Performance Improvement Committee Meeting Minutes
(6/16/21) 8-9:15 AM

Attendees:
Irina Gayesky
Shannon Riley
Tracy Russell
Andrea Shearer
Joseph Vervalin
Ziad Amer
Tolu Thomas
Tyler Gray
Lauren Talley
Lillian Amaya
Malcolm Williams
Christina Benoit
Jan Ferdous
Hanna Mast
Mona Hadley
Laura Garcia
Kim Carroll
Adrienne Trustman
Maia Gibbons
Katie Healy
Iris Leviner
412-944-9138 ?
Meredith Johnston
Catherine Fowler
Margaret Flanagan

23 participants @ 8:00-8:30

- Trivia questions – 5 min
- Introduced Shannon Riley, Pop health nurse
- PI updates
- Spotlight on a PI tool: PDSA

Referrals:

At halfway point through our real time referral PDSA
CSR- trying to be sure the referral is ready ahead of client arrival
Give instruction sheet at the end to let them know when to expect to hear from a referral specialist
Adrienne says that flagging is very easy. Danielle is very fast.

A client who has had a hard time getting 3 referrals already has had 2 of them.

Documentation on referrals- Danielle 86% and 100% provider documentation.

Next steps – Ziad will observe Danielle on Friday and conduct a time study to see how long it takes for Danielle to get through this process.
Mona updating the eMatrix
Peds referrals – Mona – pairing the location with subspecialties. Peds is not there yet but will follow similar process—all sites will have the same pediatric subgroup.
Laura – finds the TAP procedure has been hard to access that referral process. Complicated engaging with Hopkins- really excited about this workflow.

Ultimately there will be more training on referrals and not too much a burden on one person.

Child vaccines:

Childhood vaccine records—many are new to care in this age group. Many of the clients come from abroad or out of state so not able to view in Qvera and ImmuNet

Iris: Going to look at population health view and see if can utilize Athena One more effectively to keep vaccine records updated.

Laura: challenge when vaccine records are not in English – are frequently in Spanish and a Spanish-speaking nurse may be needed to interpret. Also consider different types of vaccines— some countries give vaccines we don't give here.

Iris: Different combo vaccines may not share same dosage numbers as we use in the US.

Diabetes

Laura—we are heading back in the right direction per graph
Improving nursing resources – training and standardization
New medication training tomorrow.
Safety issue.

Health literacy assessment.
REALM SF – is a rapid assessment. There is no Spanish equivalent to it. The Spanish assessment is longer. Considering using 2 different tools.
Asking for others who have experience with health literacy assessment to please let Laura or Tracy know.

Food insecurity/Transportation Challenges

Ziad shared the data and that our ask rates for the two questions as well as referrals to CM for these two issues is low.

CSRs conducted a 4-day pilot where they asked clients the two questions during appointment reminder calls. About 35-40% responded to the questions and of those who responded, about 50% answered positively to at least one of the measures.

Kim Carroll reports that CMs and BHTs often ask the SDH questions, but that when staff don't ask/look at the responses for food/transportation insecurity, that this is really a problem because these are such time-sensitive needs, and looking 3 mos after either resource is needed is too late. It's also helpful when staff can document the REASON for the internal referral to CM so the appropriate issue can be addressed.

Tyler Gray stressed that the PRAPARE tool doesn't necessarily capture real-time needs based on the way the questions are worded, and that we might need to consider asking the questions in a different way to better meet client needs.

Tracy and Kim encouraged attendees to have shared responsibility for both asking the SDH questions, looking at the sdh responses, and referring clients to CM if client indicates having a food/transportation need.

Spotlight on a PDSA tool:

Tracy gave tutorial on the PDSA tool, showing a 3-minute youtube video on how to use the tool, and providing a personal example of how the tool can be used. Also told attendees that they could find this tool on the portal PI page under tools.