

# Monthly Performance Improvement Meeting

February 16, 2022



# Overview

1. Wake-Up Trivia
2. Welcome Tara Dorsey!
3. Survey Findings with Lane
4. The Pulse on Pop Health
5. PI Updates
6. Bonus (if time!): Engaging Virtual Meetings



# Wake Up Trivia

## Tracy Russell



Source: #TIL Today I Learned by Stephen Spignesi

## Trivia question 1 of 5

Q: Studies have shown that the average person touches their face \_\_\_\_\_ times a day.

- A. 2-3
- B. 20-30
- C. 200-300
- D. 2000-3000



## Trivia Question 2 of 5

Q: The longest-running show in Broadway is \_\_\_\_\_.

A: The Phantom of the Opera!

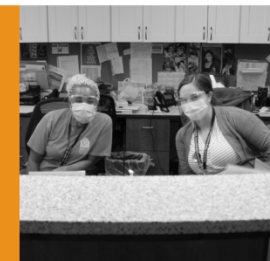


## Trivia Question 3 of 5

Q: What does the yellow arrow in the Amazon logo mean?



A: That the company sells everything “from A to Z.”

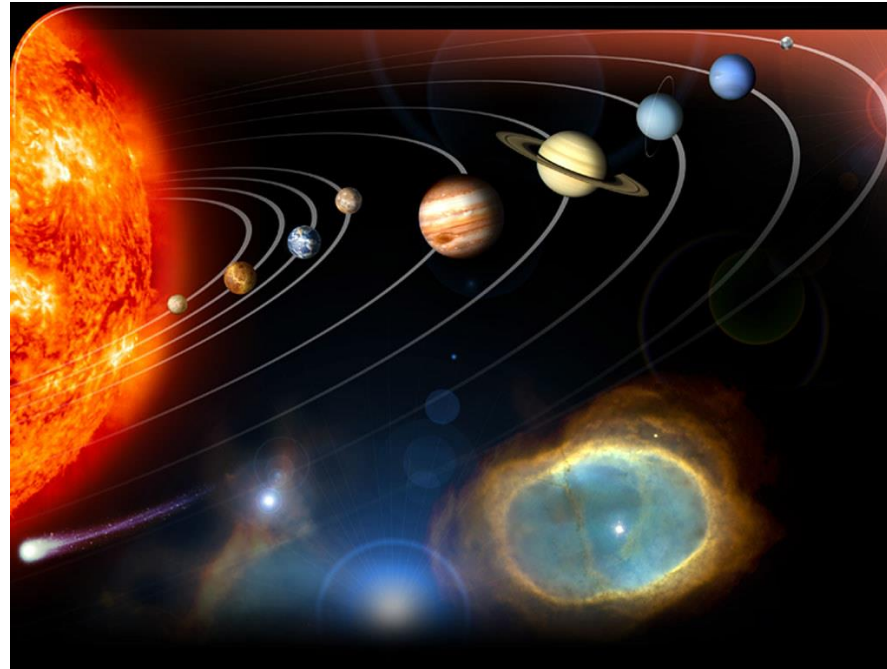




## Trivia question 4 of 5

Q: The sun makes up what percent of the solar system?

A: 99%



## Trivia question 5 of 5

Q: The last Thursday of every February is **this** national day.

A: National Toast Day! Some people really love toast, and this is their day.



February 24<sup>th</sup>, 2022





Welcome Tara Dorsey!  
Compliance & Quality Specialist



# Introductions

Tara Dorsey (formerly an HCH scheduler) is our new Compliance and Quality Specialist!

- Tara will be with PI over the next few weeks
- Tara will shift into more of a Compliance role when Lisa Hoffman returns on/around March 14
  - 80/20 Compliance/PI

Please congratulate Tara on her new role (and set up some time to meet with her over the next 3-4 weeks)!



# Survey Findings

Lane Davis, MPH candidate

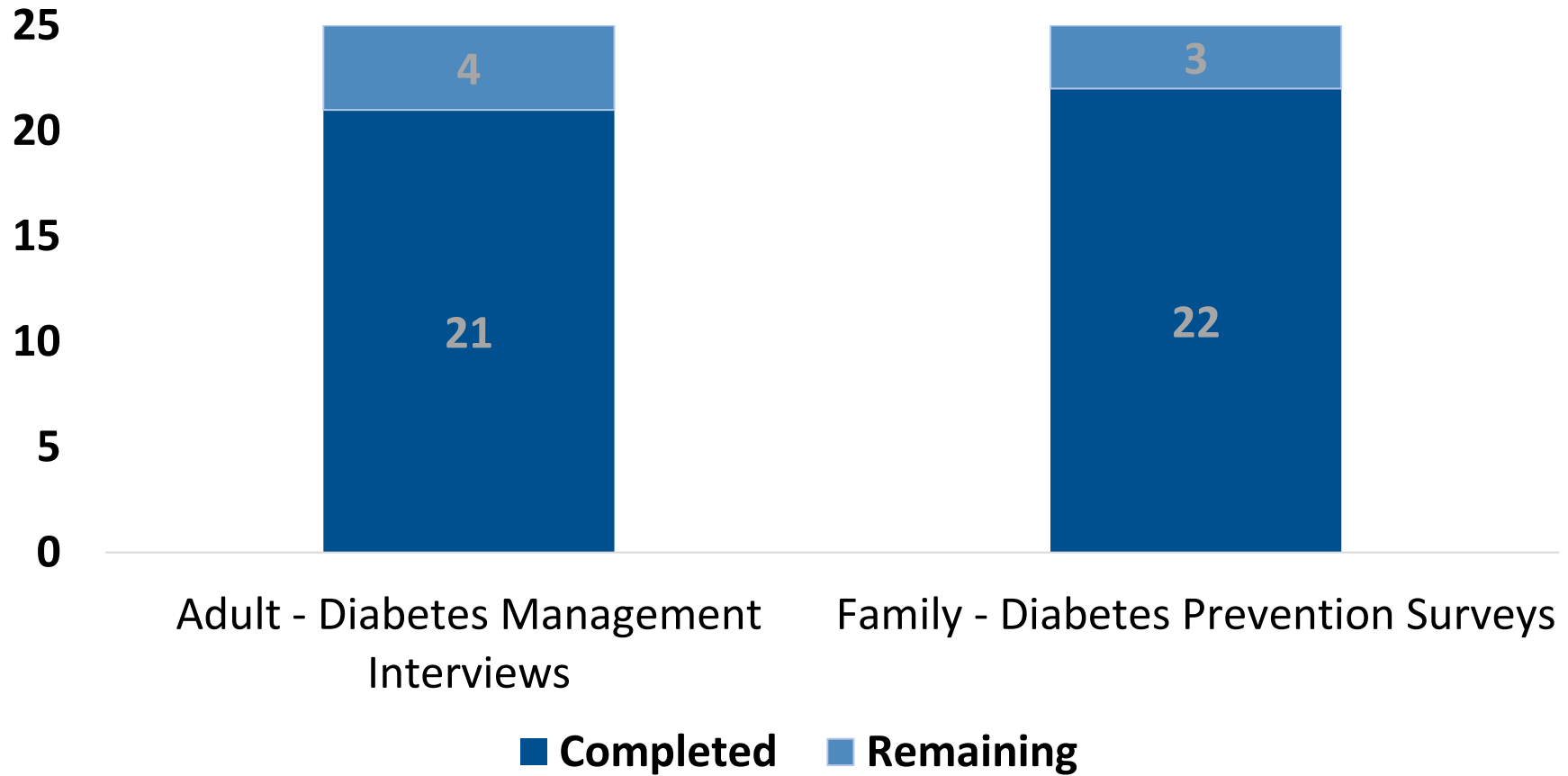


# Methods Overview

Component	Adult Interviews	Family Surveys
Client population	Latino adults with diabetes	Latino parents
Focus	Diabetes management	Diabetes prevention
Survey design & data analysis	Lane Davis	Madelin Martinez
Interviewer	Madelin Martinez	Madelin Martinez
Survey method	Interviews	Survey
Time to complete each interview	15-20 minutes	10 minutes
Interview setting	Phone only	Family & peds clinic, phone



# Survey Progress



# Adult Survey Question: Would it be helpful to you if HCH made any of these services available?\*

Intervention Option	Responses
Mirror for feet check	3
Transportation	3
More clinic hours available	3
Text messages with diabetes info	3
**Help with other medical issues	3
Recipes	2
More Spanish-speaking staff	2
Diabetes info tool	2
Exercise ideas/safe space	2
Culturally-tailored medical care	1
Digital support group	1
Diet/exercise tracking tool	1
**Medication delivery	1
Low-cost food list	1

\*Results from first 16 surveys

\*\*Client response to "Other" option





# Next Steps

1. Complete surveys
2. Complete data analysis
3. Presentation to medical team – Thursday, February 24
4. Synthesize literature review and with client responses
5. Brainstorm interventions
6. Distribute results – slide deck with more detailed information
7. Develop resource lists
8. End of project – Friday, March 18



# The Pulse on Pop Health

Shannon Riley



# March is Colorectal Cancer Awareness Month!

- 1 in 20 people in U.S. diagnosed in their lifetime
- 50,000 people in the US die every year from colon cancer
- Most people with early colon cancer have no symptoms
- Everyone should begin testing at age 45 regardless of health status
- **In early stages, 9 out of 10 survive**
- **In late stages, 1 out of 10 survive**

-American Cancer Society



# Colorectal Cancer Awareness at HCH

Focus on increased screening (colonoscopy, FIT kits, follow up)

patient reminders (posters, comms)

staff reminders

Incentive Kits!

FIT Friday

Athena reconciliation and Quality tab updates



# OB Tracking

Date	Tracking	Completed	Losses
12-28-21	10	5	2
1-18-22	16	10	2
2-14-22	23	11	2

# OB Tracking - themes

- Refer date to entry into care date
  - EGA upon presentation at HCH variable (implications)
  - wide variance in how long it takes to enter care (usually about 6-8 weeks)
- Moving out of state/CRISP
- State bills introduced this month:
  - Healthy Babies Equity Act
  - Access to Healthcare Act(Joanna point of contact/following/collecting testimony)





# Diabetes Education

**DM PILOT IS READY FOR TAKE OFF!**



# Diabetes Education

Julia has identified 2 clients to test out our 6-week education packets!



Client 1: Week 3 of 6 on 2/14

Client 2: Week 1 of 6 on 2/18

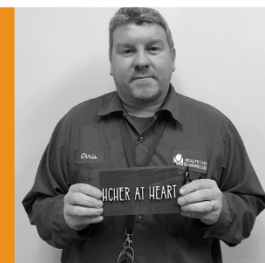


# Diabetes Education

Collecting feedback on current written materials

Videos to accompany folder content (English and Spanish)

- 5-10 min to be viewed with RN during visit followed by education
- easily accessible to clients outside of appointment
- HCH nurse/staff actors



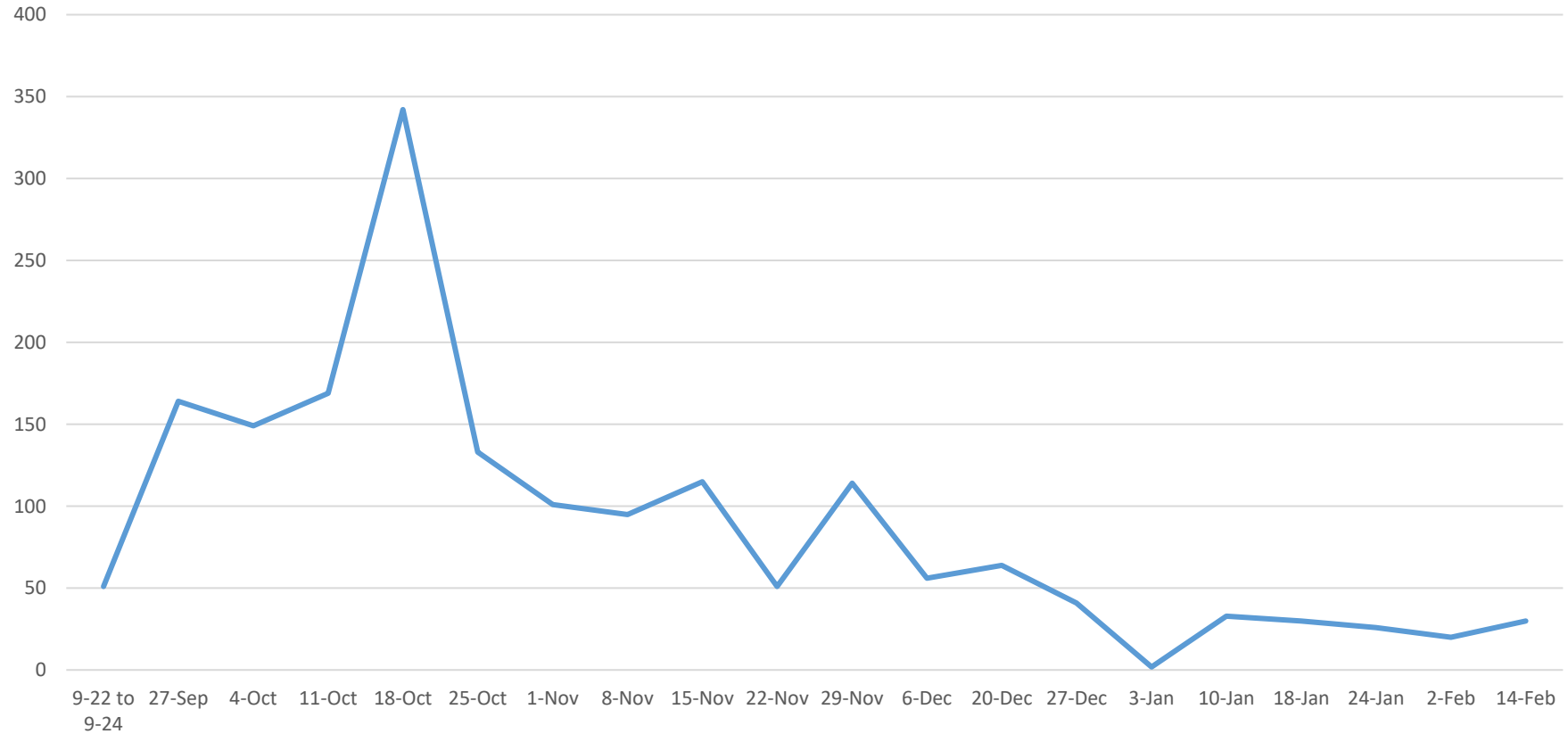
# PI Updates

Ziad Amer & Tracy Russell



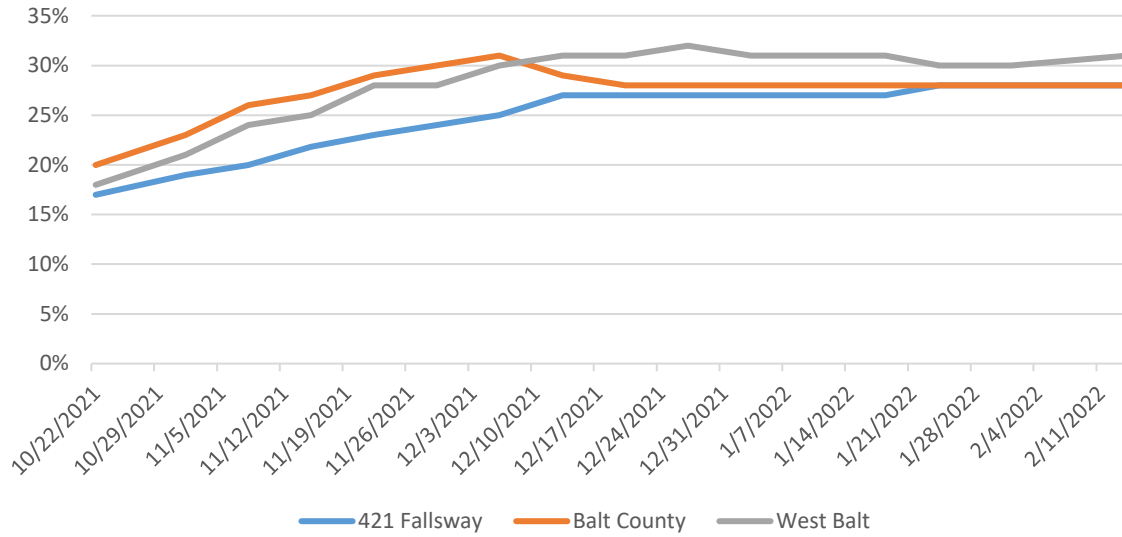
# Flu Data

# Flu Shots Recorded in Athena by Week

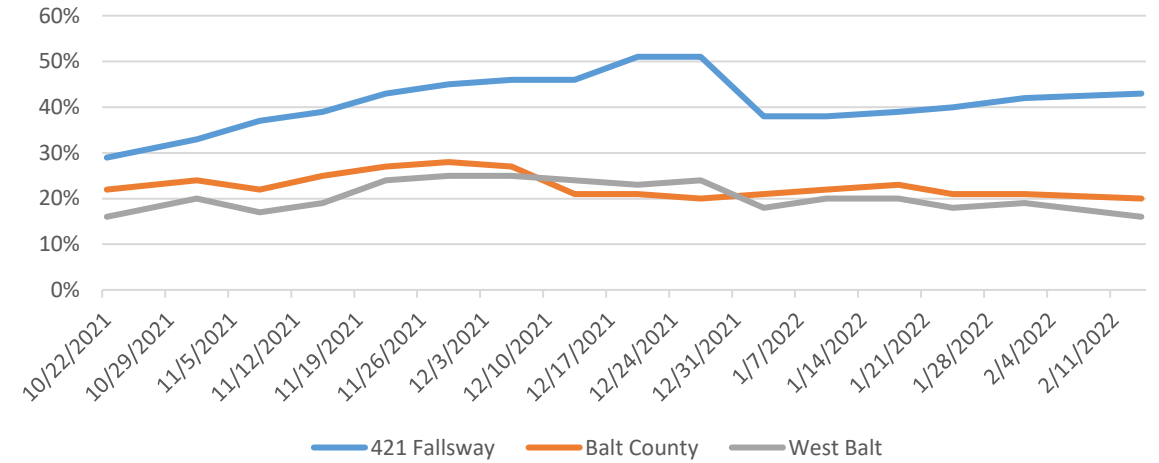


# Flu data: Adults & peds

Adult Flu Vaccines by Site



Peds Flu Vaccines by Site





# Making the Data in Athena Better

1. A lot of data from Centricity (consult notes, etc.) did not transfer into Athena
  - A low of work to reconcile data
2. Quality Tab Trainings
  - High Level overview of Quality Measures Tab Training
    - Individual Measure trainings
      - Depression Screening & Follow-up and Depression Remission Measures
      - Tobacco Use Screening and Cessation Education
      - Next: Cancer Screenings (in time for Colorectal Cancer Awareness Month)
        - Colorectal cancer
        - Cervical cancer
        - Breast Cancer



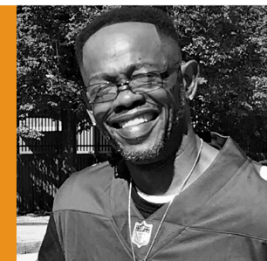
# Referrals Updates

- This group continues to meet monthly
- Referrals/HIT/Medical trying to determine a way to call out stat vs. urgent referrals
- **Uninsured Workgroup**
  - Tackling clean up of insurance info in Athena
  - Two parts: enrolling eligible clients in insurance, ensuring insurance info is accurate
- Duplicate referrals: Important to look back at old referrals – if updating the old one due to an error/update to the referral, DELETE the old referral
- Currently only 2 in referrals (Wanda Hopkins-Cheese, Damaryiah Bowman)
  - Plan: Hire 3 more referrals specialists (Ms. Wanda is the coordinator)



# Vendor search for Client Experience Survey

1. Sent out RFP to three vendors
  - One declined to bid (Press Ganey)
  - Two will be submitting proposals (Phreesia and Feedtrail)
2. Setting up at least one more demo with an additional vendor (Qure4u)
3. Hope to have a contract with a vendor by end of Quarter 1

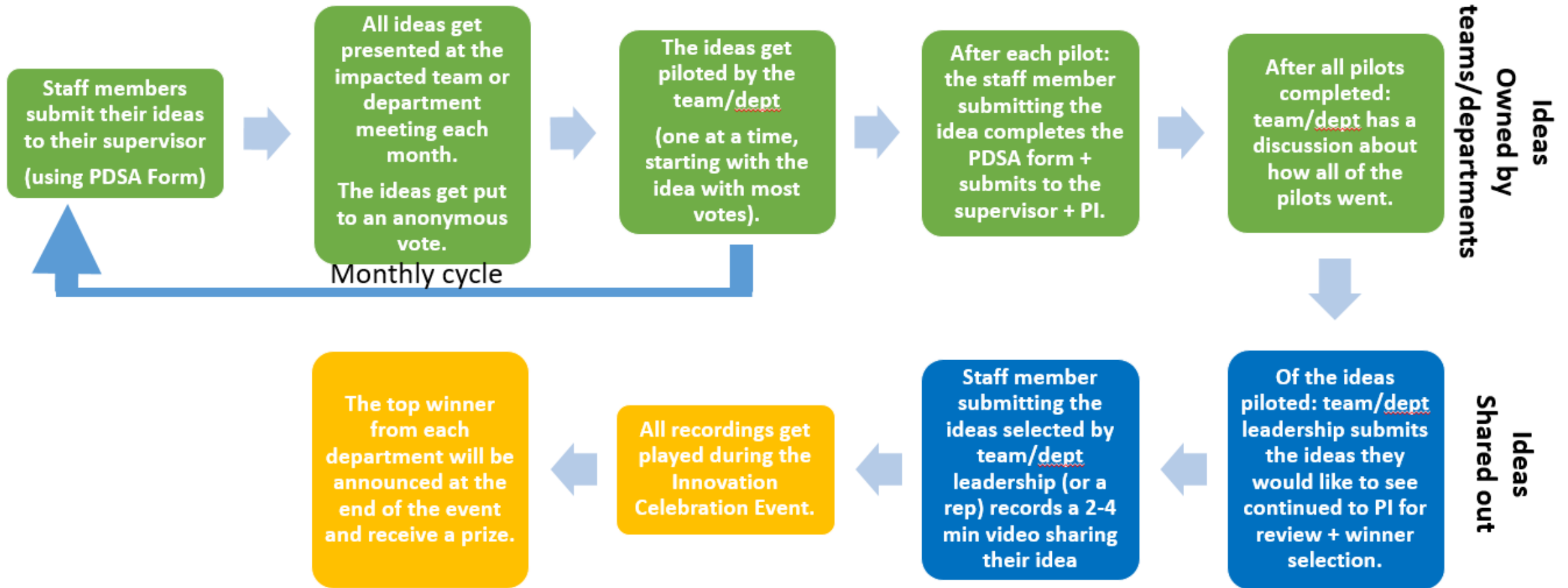


# Innovation Challenge

1. Shared the Traditional vs. Pebbles in your shoe Challenge options
  - Overwhelming staff consensus: Pebbles in your shoe Challenge
2. Challenge to kick off in March - - - - - September 26: Innovation Celebration Day
  - March: Video kick-off
  - April – July:
    - Staff come up with ideas each month for their teams/departments
    - Ideas get voted on anonymously by team/department
    - Idea(s) with the top votes each month gets piloted
    - Team/departmental discussion in July/August to review the pilots. Leaders select the ideas they would like to see continued.
  - August: Staff whose ideas were chosen will submit recordings of their idea(s) to PI
  - September: Winners selected & announced



# Pebbles in Your Shoe Challenge



# Engaging Virtual Meetings

By John Chen



Icebreaker Ideas



# Reasons to have openers in virtual meetings

1. Helps attendees to feel welcomed and engaged
2. Creates a sense of rhythm and routine → stability and comfort
3. Provides an opportunity to connect, get to know team members, and become a more cohesive, productive team
4. It's fun!



# Icebreakers

1. What do you like about working here?
2. What is the best thing that happened to you this week?
3. What challenges are you facing?
4. What are you watching? What are you reading?
5. What is your favorite restaurant?
6. What is a picture on your cell phone you can share?
7. Is there a charitable cause you support?
8. Who is your greatest hero?
9. What is one thing you wish you knew how to do?
10. Where is one place you'd like to go that you've never been?



# Strapped for time? One-word check-ins

1. Modify any questions so attendees can answer the question with one word
  - This reduces the time to 30 sec or less per attendee
  - Some examples of questions:
    - How do you feel?
    - What are you looking forward to?
    - What's one word we need to succeed?
    - What's one word to describe your last week?
    - On a scale of 1-10, how do you feel?



# One word check-ins with pen and paper

1. Ask participants to bring index cards and a thick pen, like a sharpie
2. Ask participants a question that will elicit a one-word answer (example: In one word, describe what we need to get through this global pandemic)
3. Have participants write out their one-word answer
4. Have participants hold up their answer to the camera all at once so everyone can see all the answers.
5. The facilitator should read aloud some (or all!) of the responses while saying the name of the person who shared the answer



**Go forth to engage & innovate!**











