

2019 Performance Improvement Results

All-Staff Presentation

February 13, 2020



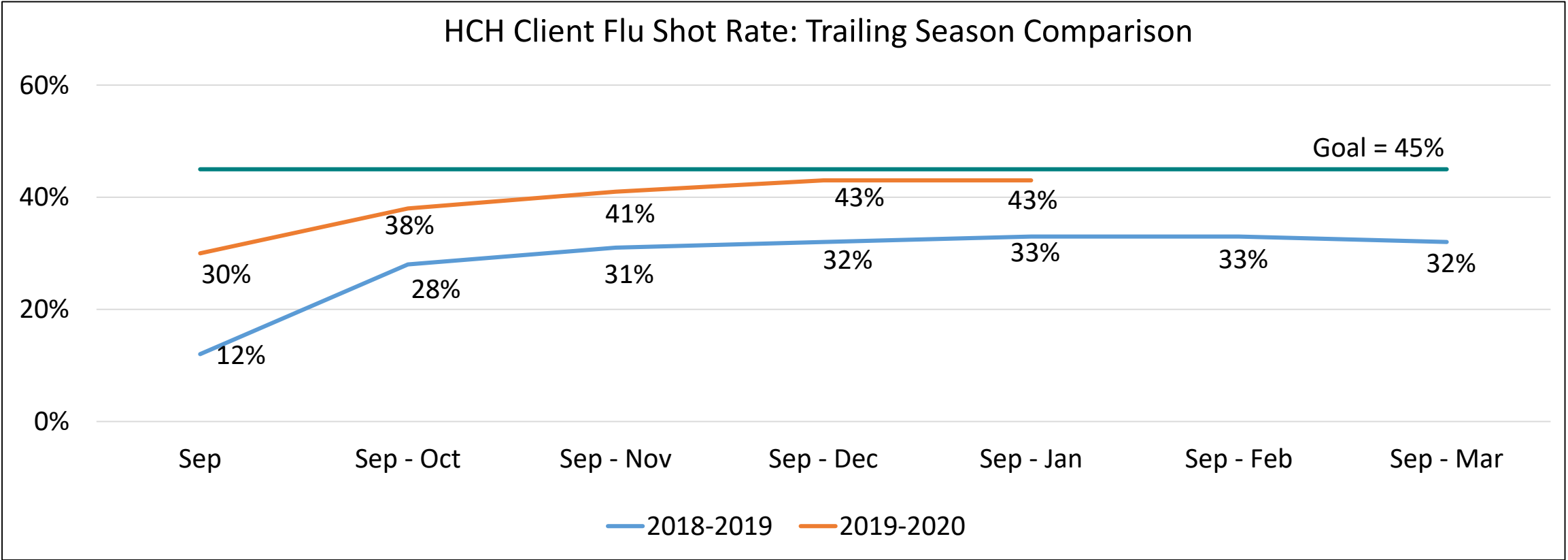
2019 Improvement Goals

1. Infection Control: Flu Immunization
2. Weight Screening & Counseling
3. Oral Health: Pediatric Dental Varnish
4. Blood Pressure Control in Clients with Hypertension
5. Behavioral Health: Depression Remission
6. Patient Safety: Incident Reporting
7. Clinical Operations: Missed Appointments
8. Client Experience: Provider Communication



Flu Immunization

Goal: By March 31, 2019, 45% of eligible clients will have documentation of flu vaccine administration.



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Challenges identified:

- No way for non-medical providers to use EHR to identify or document flu shot information
- Lots of misinformation about the flu
- No measurement of offer rate

2019-2020 changes made:

- Held In-service prior to flu season to train staff on information and workflows
- Measuring offer rate
- Using Care Team huddles to discuss clients needing flu vaccines

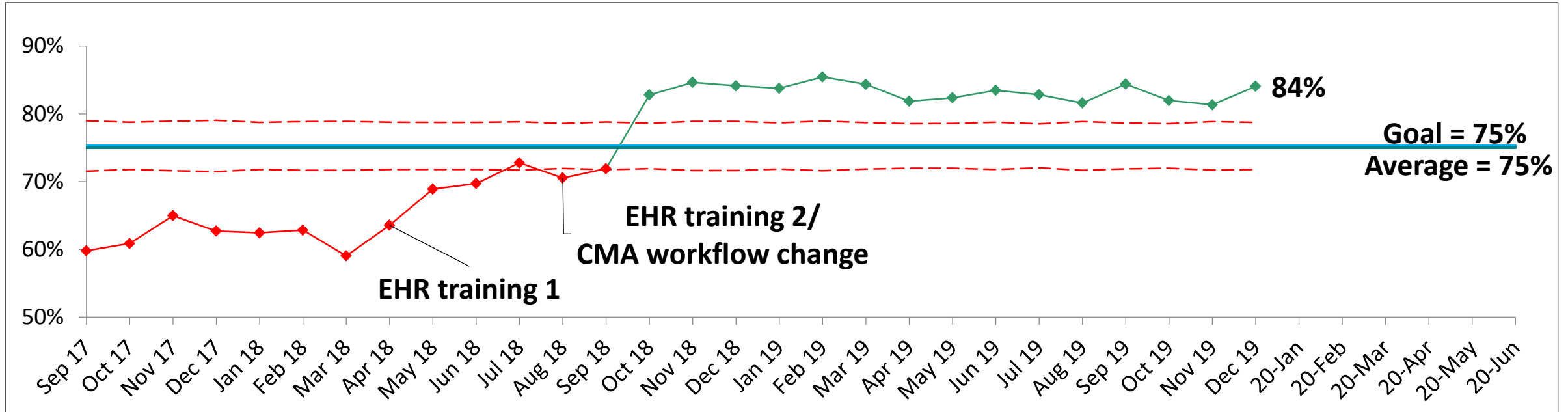
Lessons learned:

- Immense rate difference for clients on care teams vs not (55% vs 18% as of January 2020)
- Improvement still needed on EHR documentation workflow
- Non-medical staff would like more tools to use in discussing the importance of the flu shot with clients



Adult Weight Screening & Follow-up

Goal: By December 2019, 75% of adults will have a documented BMI, counseling and/or follow-up plan.



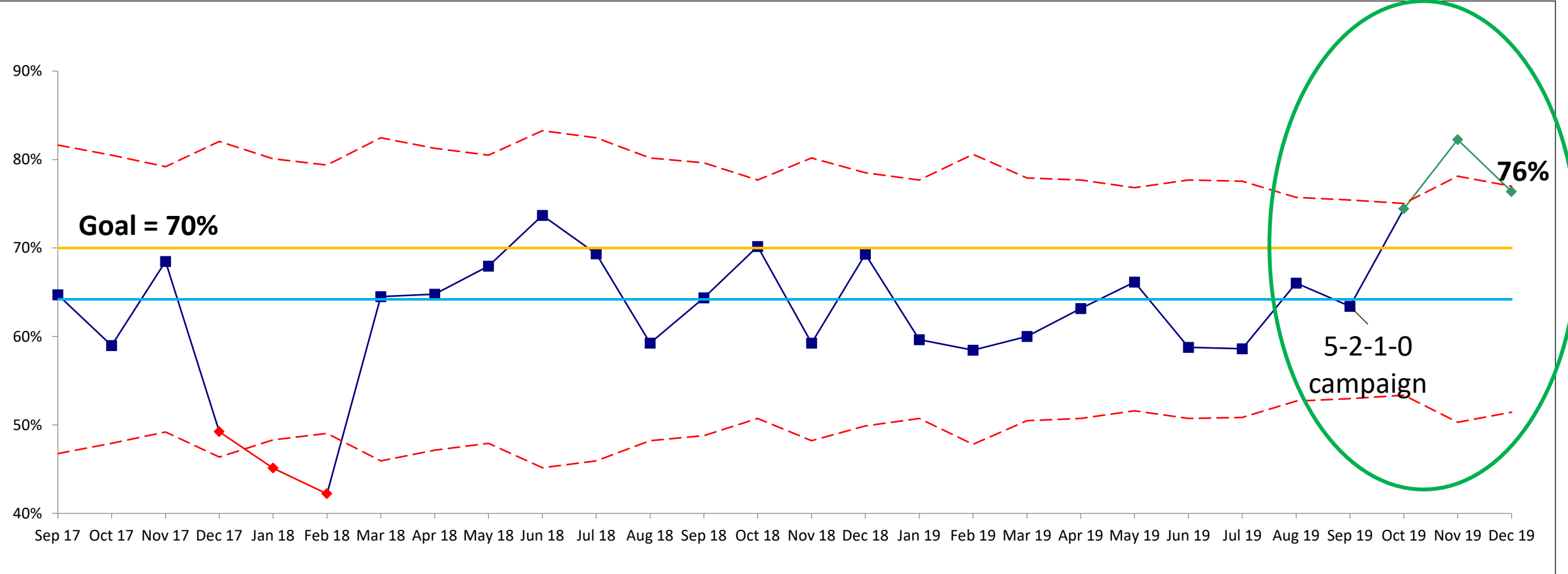
Changes Made:

- Provided training to providers on EHR documentation of weight screening & follow-up
- Changed the EHR form to align more closely with workflow for CMAs (reduced frequency of missing BMI measurement)



Child Weight Screening & Counseling

Goal: By December 2019, 70% of children will have a documented BMI, counseling and/or follow-up plan.



Child Weight Screening & Counseling

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Challenges Identified:

- Lack of internal procedures for providing counseling. Barriers included:
 - Time/competing priorities during a visit
 - Difficulty approaching the sensitive issue of weight
- Difficulty in accurately recording the counseling in the EHR (form options were not as relevant to the pediatric population)

Changes Made:

- 5-2-1-0 counseling tool made available in English and Spanish
- EHR form changes for documenting counseling



5-2-1-0 Counselling Tool Example

Follow

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every day!

- 5** or more servings of fruits & vegetables
- 2** hours or less of screen time
- 1** hour or more of physical activity
- 0** sugary drinks



Siga el programa

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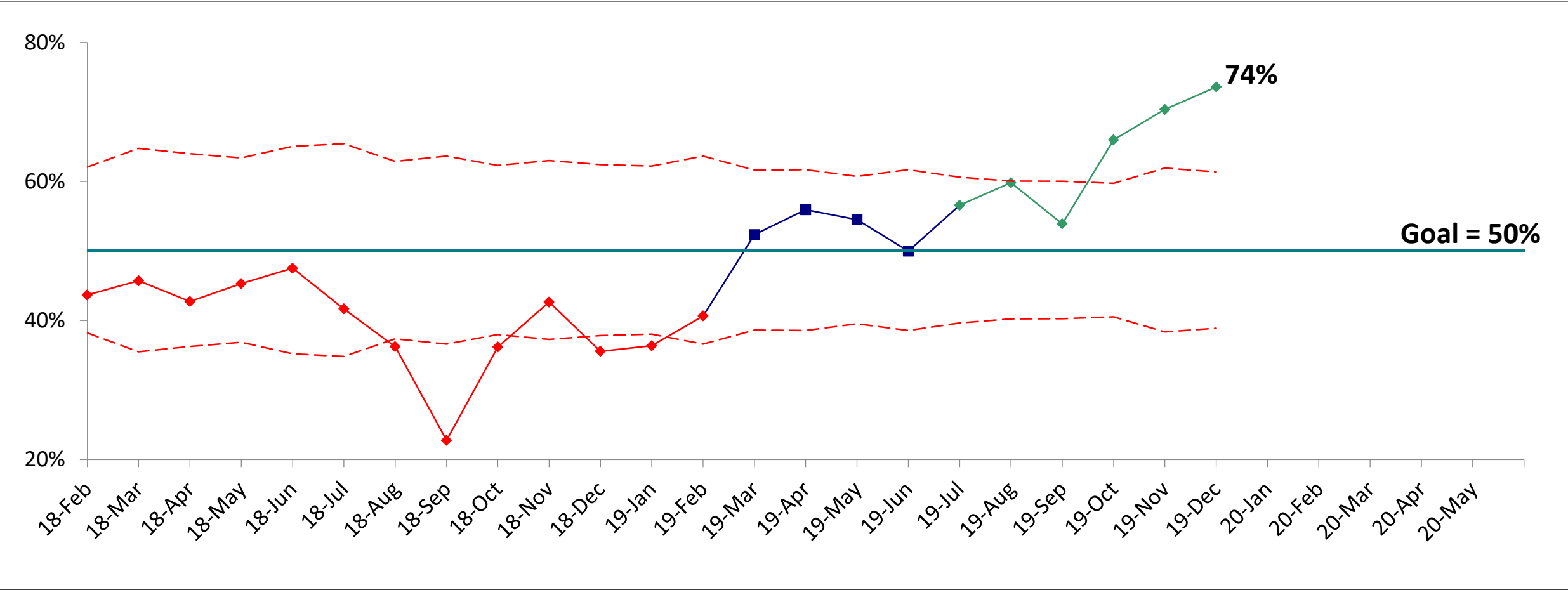
todos los días

- 5** porciones de frutas y verduras o más
- 2** horas frente a una pantalla o menos
- 1** hora de actividad física o más
- 0** bebidas azucaradas



Pediatric Dental Varnish

Goal: By December 2019, 50% of eligible pediatric clients will have received fluoride varnish applications.



Pediatric Dental Varnish

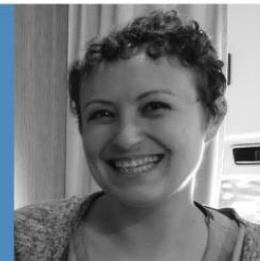
Goal: By December 2019, 50% of eligible pediatric clients will have received fluoride varnish applications.

Challenges Identified:

- No standard way in the EHR to identify clients due for a dental varnish (especially between Pediatrics and Dental) and no structured data element to document when it was done
- Providers didn't have full understanding of the guidelines and process
- Parents and kids were unfamiliar with the need for a dental varnish

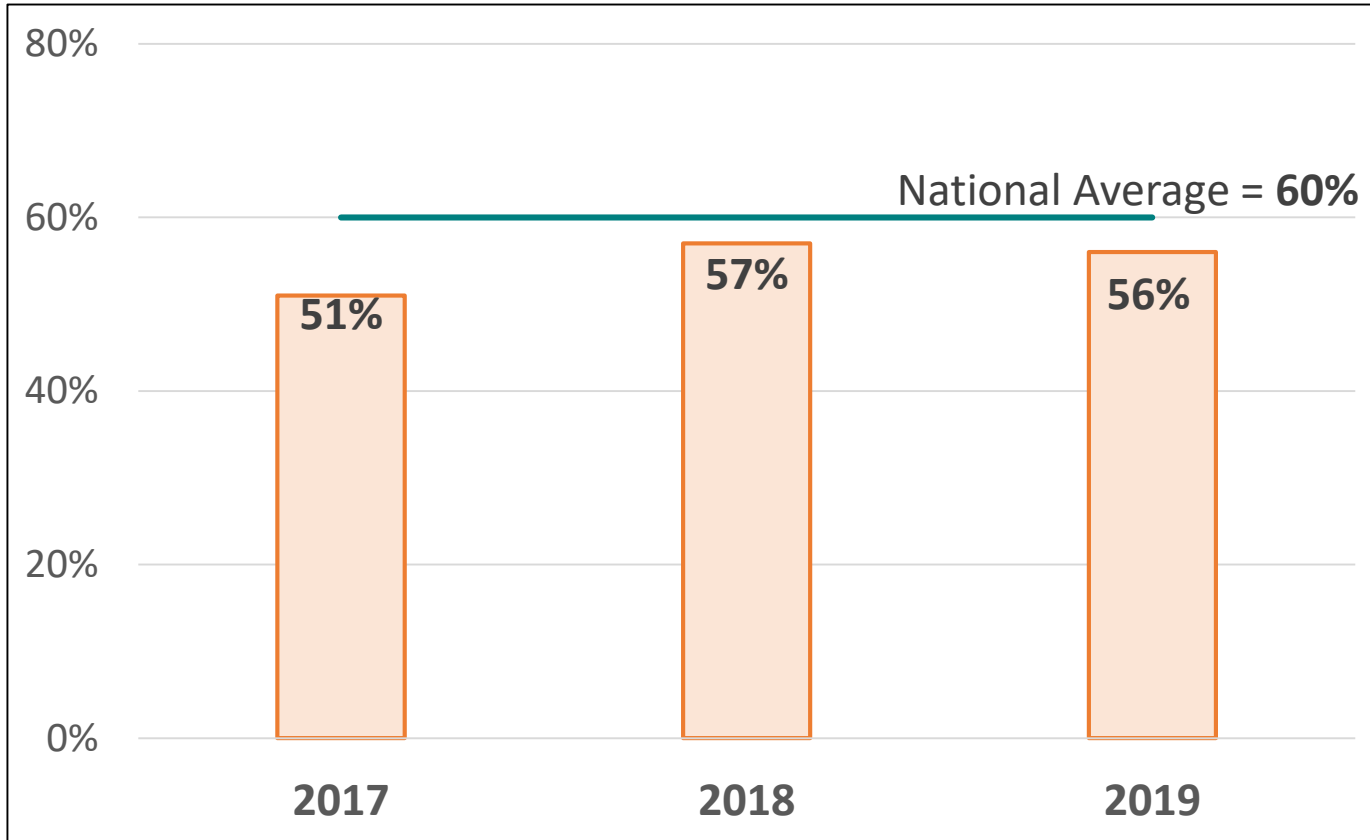
Changes Made:

- Structured data element in EHR allowed providers to easily identify whether a client was due
- English and Spanish handouts made it easy for providers to discuss dental varnish with families
- Dental Director provided full training to any providers seeing children so that everyone is following the same guidelines and process



Blood Pressure Control in Clients with Hypertension

Goal: By December 2019, 65% of Hypertensive Clients will have adequately controlled blood pressure (<140/90mmHg) at their most recent medical visit.



Changes Tested/In Progress:

- Annual BP “best practice” training
- Changes to EHR display form
- Visual medication tools for clients
- One-pager on med refills + pharmacy
- Medication Adherence Assessments

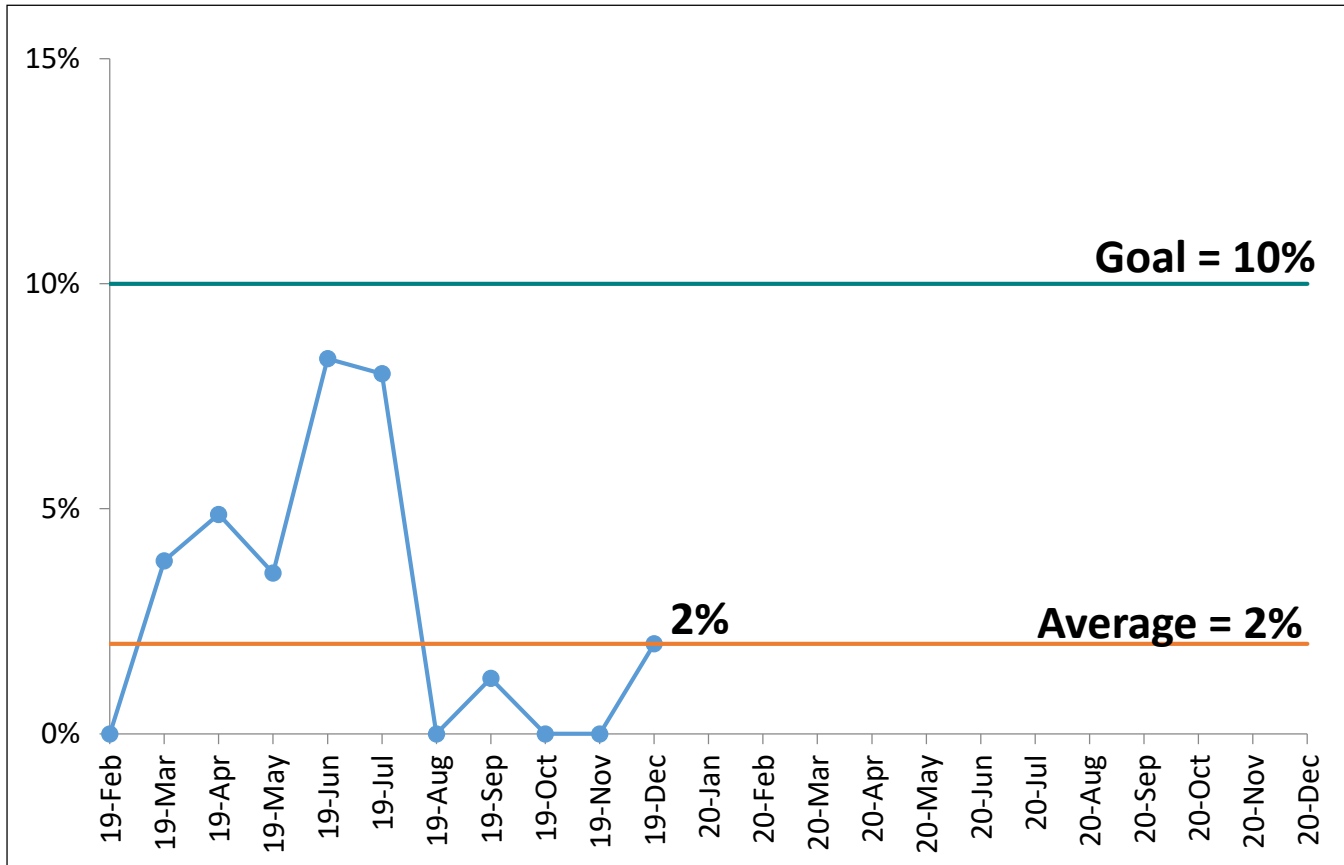
Lesson Learned:

- Medication Adherence is a huge underlying factor of chronic disease management



Behavioral Health: Depression Remission

Goal: By December 2019, 10% of adults diagnosed with major depression or dysthymia who scored positively on an initial PHQ-9 (>9) will demonstrate remission at 6 months (PHQ <5).



2019:

- Identified barriers with BH EHR workflow for PHQ. *Working to fix these!*
- Tested Medication Adherence Assessment

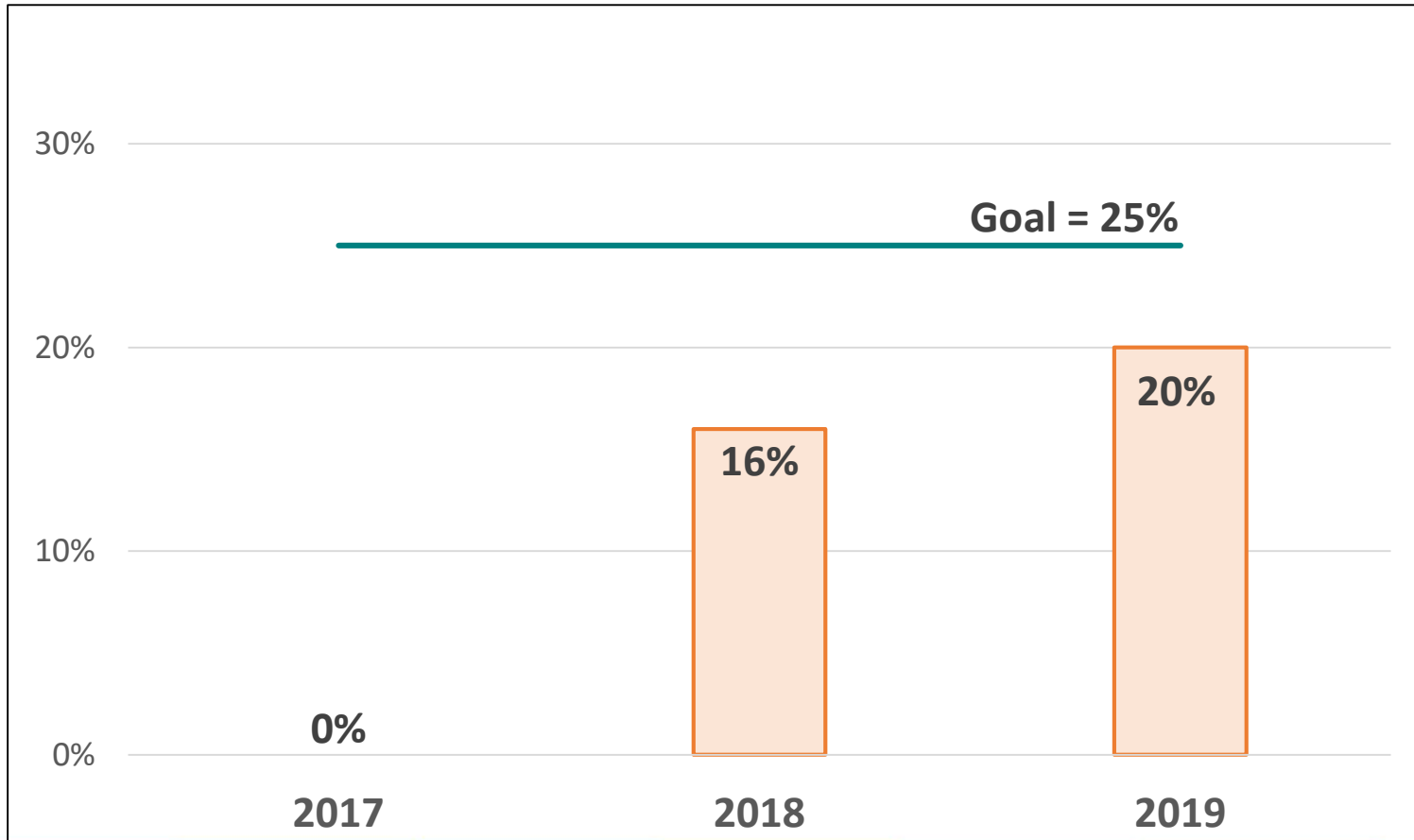
2020 Plans:

- Increase PHQ follow-up
- Focus on therapeutic strategies
- Focus on Medication Adherence
- Expanding work to the whole screening and treatment lifecycle (adults & adolescents)



Patient Safety: Incident Reporting

Goal: By December 2019, the proportion of incident reports in the following categories: near misses, treatment/diagnostic/procedure related, or medication errors will increase to 25% of all reported incidents.



Changes made/tested:

- Safety Stars! Celebrate people who report incidents
- Materials to make reporting easier
- Changed “GRC” icon to “Incident Reporting”
- Clinical Director training

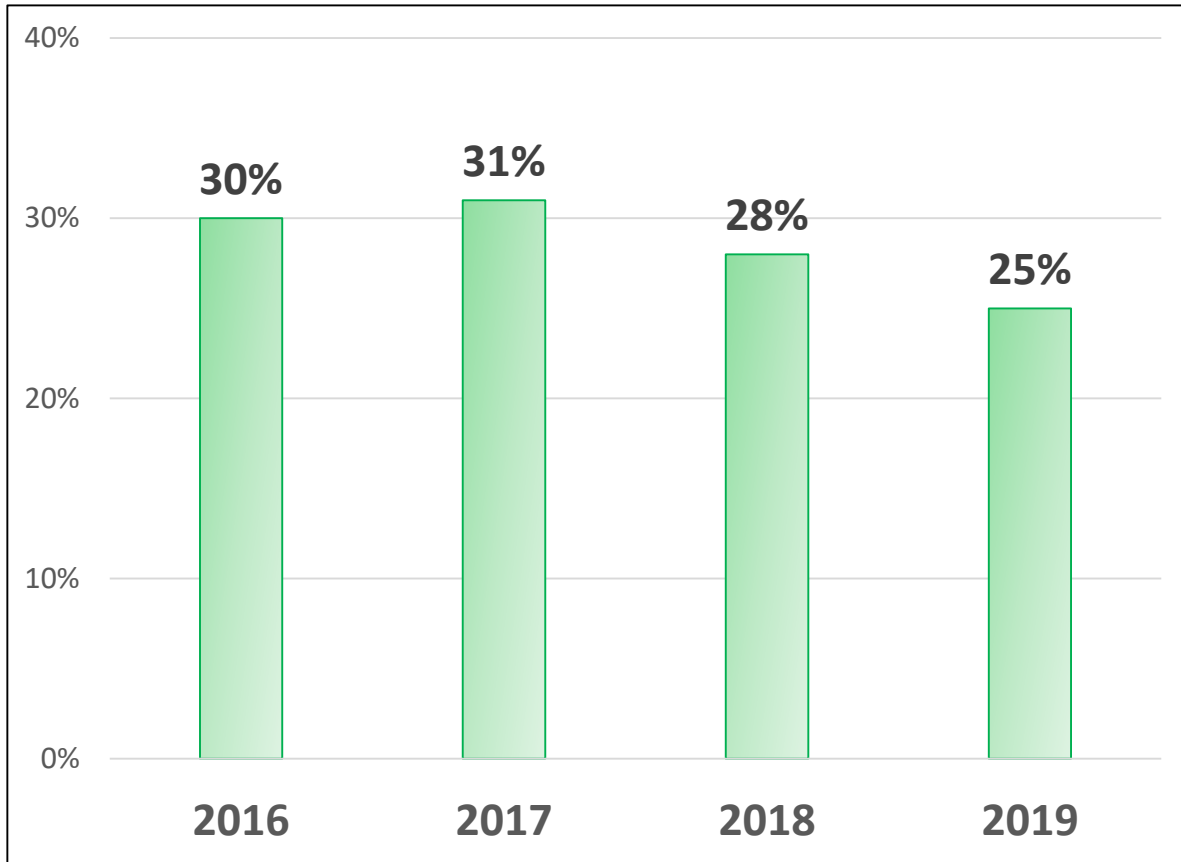
Lesson Learned:

- Culture change takes positive reinforcement from all levels of the organization
- The feedback loop is critical to encouraging safety reporting



Clinical Operations: Missed Appointments

Goal: By December 2019, the organization will have a missed appointment rate at or below 20%.



Changes tested/made:

- CAAs call clients + text reminder
- Scheduling template: increase same-days Connect clients who cite transportation challenges with CM
- Testing effects of “15 minute rule”
- Ensuring appointment cards are accurate
- Promoting “call and cancel” with clients
- Understanding issues of clients who frequently miss appointments

Lessons learned:

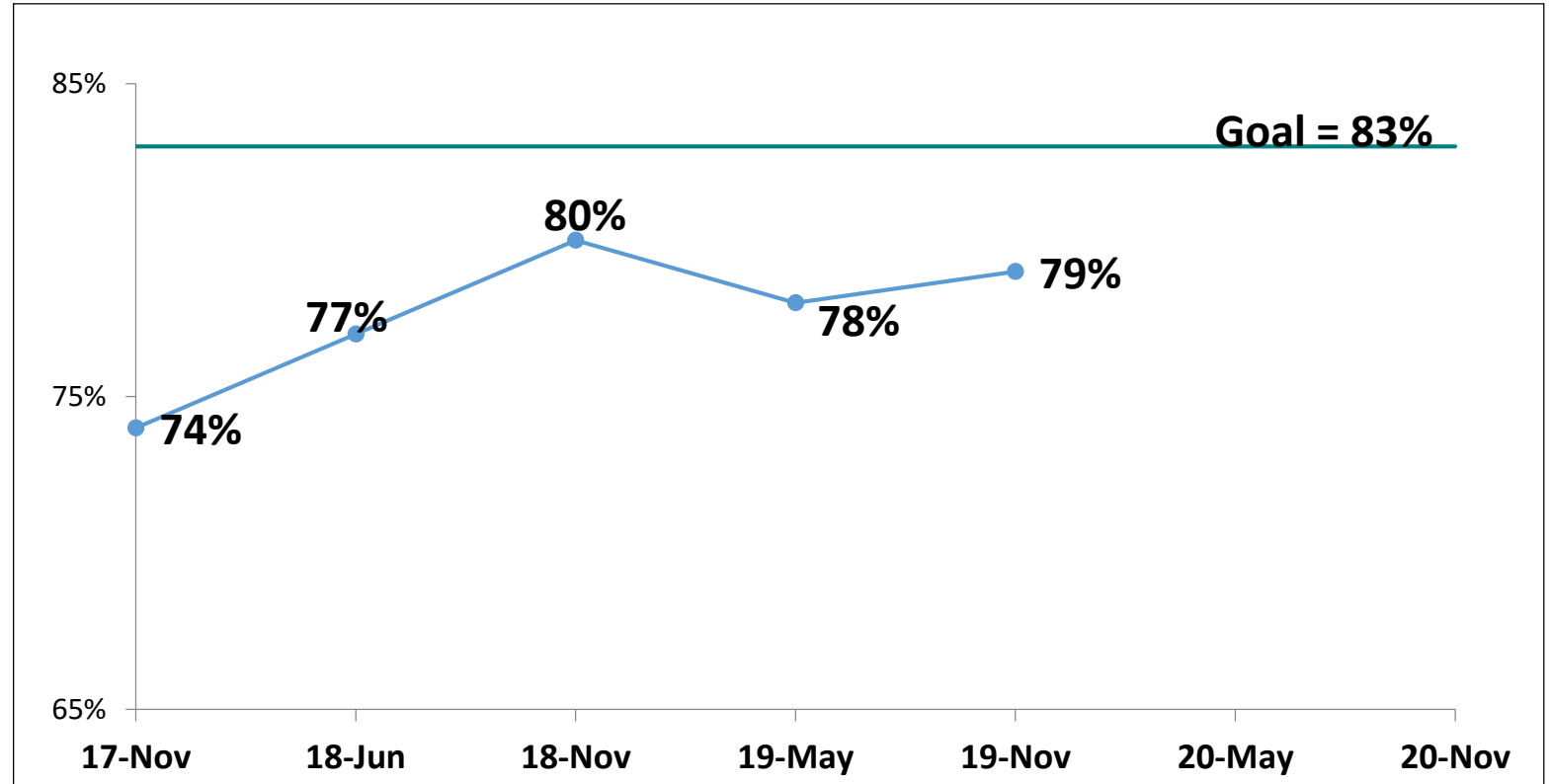
- Reminding clients using multiple approaches was most successful
- Opportunities exist to decrease missed appointments through increasing clinic flow efficiency



Client Experience: Provider Communication

Goal: By December 2019, 83% of clients will respond “always” on Client Experience Survey questions relating to good provider communication.

1. Does your provider explain things in a way that is easy to understand?
2. Does your provider listen carefully to you?
3. Does your provider show respect for what you had to say?
4. Does your provider spend enough time with you?



Client Experience: Provider Communication

Challenges Identified:

- No clear & consistent communication around services, processes, and access
- No standard expectations and trainings for customer service and communication
- Opportunities to improve care coordination across providers (internal and external)
- Difficult to communicate with staff using phone system

Changes made/tested in 2019:

- Wait time improvement (books, white board, clinic flow)
- Provider departure notification process for staff and clients
- Care Teams began daily huddles

Changes planned/in progress for 2020:

- Improved phone access
- Improve 421 Fallsway navigation for clients
- Evidence-based communication training for client-facing staff
- Literacy-appropriate communication on important processes (Med Refills, Referrals, Forms, e.g.)
- Improved mechanism for staff to clarify agency information

