

10/18/17 Performance Improvement Committee Meeting Minutes

PI Announcements

- Asked group for feedback on meetings and subcommittees:
Early meetings are a pain.
Meetings are heavy on reporting out, need more opportunities for discussion.
Subcommittees sometimes lose their momentum outside of their meetings.
- 2018 Goals to be reviewed by P&PI committee this evening, next PI committee meeting will focus on workgroup structure.
- Client experience survey to be launched in November, will still be at 3 sites. Question content will be changing to CAP standards for comparison with national scores, except for 4 homegrown questions for past survey comparison. (Feedback: What efforts will be done to include families and young adults in the survey?)

Subcommittee Reports

Missed Appointments:

- Televox is launching on 10/23 after some technical difficulties
- Recent research revealed that 14% of our population accounts for 59% of our missed appointments. Group will be taking a look at how to address this group. (Feedback: Efforts to effect high-utilizer populations fail if system is not equally effected for future high-utilizers.)
- Driver diagram presented (Feedback: Should take into account client cognitive impairments.)

Universal Screenings:

- Workflow has been revised and made available to staff
- Planned roll out to case management has been postponed pending filling Jay's role

Colorectal Cancer Screening:

- Moving forward with partnership with the City Cancer Prevention program, details to be available soon
- Call process for following up on clients past due for screening has been made so that it can now be done independently by CMA's
- Looking into the possibility of mailing in FIT's
- Hit 55% for the month of September

Flu:

- Coat drive yesterday, 100+ vaccines given out, over 90% were HCH clients
- 450+ clients vaccinated since September 1st
- Continuing outreach efforts at Beans & Bread and other facilities
- Referrals are needed from other departments
- Pharmacy has given out very few vaccines to HCH clients
- Hit 23.5% vaccinated in September
- "Sock it to 'Em" drive to launch next month
- Immunet downloads now automatically transferring vaccination data to Centricity

Diabetes:

- Now have standing orders in place for nurses to give out Metformin to all diabetic patients, and to freely change dosage of Insulin for uncontrolled diabetic patients
- Algorithm created for other medications usage to give nurses and clients information on what options are available to them
- Efforts to increase testing are successful, percent of untested diabetic patients has decreased from 24% to 6%