

# Performance Improvement Committee

February 19, 2020



# February Agenda

2020 PI Goals – Where we stand

## Discussion:

- Pharmacy Navigation Tool for Clients

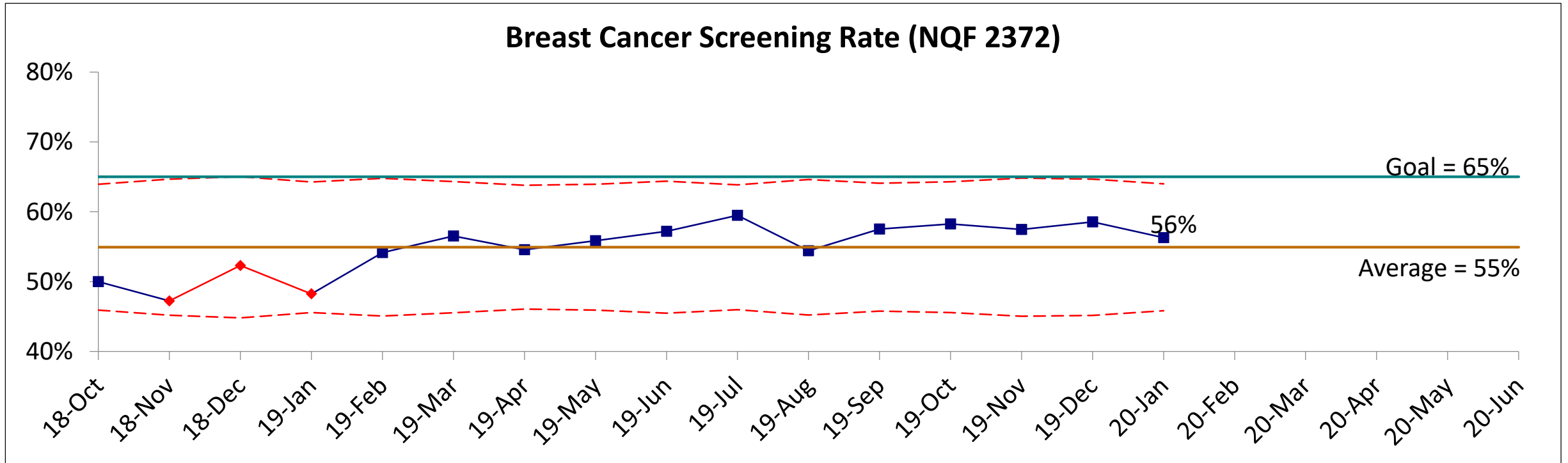


## 2020 – Where we stand

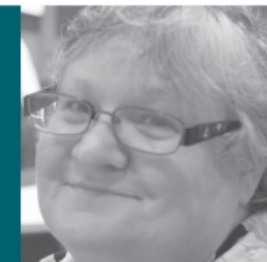


# Mammogram Completion

**Mammogram Completion Goal:** By December 2020, 65% of women recommended to have a completed mammogram will have documentation of screening

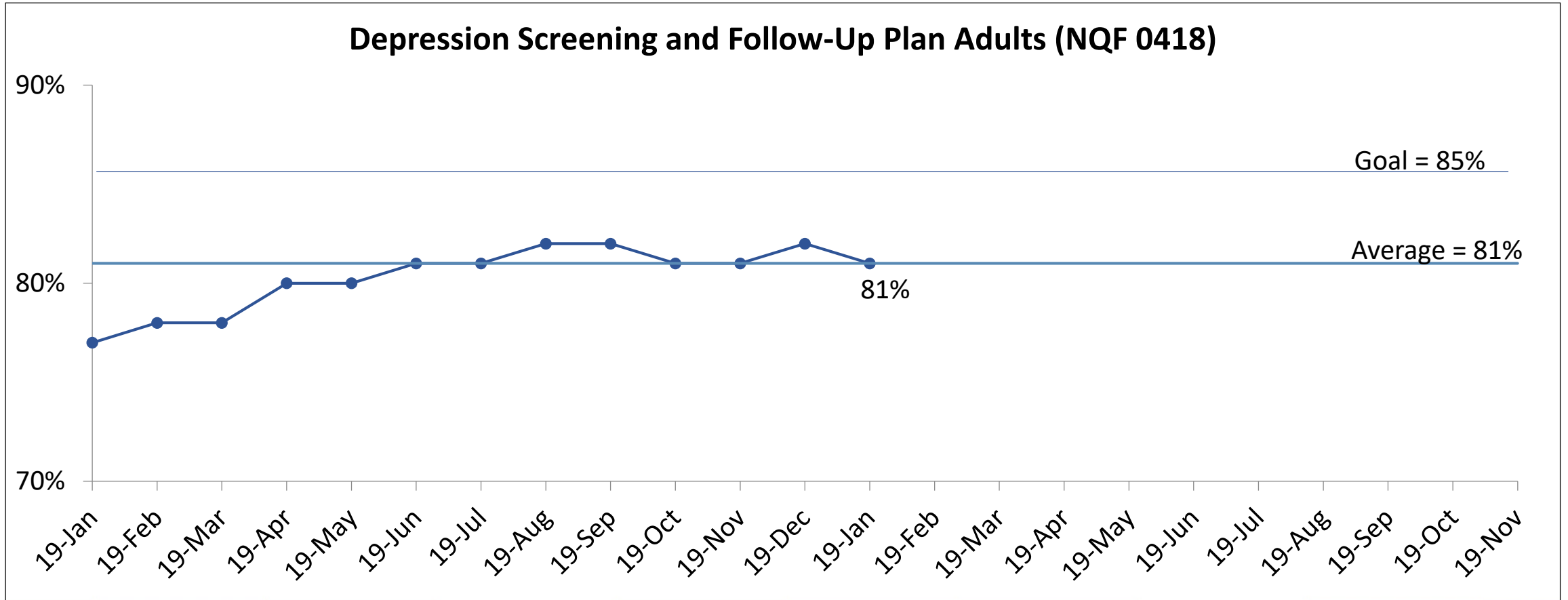


- Currently in Pre-Planning phase and is set to begin in March for Community sites, April for Fallsway



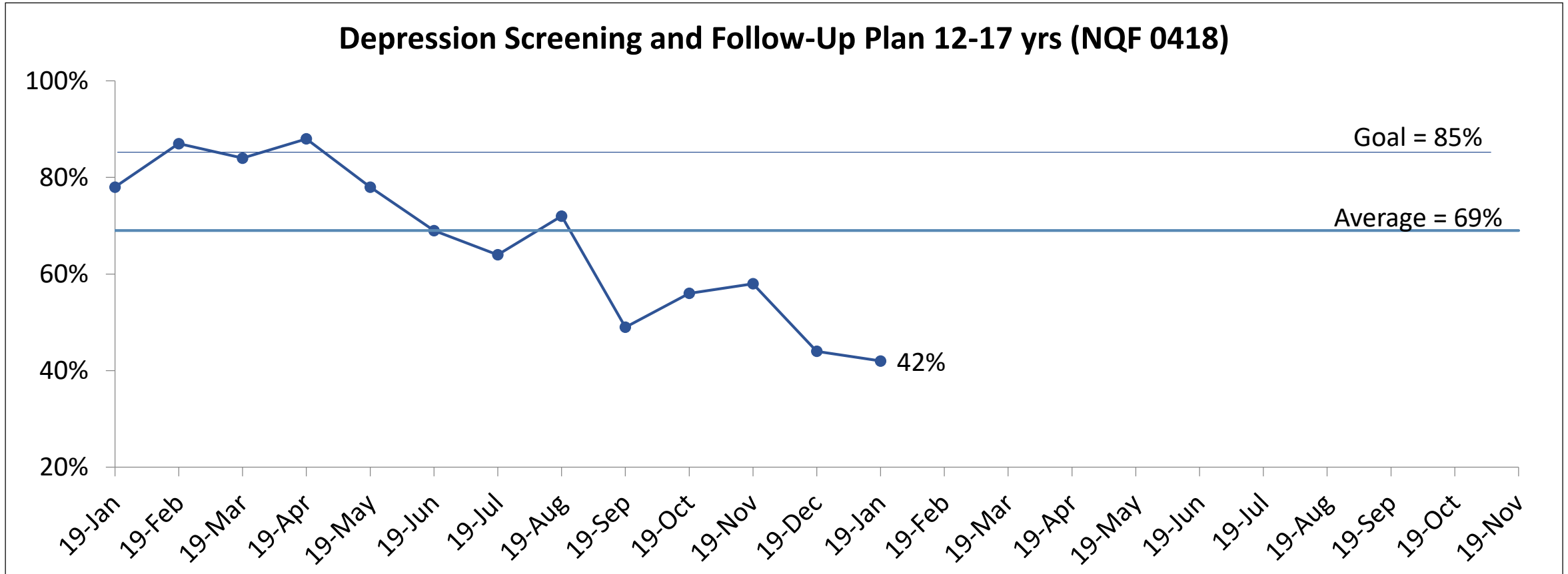
# Depression Screening and Remission

**Depression Screening Goal:** By August 2020, 85% of clients over 12 years of age will be screened for depression using a validated tool.



# Depression Screening and Remission

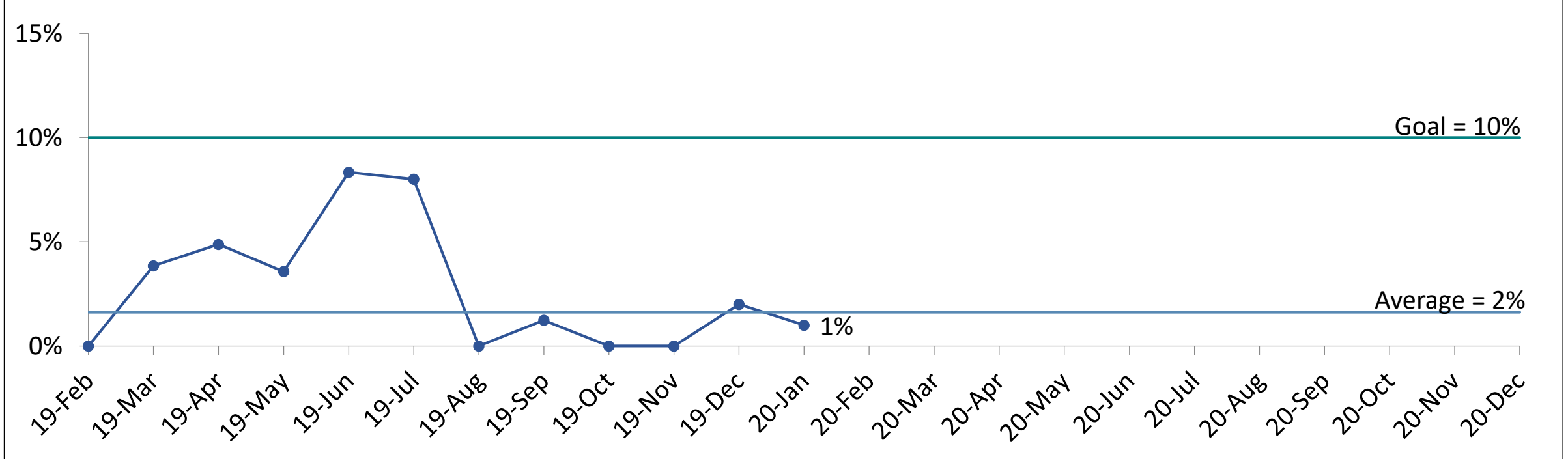
**Depression Screening Goal:** By August 2020, 85% of clients over 12 years of age will be screened for depression using a validated tool.



# Depression Screening and Remission

**Depression Treatment Goal:** By December 2020, 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)

**Depression Remission Rate at 6 months for clients engaged in Behavioral Health Services at HCH**



# Depression Screening and Remission

## Depression Screening + Follow up Strategies:

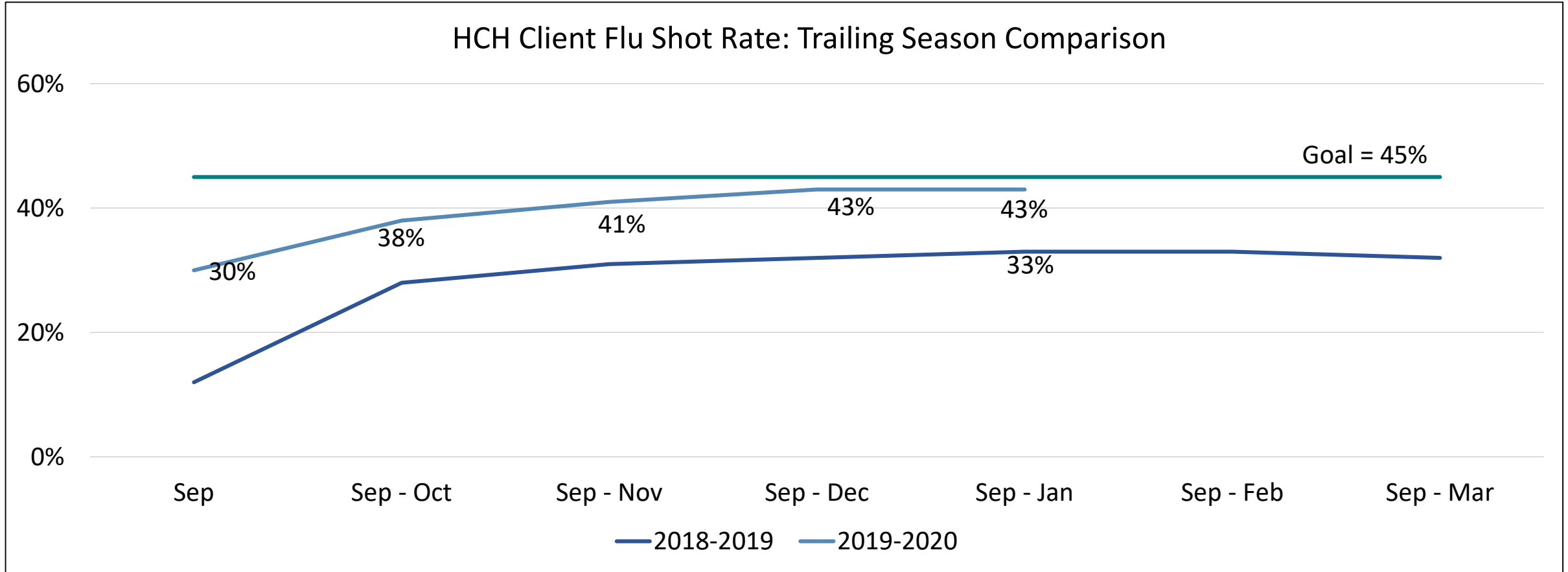
- Focus on repeated PHQ-9 administration at 5-7 months
  - Improving the PHQ-9 form in the HER
- Improved client connection to Behavioral Health
  - Currently at 51% of clients who screened positively in a medical visit on the PHQ-9 were connected to BH
- Exploring clinical approaches to achieving remission





# Flu Vaccination

**Influenza Prevention Goal:** By March 31, 2020, 45% of eligible clients will have documentation of flu vaccine administration



# Flu Vaccination

## Campaign Strategies:

- Unvaccinated clients list, pulled and delivered to care teams
  - We've seen increased rates among care teams when they know who needs a flu shot prior to the client's arrival
  - Unassigned clients are still seeing the lowest rates of vaccination
- Will work with Steel Team/Supportive Housing on:
  - Tools for clients/providers
  - Flu shots in the field?



# Medication Adherence

**Medication Adherence Goal:** By December 2020, 80% of eligible clients will be screened for medication adherence barriers using a validated tool (ASK-12).

- Subcommittee proposing that “All eligible clients” will be all clients seen at HCH
- The ASK-12 will automatically calculate the results and present a final score for each client’s medication adherence level
- The ASK-12 tool will be tested in Baltimore County in the EMR near the SDH
- The workflow will be the main focus of our work, testing and implementation will look different for all disciplines
- We will be meeting with department representatives to develop workflows that will ensure sustainable success

# Food Insecurity

**Food Security Goal:** By December 2020, 90% of clients who identify as having food insecurity on the PREPARE tool will be connected to Case Management

- Health Informatics finalizing report
- Preliminary data for January 2020:

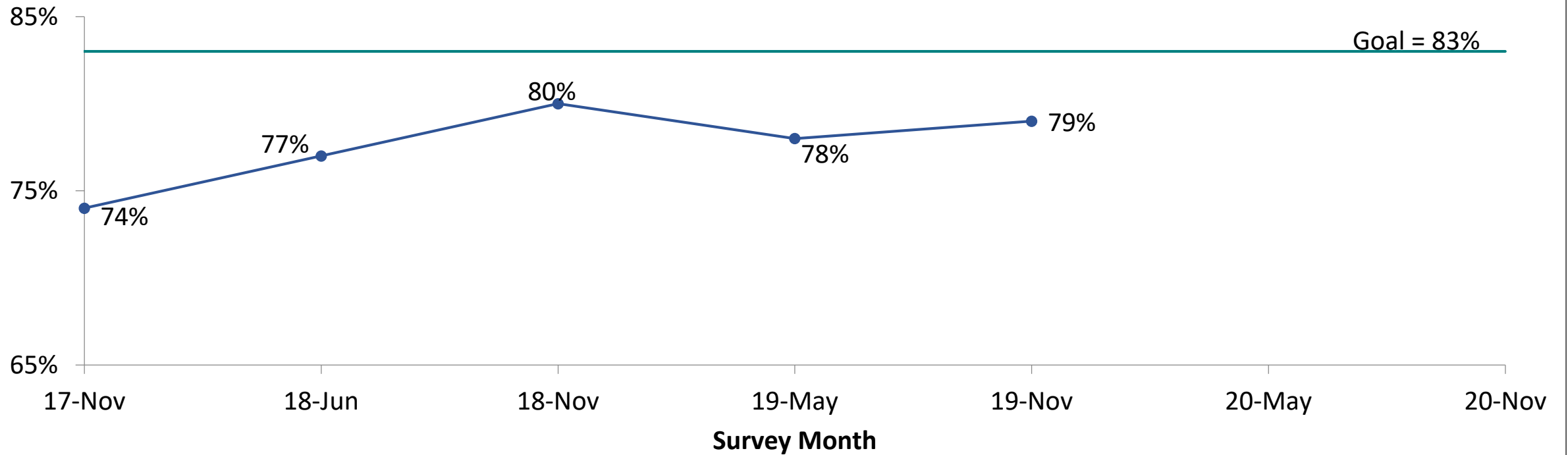
*67% of clients who answered “yes” to difficulty getting food on the PREPARE tool had a completed case management appointment in the following 6 months (N=725)*

- Need to explore the role of CHWs in addition to case management in helping clients address food insecurity

# Provider Communication

**Client Experience Goal:** By December 2020, 85% of clients will respond “always” on Client Experience Survey questions relating to good provider communication

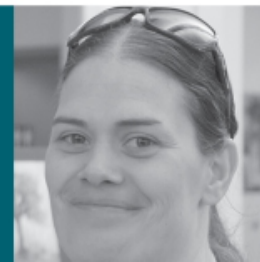
**Client Experience Score on Provider Communication: Agency Wide**



# Provider Communication

## **“My provider explains things in a way that is easy to understand”**

- Only question that all sites scored in the bottom quartile for (others remained the same or improved)
- Spoke with the CRC about this particular question
- Will reconvene Provider Communication Subcommittee to focus on short-term changes while we work as an agency to implement the following longer-term solutions identified last year:
  - Communication Training for Providers & Client-facing Staff
  - Improving access via telephone



# Joy in Work

**Staff Experience Goal:** By December 2020, the agency's level of Joy in Work will improve by 20%.

## The Vision for our Journey:

- Measure our agency's level of burnout using the CBI
- Develop and use a simple measurement tool for joy in the agency (monthly)
- Break out into "Joy Squads" to ASK, IDENTIFY, and COMMIT to improving joy in work
  - ASK what matters to staff (what are the bright spots in your day)
  - IDENTIFY what impedes those bright spots (what are pebbles in your shoe)
  - COMMIT to testing and implementing change ideas to address those pebbles
- Joy squads will be lead by a trained facilitator to host these conversations with staff
- Staff on Care Teams will have additional opportunities to meet with their department to ASK, IDENTIFY and COMMIT

# Joy in Work

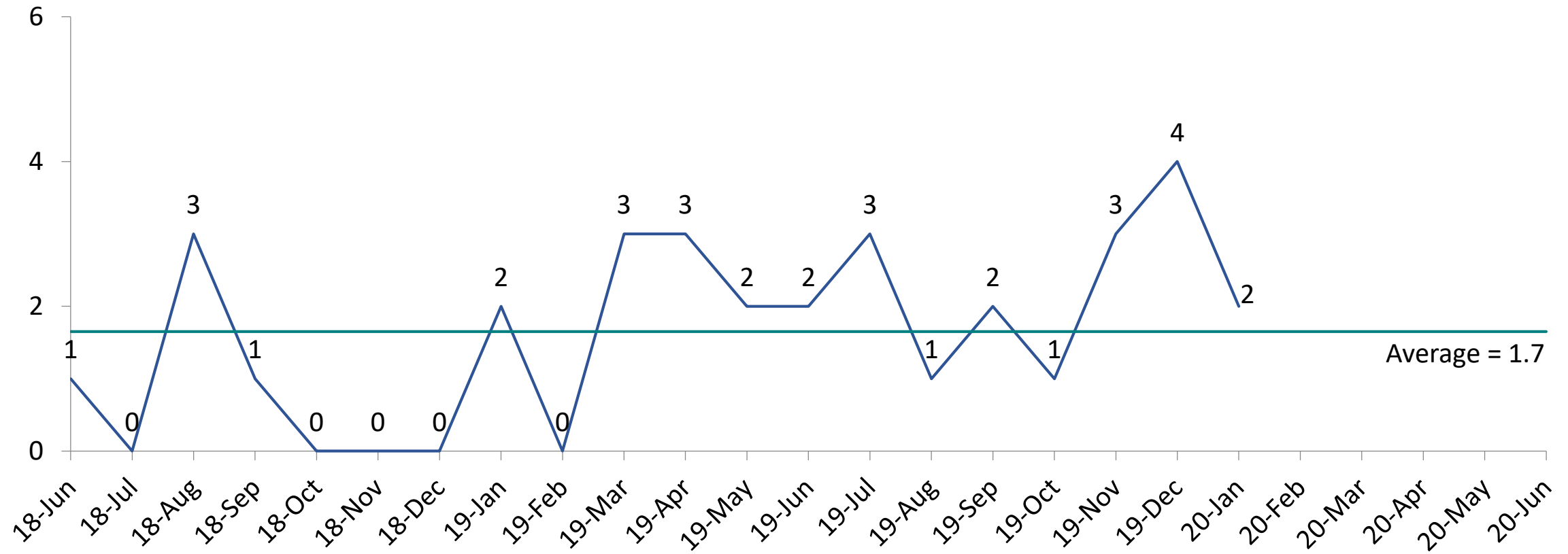
- Preliminary results from the Copenhagen Burnout Index are still coming in
  - 116 staff have taken survey so far
- “Joy Squads” concept being developed
- Keeping it Simple:
  - “Did you have a mostly good day or a mostly bad day? Why? (5 words MAX)”



# Medication Errors

**Client Safety Goal:** By June 2020, Medication Errors will decrease by 20%

### Number of Medication Error Incidents Reported



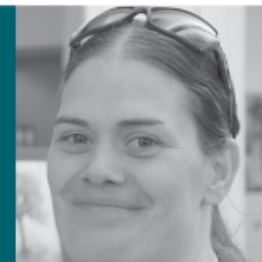
# Phone System Access

**Client Phone Access Goals:** By December 2020, 80% of calls will be answered by a human and 80% of voicemails will be returned within 1 business day.

- Met with Aisha, Crystal, Schedulers
- Exploring data on phone systems
- Met with ShoreTel representative to discuss reporting and functionality
- Working with CRC on their experience with phone access

Next steps:

- Confirm measure definition
- Work with Aaron on workgroup/phone tree configuration
- Shadow schedulers to get data behind their top issues
- Continue working with ShoreTel to optimize phone system
- Incorporate client feedback into improvement work



# Up Next: PI Committee Additions

- Population Health Goals/Updates
- Peer Review Trends
- Bonus PI!
  - TAP process Improvement
  - Vaccine Management Improvement
  - Changes from Incident Reporting

