

## 2023 Performance Improvement (PI) Goals

### Resource Stewardship

1. **Cost Savings:** Antimicrobial Stewardship. Throughout 2023, monitor the percentage of adults 18–64 years of age with a diagnosis of acute bronchitis or URI who were prescribed an antibiotic prescription (Goal = <25%). The agency will also review data broken down by race, ethnicity, and SOGI to identify and reduce disparities in prescribing practices.
2. **Care Coordination:** By December 31, 2023, the Agency will attempt follow-up with 85% of individuals following a hospitalization and identify SDH or racial disparities for clients post-hospitalization.

### Clinical Quality Measures

3. **Preventive:** By December 31, 2023, utilizing the Health at Every Size framework, 65% of individuals 18 years and older will have height and weight documented annually, with a follow-up plan if indicated in the EMR
4. **Chronic:** By December 31, 2023, 65% of individuals will have blood pressure controlled and reduce disparities between Black or African American and White individuals by 5%.
5. **Behavioral Health:** By December 31, 2023, 11% of individuals ages 12+ diagnosed with depression will achieve depression remission. The Agency will review data and stratify data to identify and address disparities identified for housing status, race, ethnicity, sexual orientation, or gender identity.
6. **Additional measures:** The Agency will identify, measure, and improve upon at least two additional clinical quality measures based on staff input, performance, and opportunities to reduce inequities by December 31, 2023.
  - **Advanced care planning:** specific goal TBD
  - **Diabetes control** [inverse measure]: by December 31, 2023, the rate of uncontrolled and/or untested A1C for diabetes will be 32%.

### Client Access, Experience and Care Management

7. **Access:** By December 31, 2023, the Agency will reduce the time to third next available appointment by 5% at all sites for identified and prioritized departments (e.g. Medical).
8. **Client Experience:** By December 31, 2023, the Agency will identify, measure, and improve upon one area of Client Experience based on feedback, and choose a goal that aims to reduce disparities.
9. **Care Management:** By December 31, 2023, Therapists, Case Managers and Nurses will identify and offer care management to appropriate individuals, ensuring that 75% of clients

enrolled at each site (Fallsway, Baltimore County and West Baltimore) have a documented care plan