4/17/2024

Wednesday, April 17, 2024

8:30 AM

**Attendees:** Marie Stelmack, Lisa Hoffmann, Greg Rogers, Malcolm Williams, Sunny Park, Andrea Shearer, Hanna Mast, Arie Hayre-Somuah, Barbara DiPietro, Hanifah Matumla, Samir Zahid, Margaret Flanagan, Christina Bauer, Tara Dorsey, Tolu Thomas

1. PI Measures
   1. 5 goals started, one kicking off tomorrow
   2. HTN Disparity
      1. PDSA #1- tested with end of visit sheets - well received, but no changes to BP of the clients we are tracking
      2. PDSA #2 - scorecards with the medical team
   3. PrEP
      1. PDSA #1 - PrEP data relies on prescription filled data, so developed a dx code to document when on PrEP, order set developed and available too - this puts the dx code in for you too
      2. PDSA #2 - involving clients in the work next
   4. Childhood Vax
      1. PDSA #1 - direct outreach, having dedicated vaccine slots, Ash, Natalia and Keri performing direct outreach, looking at all clients
      2. Involving clients next - Don't have many vaccine hesitant parents, but listening to those that are to best cater resources
   5. Hospital Readmission
      1. Focusing on medical, CRISP is hard to parse
      2. RCA - appointment availability and routine care, inactive phones, notifications that clients are in the hospital, hospitals have established staff, challenges with med adherence - might not understand the medication they received, need to build relationships with local hospitals
      3. Met with Mercy
      4. How to involve clients in hospital readmission work - open to ideas!
   6. Colorectal Cancer Screening
      1. Care team triad for this measure- trying it out
      2. RCA - continuity of care (referrals for example), prioritization of those that need colos, staff turnover, providers and clients may not be aware of available resources, staff at lab corp may not be offering the mail in option (doesn't have to be brought back to a LabCorp site), colo records from prior to the Athena migration, fear of the process - clients may have trauma or may not be willing to go under anesthesia, bathroom access
      3. Choose PDSA next
2. PI tool
   1. MOCHA - sustainability plan - how can we keep doing this and keep going after an improvement process
      1. Measurement
      2. Ownership
      3. Communication and Training
      4. Hardwiring the Change
      5. Assessment of Workload
3. Client engagement
   1. Client Testimonial - reach out to Comms
      1. Compensation policy
   2. Incorporating our PrEP work into the Heritage Months - Fallsway type engagement
   3. Focus groups and systems developed with Malcolm

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