman MD (Pop Health & PI volunteer), Tracy Russell, Cyndy Singletary for fine tuning best-practices to optimize diabetes medication regimens.
- Sheila notes the need to consider a balancing measure to assess unintended consequence of hypoglycemia in population with food insecurity. CRISP reports reviews underway for association with ED visits

Discussion

HEALTH OUTCOMES

- Tonii presented and reviewed proposed measures tied to the Strategic Plan goal to strive for our clients outcomes to rival those of stable populations
- Recommendations were vetted with the Board members as well as leadership and key stakeholders
- Criteria included relevance, data availability and the availability of comparison data for stable populations
- [Comment/feedback requested. DUE BY JAN 1, 2018](#)

2018 PI WORKGROUP COMPOSITION

- The Board has approved the 2018 PI Plan, so planning is underway
- One the question of who should be involved: Jen reviewed the concept of “Little i” vs “Big I”
- Little i – regularly consulted during the project
- Big I – full member of the QI project team
- Group exercise: use sticky notes to make recommendations for “Little i” vs “Big I” representatives for 2018 PI priorities

Next Meeting

WED., JANUARY 17, 2018

Changes: expand from series of projects to system of learning, focus on lessons learned and collaboration/lesson sharing, making efforts more interactive – foster group sharing, increase capability training