

Monthly Performance Improvement Committee

December 2023

Lisa Hoffmann, Director of Quality Improvement



Agenda

1. Morning chat
2. PI updates
3. PI Champion Recognition
4. 2024 Goals and Recruiting
5. PI Reminders
 - Portal Page
 - MedStatix data – site, department, and provider level client experience data
 - PI monthly slides
 - OneNote
 - Notes from all subcommittees
6. Questions and discussion



Morning!

Today's icebreaker!

If you could hangout with one cartoon character, who would you choose and why?



2023 PI Measures

All data is presented as year to date
Green = goal met!

Disease Management	Oct	Nov	2023 Goal
Reduce inappropriate antibiotic prescriptions	100%	100%	100%
Hospitalization follow-up	82%	55%	65%
Height and Weight Assessment and Health Counseling	45%	45%	65%
Controlling high blood pressure	62%	62%	65%
Depression Remission at Twelve Months	6%	6%	11%
Care management (with care plan)	97%	97%	75%
FLU: adult vaccination rates	24%	26%	45%
Advance Care Planning	4%	4%	5%
Third Next Available	BC: 13 WB: 16 F: 23	BC: 13 WB: 16 F: 23	Reduce by 5%
Client Experience	R: 92% S: 94%	R: 94% S: 93%	93% (both)

3+ Improvement
1-2+ improvement
No change
Reduction

A few goal updates from December

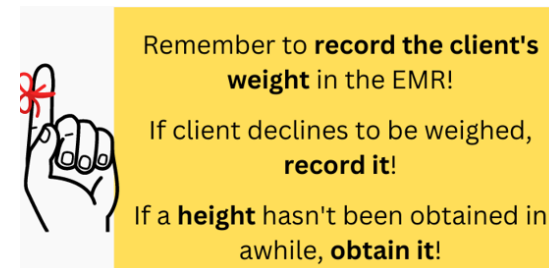
- **Hospitalization Follow Up**

- Addressing challenges by

- Refining the CRISP list (clients not seen by medical in last 12 months will be sent directly to scheduling for outreach)
- A column added in the CRISP list for outside provider (clients won't have outreach and will be excluded from the follow up rate (only exception is BH discharge))

- **Height and Weight Assessment and Health Counseling**

- Posted signage at all sites by scales and measuring devices (& desktop tags if desired) for reminders to take height and weight



A few goal updates from December

- **Controlling High Blood Pressure**

- Met with Heather to learn more about the BP Group successes
 - 5 consistent clients – all MDPCP beneficiaries (1 identifies as black woman, rest male)
 - Lots of handouts, practicing BP measurement (all received at home devices)
 - Clients share about their journey living with HTN and how it has impacted their health
 - People feeling isolated and looking for more accessibility to others to make connections

- **Flu Vaccination Rates**

- Quick reference sheets – electronic and encouraged printed handouts
- Monthly meetings and Teams chat with champions (Yay champions – lots of great participation!)
- Emphasizing the snooze button!



A few goal updates from December

- **Advance Directives: Close out meeting**
 - Sent reminder email with SOP and lists of eligible clients with upcoming appointments to Case Managers and Medical Providers
 - AD Virtual Lunch and Learn with BH
 - Brought up in provider meetings – peer to peer sharing and learning – most successful vs. a requirement or don't forget
 - Integrating reminders into PVP – working on this now (NCQA requirement for 18+)
 - Recording AD Lunch and Learn content for virtual access on Cornerstone
- **Client Experience**
 - Installation of signal lights – they are in! Meeting with Facilities and Registration today



Congratulations!

- All-Around Champions
 - Hala Salih
 - Maonry Leonzo

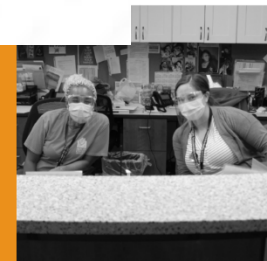
- PI and Compliance 2023 Champions

- Amelia Jackson
- Ebony Hicks
- Wanda Hopkins
- Charmaine Johnson
- Molly Greenberg and Adrienne Trustman
- Dalila Jessup
- Tyler Gray

- Department Champions

- Facilities and Security
- Communications
- Practice Operations


YAY!






2024 PI Goals

December 2023 Recruitment Presentation



Here to
answer 4
questions!

- 
1. What is PI?
 2. What role can you play?
 3. What are our 2024 PI goals?
 4. Who is interested?

1. What is PI?

The continuous process of:

- assessing the quality and equity of the care we deliver
- assessing client access to that care
- adjusting to do better

A systems approach, not a personnel approach

- Nothing changes unless our ways of working and ways of thinking change
- Failures are rarely a "person" issue and more often a "system" issue
- PI is baked into everything we do

Data-driven

- We use data as a driver for improvement and a way to tell us how we're doing
- Data helps us see what's really happening, not what we think is happening - because our common sense isn't always correct
- Data allows us to target our work towards things that make real, lasting change



2. What role can you play?

Use data (Quality tab, PVP, MedStatix, etc.)

Be a part of a subcommittee!

Participate and give feedback on a test of change (PDSA cycle)

Contribute an idea or ask a question(s)

Attend monthly PI meetings

Involve clients in thinking through ways to improve care delivery

3. 2024 Goals

1

Improve percent of adults aged 45–75 years who had appropriate **screening for colorectal cancer** to 40%.

2

Reduce the **disparity in hypertension control** rates (less than 140/90 mmHg) among Black, White, and Hispanic/Latino/a women and men by 5%.

3

Ensure at least 18% of **children** will have all **combo 10 vaccinations** by age 2.

4

For clients 12+, improve aggregate score by 5% on the **PHQ-9** for Question 1: little interest or pleasure in doing things and Question 6: feeling bad about yourself; or that you are a failure or have let yourself or family down.

5

Reduce the percent of clients aged 18–75 years with **diabetes** who had hemoglobin A1c (HbA1c) greater than 9.0 percent to 30% and **reduce the racial/ethnic gap** by 5% for Hispanic/Latino clients.

2024 Goals Continued

6

Double the number of clients receiving **PrEP**.

7

Ensure at least 70% of pregnant clients have **access to and initiate care in the first trimester of pregnancy**.

8

Improve overall score (aggregate of all sites and departments) by 5% that clients reported an **ability to access an appointment when needed**.

9

Reduce hospital **readmission rate** (hospitalized within 30 days) by 5%.


10

Monitor and conduct at least one PI project working to improve care coordination based on KPI data (**closing the loop for referrals or current medication documentation**).



4. Interested
in being
more
involved?

1. Write in the chat what goal you are interested in
2. Send me an email at lhoffmann@hchmd.org
3. Talk to me in person as you see me in the clinic
4. Schedule a meeting to learn more



9/3/20XX

Presentation Title

Some PI reminders

1. Portal Page
 - MedStatix data – site, department, and provider level client experience data
 - PI monthly slides
2. OneNote
 - Notes from all subcommittees and PI related work

