

Monthly Performance Improvement Meeting

April 20th, 2022



Overview

1. Trivia (10 min)
2. PI Updates (40 min)
3. Pop Health Updates (10 min)



Trivia

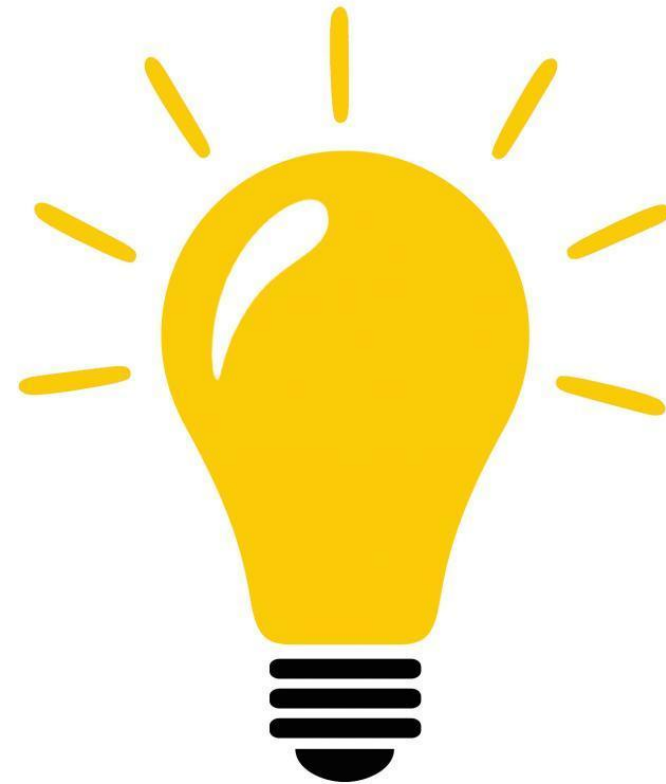
Theme: Innovation



Question 1 of 4

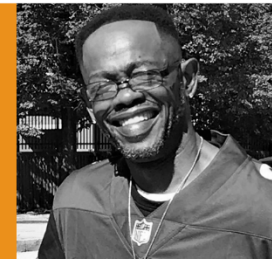
Q: Prior to the invention of the lightbulb by Thomas Edison, the average person got this many hours of sleep.

A: 11



Question 2 of 4

Francis Crick and James Watson



Question 3 of 4

Gerardus Mercator



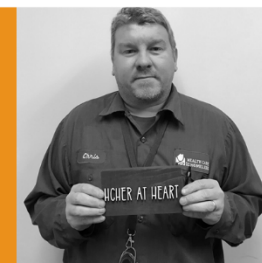
Cylindrical projection of globe onto flat map, 1569



Question 4 of 4

Big Innovations in the 2000 decade

Date	Innovation
July 2000	Hybrid Car
October 2000	Text Messaging
January 15, 2001	Wikipedia
April 2003	Sequencing the human genome
August 2004	Google (going public)
November 2006	Nintendo Wii
June 29, 2007	Iphone



PI Updates

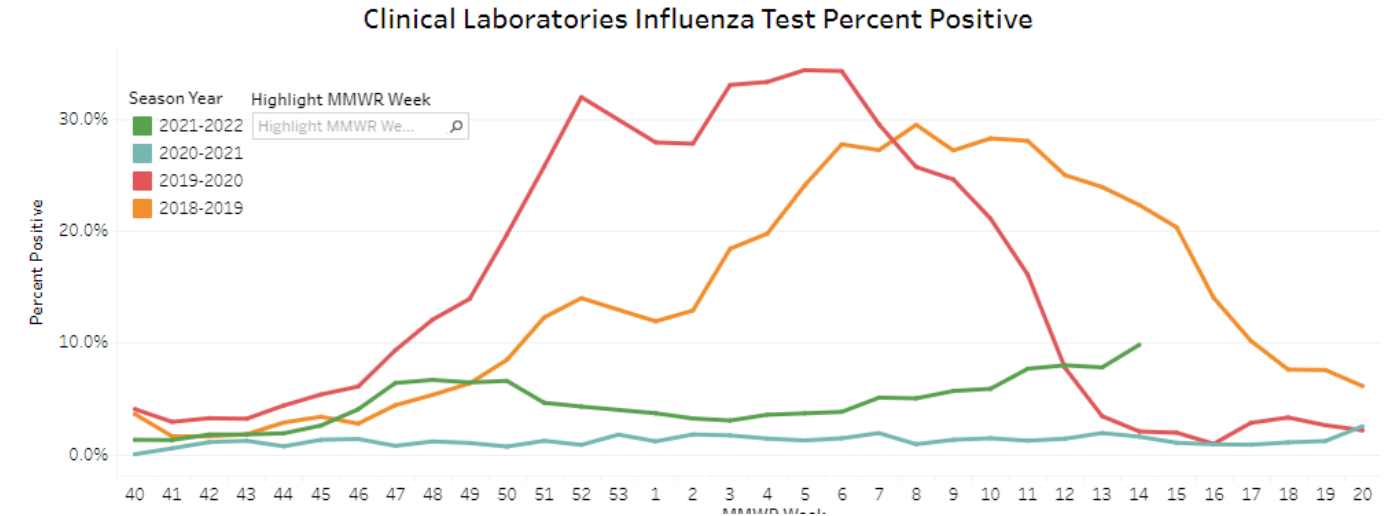


Flu Season Is Not Over

- The last MD data shows the flu percent positive at 10% and climbing.
- We should continue to give flu vaccines for 2 more weeks until we run out

Laboratory Surveillance
All data will be updated weekly beginning Friday, October 15, 2021
There are many different respiratory viruses that commonly circulate around the same time as influenza and cause similar symptoms. Analyzing trends in laboratory testing and test results allows assessment of whether the ILI activity being reported is due to influenza.

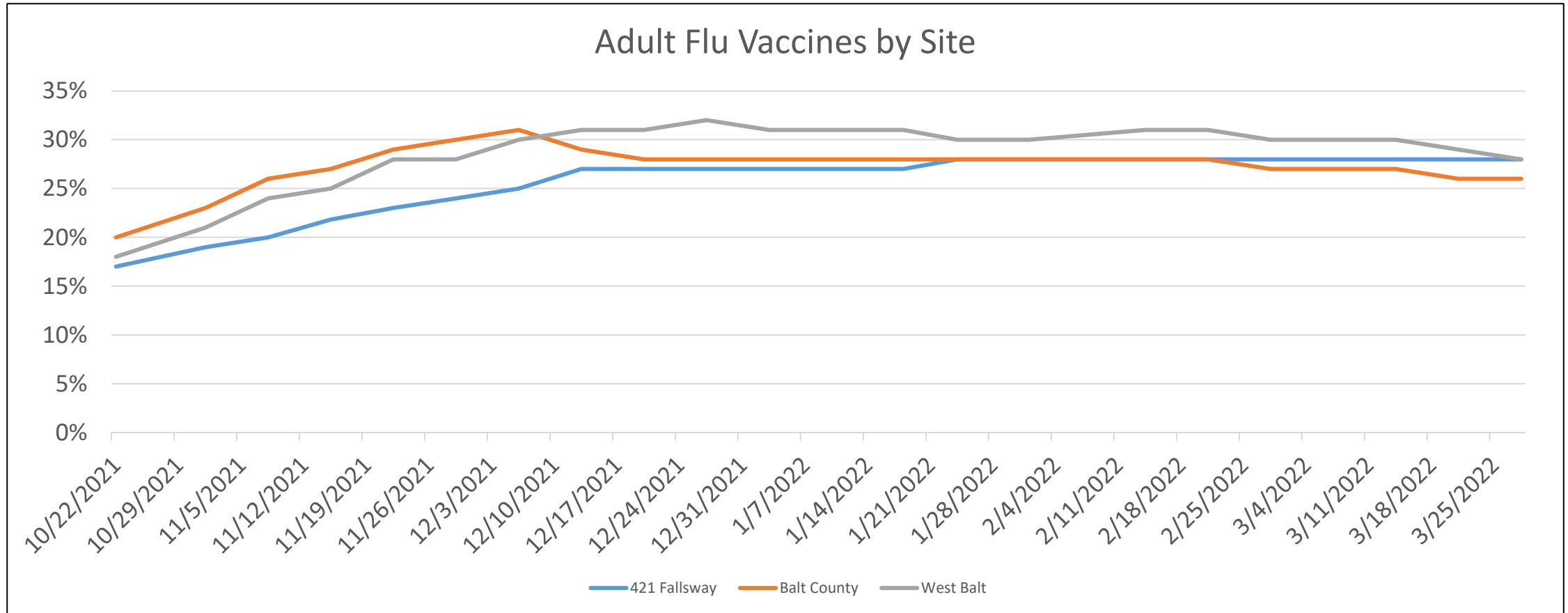
There are two surveillance systems used to track influenza test results: clinical laboratories and the Maryland Department of Health (MDH) Laboratories Administration.



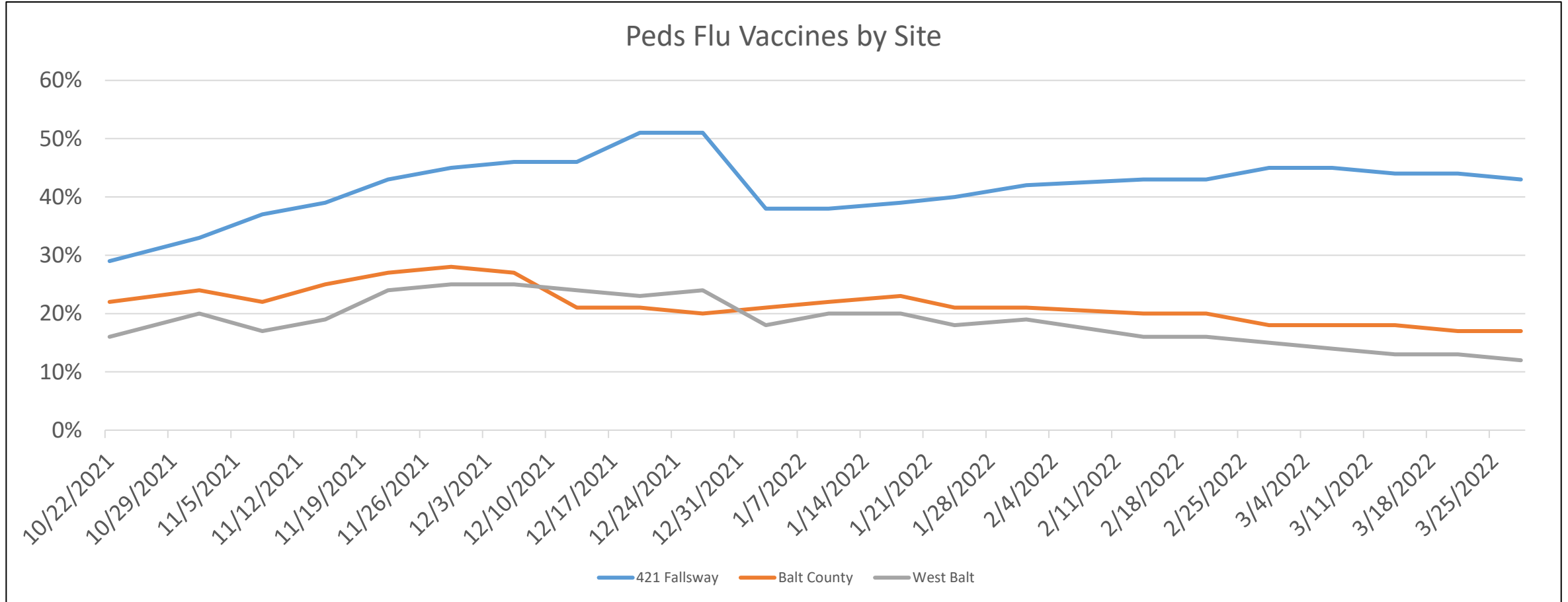
<https://health.maryland.gov/phpa/influenza/Pages/flu-dashboard.aspx>



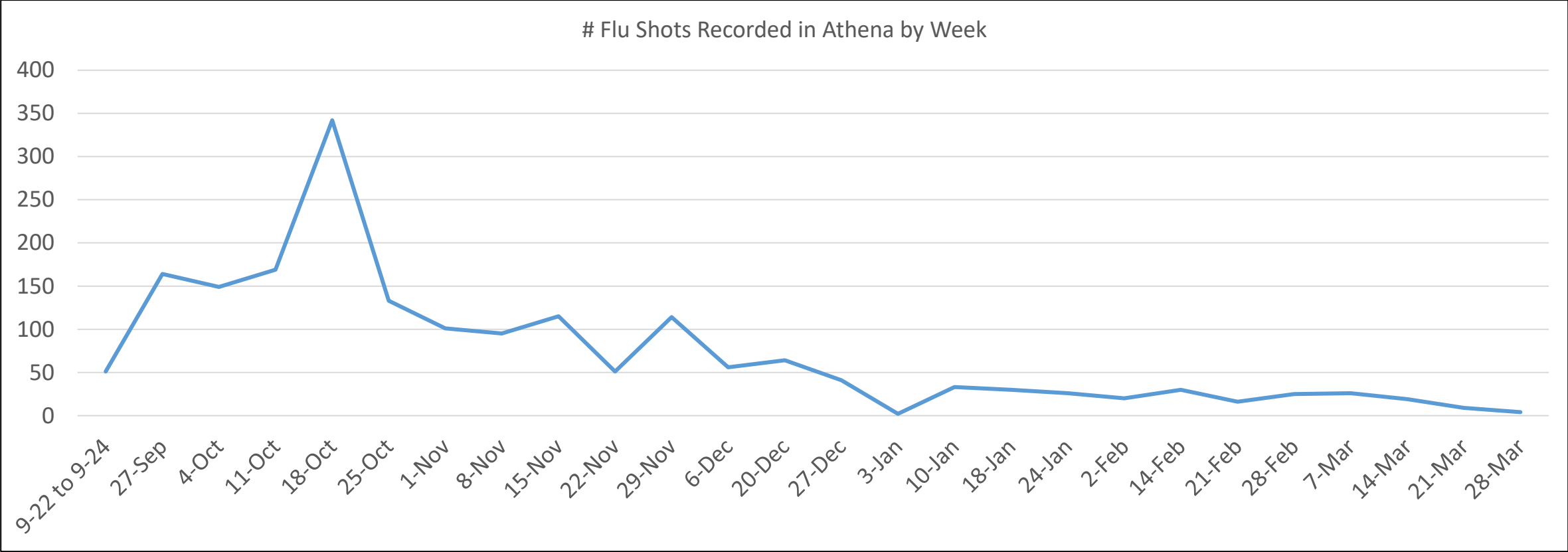
Flu Data – Adult Vaccination Rate by Site



Flu Data – Pediatric Vaccination Rate by Site



Flu Data – Total Administered Flu Vaccines by Week



Grand total of 1885 vaccines given this flu season.



Quality KPIs

Agency clinical quality measure KPIs	Key
Data pulled the 5th of each month, reflecting year to date totals	3+ Improvement
Improvement measured month-to-month totals	1-2+ improvement
*pulled on 3/15	reduction
**under development; finalized 4/25	No data

Measure Name	2021 Baseline data (Centricity + Athena)	Trend	Jan	*Feb	March	**2022 Goal
Breast Cancer Screening	34%			24%	30%	40%
Cervical cancer screening	41%			35%	39%	59%
Childhood Immunization Status	24%			0%	11%	25%
Colorectal cancer screening	25%			18%	21%	30%
Controlling high blood pressure	48%			45%	48%	55%
Dental Sealants (ages 6-9 Years)	0%			0%	0%	50%
Depression Remission at Twelve Months	9%			0%	0%	10%
Depression Screening and Follow-Up Plan	42%			33%	36%	80%
Diabetes: HbA1c poor control (>9%) [inverse]	52%			57%	48%	40%
Early Entry into Prenatal Care	78%					80%
HIV Linkage to Care	100%			0%	0%	100%
HIV Screening	64%			39%	42%	70%
IVD: Use of Aspirin/Other Antiplatelet	56%			83%	84%	85%
Body Mass Index (BMI) Screening and FollowUp	10%			17%	18%	65%
Statin Therapy for Prevention/Treatment of CVD	77%			83%	81%	85%
Tobacco use: screening and cessation intervention	55%			27%	35%	70%
Wt assessment & counseling for nutrition & PA (Peds)	55%			9%	11%	58%
Lab Tracking	n/a					
Referral Tracking	n/a					
SDH ask rates	n/a					

Coming soon...

- One 2022 PI goal was to identify health disparities by race/ethnicity
- QA met with Arie to discuss next steps for visualizing the data
- Next month – we will share health disparities data for a few measures (including diabetes!)
- Working on capturing data that is digestible by all staff and actionable



Proposed Goals: 1 of 2 sheets

Measure	2019 Result	2020 Result	2021 result	Pulled 3/15 for 2022	Recommended goals for 2022	Rationale
BMI Screening and Follow-Up 18+ Years	77.4%	52%	10%	15%	65%	We saw a decrease in this rate from 2019-2020 due to COVID, we have already begun to see this rate rebound in 2022, and aim to increase slightly for 2022 as we improve our documentation.
Breast Cancer Screening	new	84%	34%	25%	40%	We have a seen a decrease in our rates due to COVID related closures and in-person services, we hope to modestly improve as we return to more in-person services.
Cervical Cancer Screening	59.6%	58%	41%	35%	59%	Cervical cancer screening is (generally) more within our control and can be done in-house. This rate mirrors that for 2019 and 2020 as we begin to rebound with more in-person services.
Child Weight Screening / BMI / Nutritional /Physical Activity Counseling	60.6%	42%	55%	9%	58%	We saw a decrease in this rate from 2019-2020 due to COVID, we began to see this rate rebound in 2021, and aim to increase slightly for 2022
Childhood Immunization Status	4.7%	21%	24%	0%	25%	Always a challenging measure, we have seen tremendous strides with the addition of a pediatric RN. We are hopeful to slightly increase for 2022 from our 2021 numbers.
Colorectal Cancer Screening	47.2%	37%	25%	19%	30%	One of the more challenging screenings, we are hopeful with data reconciliation and focused PI work, we can move this goal to the midpoint in between 2020 and 2021 rates.
Dental Sealants	100.0%	50%	0%	N/A	50%	This measure represents small numbers (generally 6-10 individuals); however, we hope with dental returning to providing more frequent services we can revisit these workflows.
Screening for Depression and Follow-Up Plan	81.6%	78%	42%	34%	80%	We believe our rates decreased due to documentation changes, we believe with training and a focus on this for the year, we will be able to improve our rates closer to our 2019 goals.
Depression Remission at 12 months	new	2%	9%	0%	10%	Always a challenging measure, we saw an increase in 2021, we are hopeful to see a slight increase again in 2022 as we focus some PI endeavors on this goal.

Proposed Goals: 2 of 2

Measure	2019 Result	2020 Result	2021 result	Pulled 3/15 for 2022	Recommended goals for 2022	Rationale
Diabetes A1c > 9 or Untested	29.6%	36%	52%	57%	40%	A continually challenging measure, we have struggled with our control rates, the goal this year is to improve at the midpoint between 2020 and where we currently are for 2022.
Early Entry into Prenatal Care (first visit in first trimester)	new	31%	78%	0%	80%	Our work to better track clients through Athena and the work of pop health should help to maintain this measure.
HIV linkage to care	100.0%	100%	100%	0%	100%	This measure represents small numbers (generally 3-5 individuals); however, we have had strong linkages to care within 30 days. We hope to maintain this rate.
HIV Screening	new	78%	64%	40%	70%	Traditionally, our rates have hovered around 70%, we believe with data reconciliation and a return to more in-person services we will see a rebound in this measure.
Hypertension Controlling High Blood Pressure	55.8%	59%	48%	46%	55%	This rate dropped in 2021, but we are hopeful to return to 2019 baseline (after seeing an improvement in 2020).
IVD Aspirin Use	79.2%	81%	56%	82%	85%	This goal has already begun rebounding for 2022, and anticipate continued improvements.
Statin Therapy for the Prevention and Treatment of Cardiovascular Disease	84.9%	84%	77%	81%	85%	This goal has already begun rebounding for 2022, and anticipate continued improvements.
Tobacco Use: Screening and Cessation	85.0%	64%	55%	29%	70%	We saw a decrease in this rate from 2019-2020 due to COVID, and know that documentation challenges impacted 2021. We anticipate the follow-up plan documentation will improve in 2022.



Prioritization of PI projects

Criteria	Assigned weight (scale of 1-5)
We have a medical team member willing to champion QI work on the measure	5
We are performing poorly compared to previous years	1
We are performing poorly compared to the nation	3
We are making poor strides toward our end of year goal	5
The measure has a large # of eligible clients (many clients impacted)	3
The measure has a very small # eligible clients (so making a dent in the measure should be easier)	3
The measure saw three consecutive months of decline	5
The measure dropped significantly over the past month	1
A significant health disparity is noted between two demographic groups for a particular measure	3
Changes to the outcome of the measure would be long-term	5
Changes to the outcome of the measure would be short-term	3
There is a special reason for prioritizing a specific measure (i.e. it is a measure's awareness campaign month)	5

Innovation Challenge

Questions

Feedback



Client Experience Surveys: Status update

Post-Visit Surveys

[MedStatix]

- Pilot up to 20 providers
- Medical, BH, Dental
- Anticipated timeline: Begin in June (smaller set of providers)

Annual Survey

[Research America]

- Historically CAHPS survey
- Survey a representative sample of clients
- Anticipated timeline: Survey clients in August



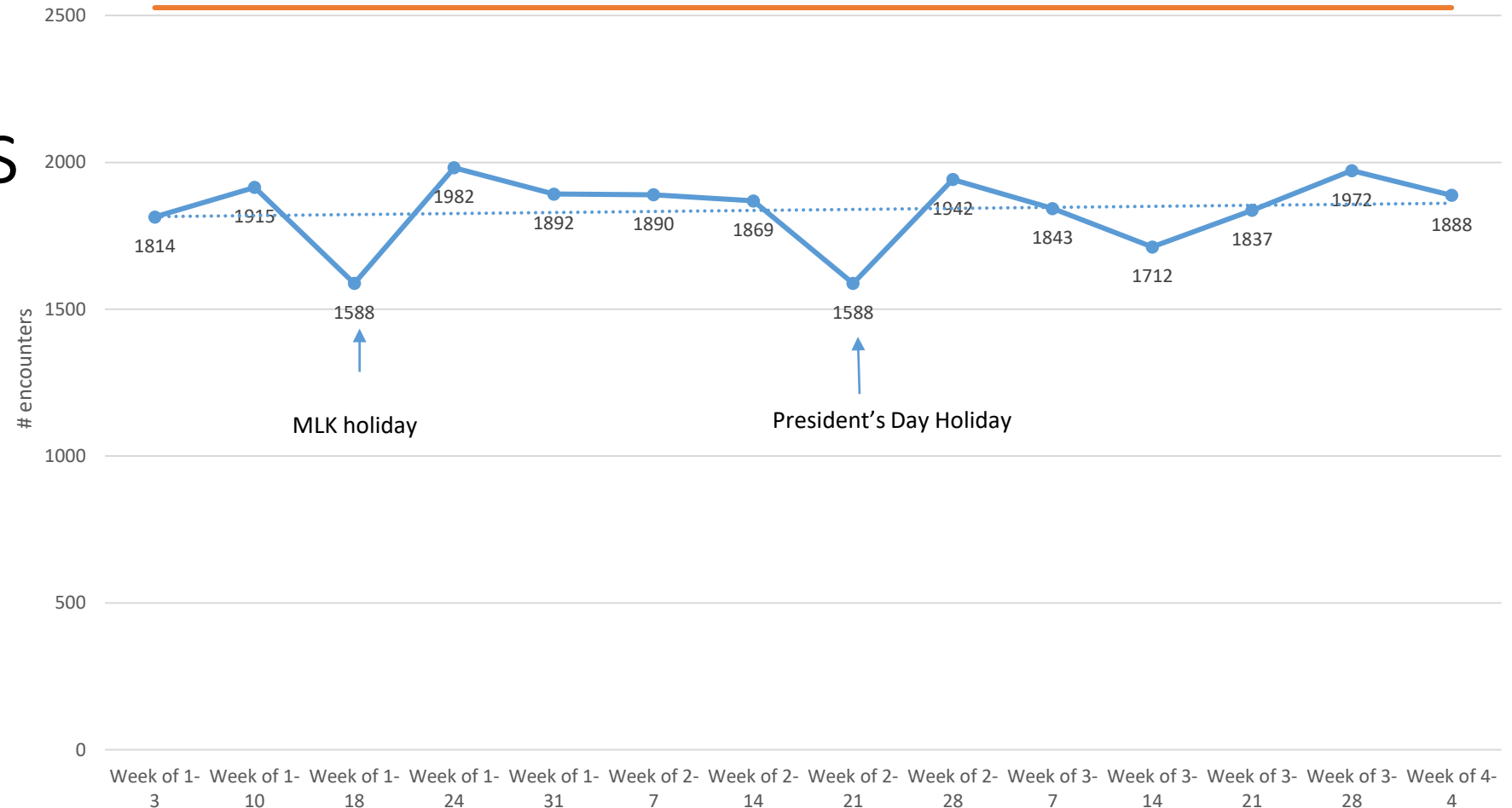
Access Stats



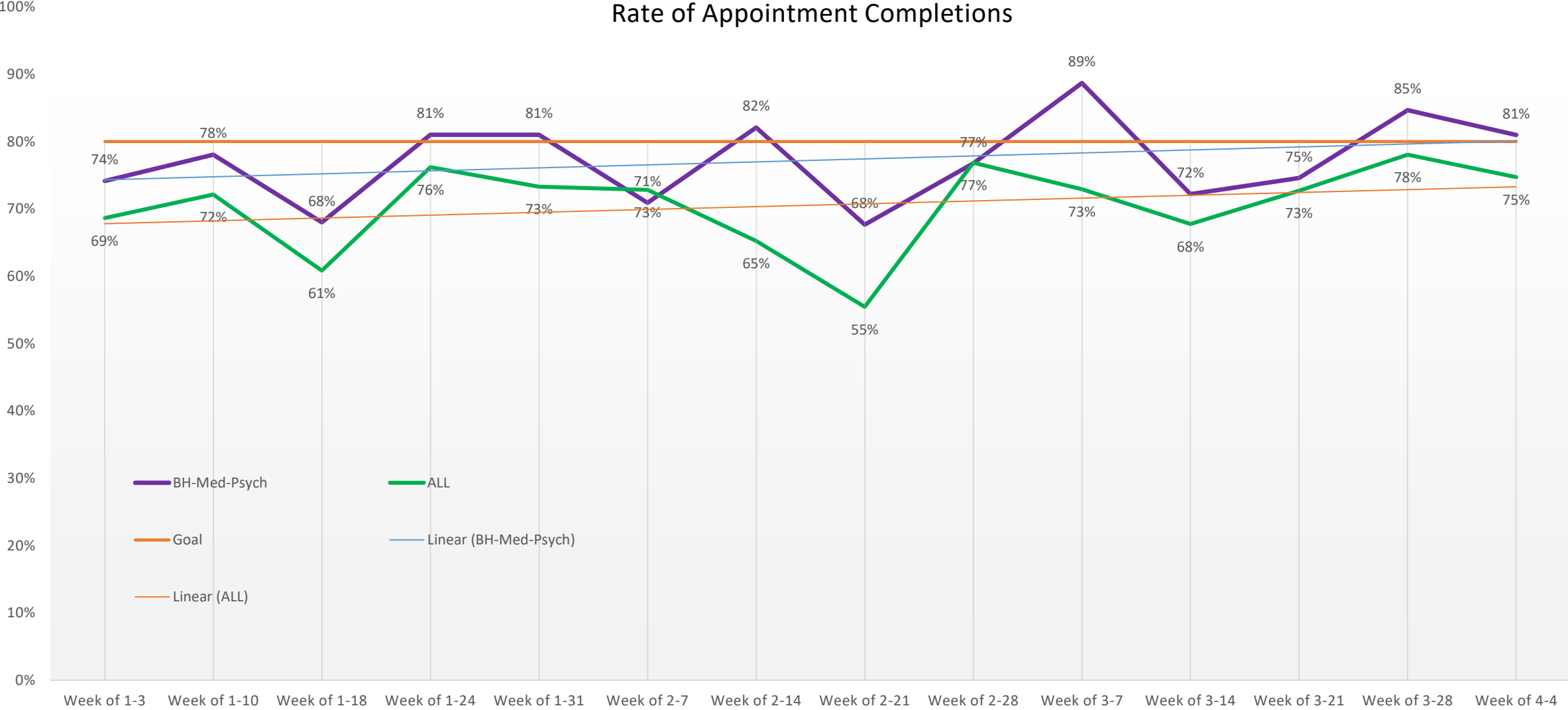
Slides by Tolu Thomas

Weekly Encounters

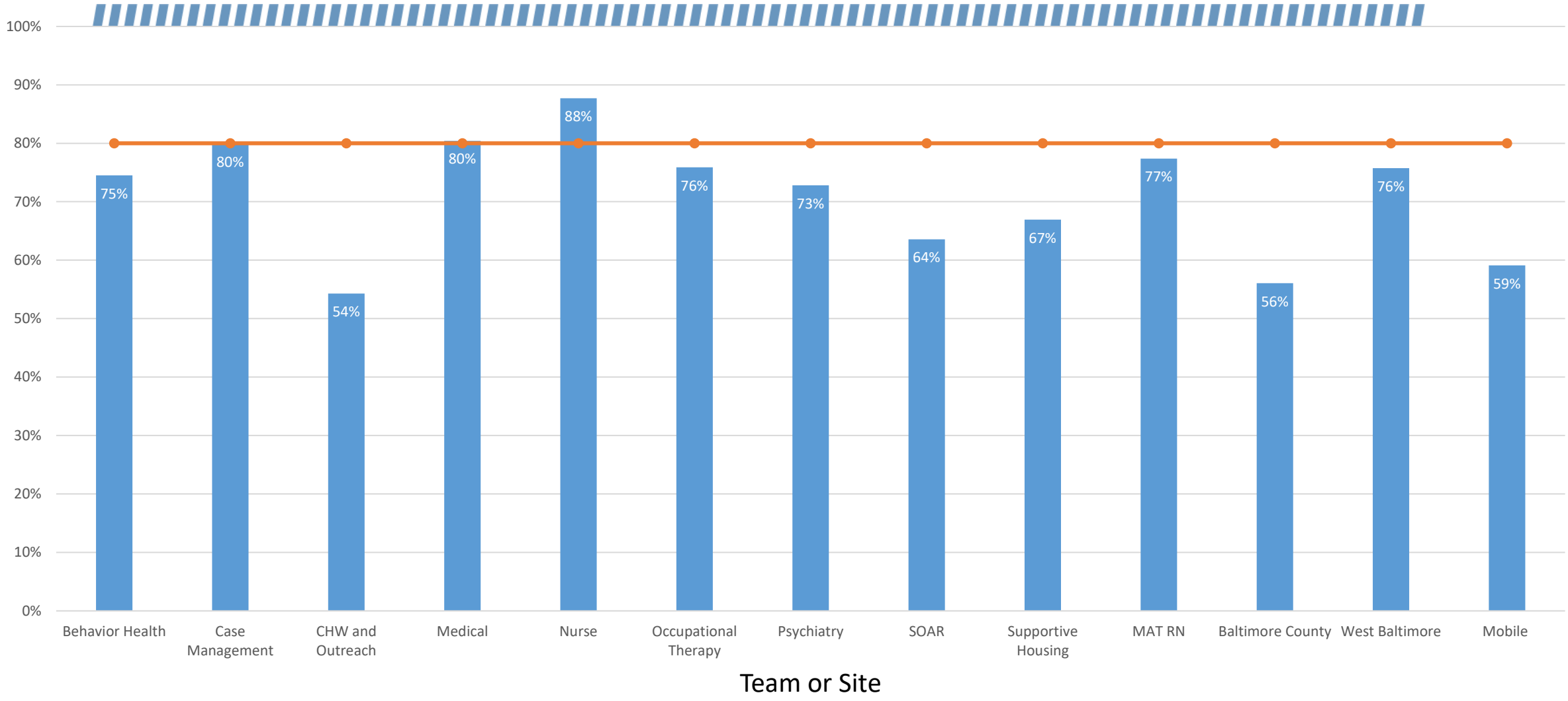
On average:
Agency is seeing **200**
more clinical encounters
weekly across sites in
Q1 2022 than Q4 2021!



Rate of Appointment Completions



YTD % to Goal





Departments	Q4 2021 Average	YTD 2022 Average
Case Management	61%	80%
Supportive Housing	50%	67%

	Case Management	Supportive Housing
Week of 1-3	70%	69%
Week of 1-10	81%	76%
Week of 1-18	63%	58%
Week of 1-24	80%	79%
Week of 1-31	84%	73%
Week of 2-7	92%	77%
Week of 2-14	78%	66%
Week of 2-21	63%	57%
Week of 2-28	88%	77%
Week of 3-7	86%	59%
Week of 3-14	69%	54%
Week of 3-21	83%	61%
Week of 3-28	89%	69%
Week of 4-4	92%	61%