

# Monthly Performance Improvement Meeting

June 15th, 2022



# Overview

1. Wake-up Trivia [8:00 to 8:10]
2. PI Updates – Tracy & Ziad [8:10 – 8:50]
  - To include Health Disparities Data this month
3. PI Announcements [8:50-9:00]



# Wake-up Trivia: Speed round

<https://www.brightful.me/blog/general-trivia-questions/#general-trivia-questions>



Please unmute yourselves!  
First responder to each question wins  
Keep track of your own score!  
12 trivia questions total

# Trivia questions - Part 1

Q: When one is "envious", they are said to be what color? Green

Q: What Sport Do The Harlem Globetrotters Play? Answer: Basketball

Q: Who is the author of Jurassic Park? Michael Crichton

Q: How many notes are there on a standard grand piano? 88

Q: What disease can be caused by a lack of Vitamin C? Scurvy

Q: What type of reptile can detach their tails when they are in danger and then regrow it? Answer: Lizards



## Trivia question – Part 2

Q: Which painter reputedly cut off his own ear? Answer: Van Gogh

Q: What animal is covered in quills? Answer: Porcupine

Q: What geometric shape is generally used for stop signs? Answer: Octagon

Q: What animal is known by the nickname “sea cow?” Answer: Manatees

Q: What animal breathes out of its butt? Answer: Turtles

Q: How do sea otters keep from drifting apart while they sleep? Answer: They hold hands

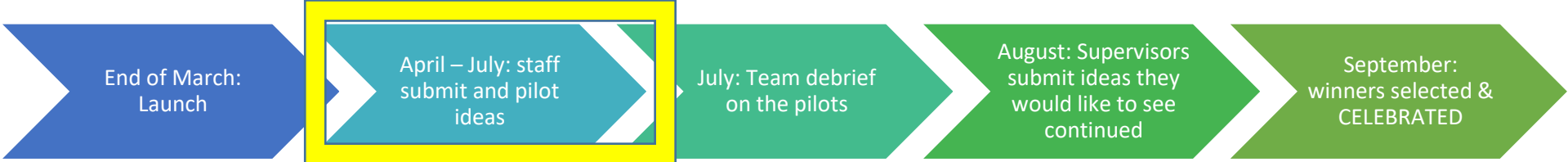


# 2022 Performance Improve (PI) Goals

YTD Updates



# Innovation Challenge



- Ten ideas submitted (goal is 10!)
- Teams participating so far:
  - Medical
  - BH
  - Housing Services
  - Dental
  - Finance
  - CSRs
- Remember PI chats with Ziad (12-1 pm)
- There’s still time to come up with an idea!

Date	Location of PI chats
Cancelled this week	
June 22	West Baltimore
June 23	Fallsway
June 29	Fallsway
July 6	Baltimore County
July 13	Fallsway
July 20	West Baltimore



# Quality KPIs – 2022 month to month data

Key
3+ Improvement
1-2+ improvement
reduction
No data

\*pulled on 3/15  
 \*\*Data pulled the 5<sup>th</sup>/6<sup>th</sup> of each month, reflecting year to date totals  
 Improvement measured month-to-month totals

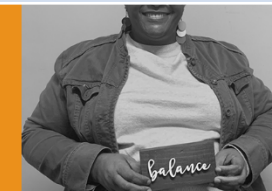
Measure Name	2021 HCH UDS data (Centricity + Athena)	Var to 3/15 Athena Data	Trend	Jan	*Feb	**Mar	**Apr	**May	**2022 Goal
Body Mass Index (BMI) Screening and FollowUp	10%	7%			17%	18%	19%	21%	65%
Breast Cancer Screening	34%	-10%			24%	30%	30%	34%	40%
Cervical cancer screening	41%	-6%			35%	39%	41%	43%	59%
Childhood Immunization Status	24%	-24%			0%	11%	12%	11%	25%
Colorectal cancer screening	25%	-7%			18%	21%	24%	26%	30%
Controlling high blood pressure	48%	-3%			45%	48%	50%	51%	55%
Dental Sealants (ages 6-9 Years)	0%	0%			n/a	n/a	n/a	n/a	50%
Depression Remission at Twelve Months	9%	-9%			0%	0%	0%	0%	10%
Depression Screening and Follow-Up Plan	42%	-9%			33%	36%	40%	44%	80%
Diabetes: HbA1c poor control (>9%) [inverse]	52%	5%			43%	52%	48%	45%	40%
Early Entry into Prenatal Care	78%	n/a							80%
HIV Linkage to Care	100%	-100%			0%	0%	0%	33%	100%
HIV Screening	64%	-25%			39%	42%	45%	46%	70%
IVD: Use of Aspirin/Other Antiplatelet	56%	27%			83%	84%	83%	83%	85%
Low Birthweight									
Statin Therapy for Prevention/Treatment of CVD	77%	6%			83%	81%	81%	82%	85%
Tobacco use: screening and cessation intervention	55%	-28%			27%	35%	40%	45%	70%
Wt assessment & counseling for nutrition & PA (Peds)	55%	-46%			9%	11%	16%	20%	58%

\*Highlighted measures with at least 8% increase since March 2022



# Conduct Improvement projects on five quality measures

Prioritized Measure	Baseline	YTD	Goal	Updates
HIV Screening (preventive) – Ziad	64%	46%	70%	Pop Health meeting with MAT and BH team to strengthen referrals process (for rapid HIV testing)
Cervical cancer (preventive) - Tracy	41%	43%	59%	Champions: Max, Faith, Mykia – Conducting pilot: offering clients who initially decline/defer paps f/u pap-only visit, data rec (centricity and unsatisfied athena clients)
Depression screening (behavioral health) – Ziad + Tracy	42%	44%	85%	Updating medical team on how to satisfy the measure (change from the video training guidance)
Hypertension (chronic) - Ziad	52%	51%	55%	Anticipate engaging in medication reconciliation projects. Tyler Gray is spearheading some work. Potential for curbside consults/training amongst medical providers.
De-prescribing aspirin (resource stewardship) - Tracy	74%	72%	59%	Yellow sticky note reminders in EMR (w/ upcoming appts) Quarterly report to Medical providers (July, October)



# Health Disparities Data



# Health disparities dashboard

## 1. Where we are

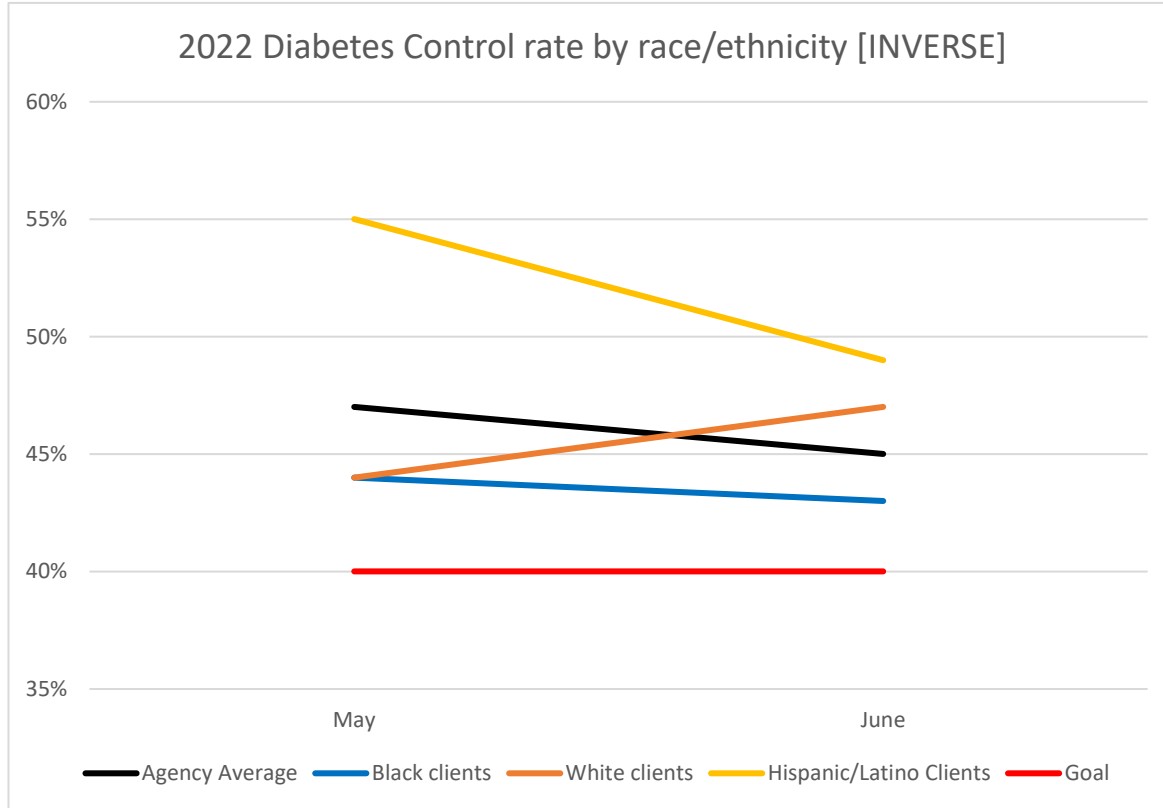
- Developed dashboard views for five CQM as well as any prioritized PI measure
- Created information sheets around the dashboard measures, which will be posted on the portal
- Identified some early trends and disparities

## 2. Where we are going

- Updating the data monthly and sharing broadly
- Use the data to drive improvement initiatives and address disparities at HCH



# Health Disparities: Diabetes



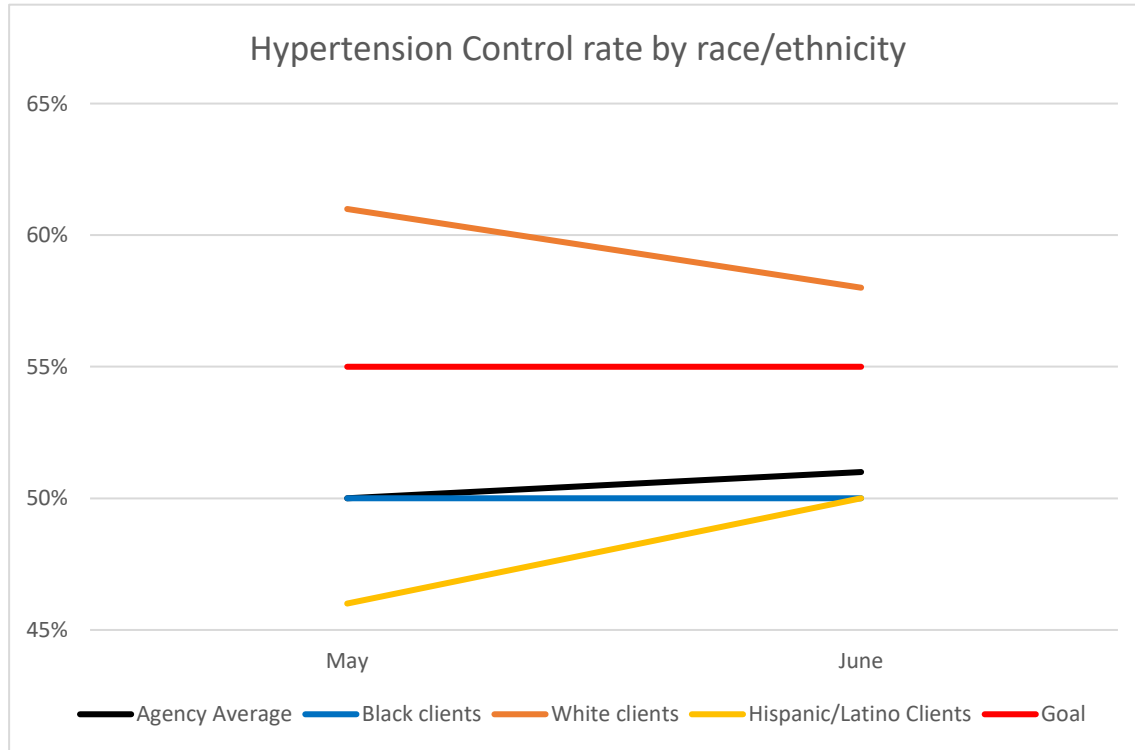
Diabetes (A1C <9) HCH Population	May (47%)		June (45%)	
		<b>347/733</b>		<b>358/792</b>
<b>Black Clients Total:</b>	<b>44%</b>	<b>179/410</b>	<b>43%</b>	<b>250/440</b>
<b>Black Male Clients:</b>	<b>45%</b>	<b>116/259</b>	<b>45%</b>	<b>125/280</b>
<b>Black Female Clients:</b>	<b>42%</b>	<b>63/151</b>	<b>41%</b>	<b>65/160</b>
<b>White Total Clients:</b>	<b>44%</b>	<b>32/72</b>	<b>47%</b>	<b>36/77</b>
<b>White Male Clients:</b>	<b>48%</b>	<b>20/42</b>	<b>50%</b>	<b>22/44</b>
<b>White Female Clients:</b>	<b>40%</b>	<b>12/30</b>	<b>42%</b>	<b>14/33</b>
<b>Hispanic/Latino Total Clients:</b>	<b>55%</b>	<b>115/211</b>	<b>49%</b>	<b>114/234</b>
<b>Hispanic/Latino Male Clients:</b>	<b>57%</b>	<b>50/88</b>	<b>49%</b>	<b>47/95</b>
<b>Hispanic/Latina Female Clients:</b>	<b>53%</b>	<b>65/123</b>	<b>48%</b>	<b>67/139</b>

Red = worse than agency average for the month

Green = better than agency average for the month



# Health Disparities: Controlling Hypertension



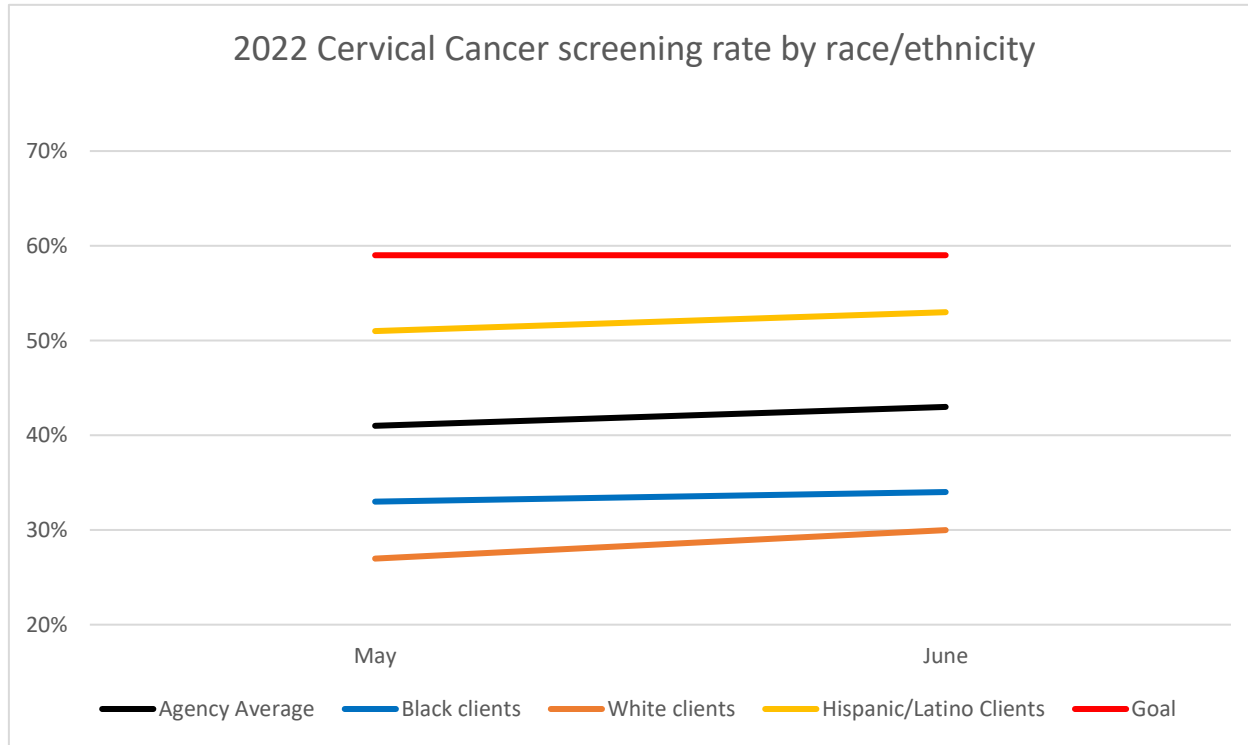
Hypertension Control HCH Population	May (50%)	669/1333	June (51%)	774/1512
<b>Black Clients Total:</b>	<b>50%</b>	<b>431/867</b>	<b>50%</b>	<b>493/986</b>
<b>Black Male Clients:</b>	<b>50%</b>	<b>293/587</b>	<b>51%</b>	<b>338/668</b>
<b>Black Female Clients:</b>	<b>49%</b>	<b>138/280</b>	<b>49%</b>	<b>155/318</b>
<b>White Total Clients:</b>	<b>61%</b>	<b>95/155</b>	<b>58%</b>	<b>99/170</b>
<b>White Male Clients:</b>	<b>63%</b>	<b>71/113</b>	<b>60%</b>	<b>72/121</b>
<b>White Female Clients:</b>	<b>57%</b>	<b>24/42</b>	<b>55%</b>	<b>27/49</b>
<b>Hispanic/Latino Total Clients:</b>	<b>46%</b>	<b>124/271</b>	<b>50%</b>	<b>157/313</b>
<b>Hispanic/Latino Male Clients:</b>	<b>47%</b>	<b>53/112</b>	<b>46%</b>	<b>60/131</b>
<b>Hispanic/Latina Female Clients:</b>	<b>45%</b>	<b>71/159</b>	<b>53%</b>	<b>97/182</b>

Red = worse than agency average for the month

Green = better than agency average for the month



# Health Disparities: Cervical Cancer Screenings



Cervical Cancer Screening HCH Population	May (41%)	634/1536	June (43%)	760/1780
Black Clients	33%	165/493	34%	188/560
White Clients	27%	56/206	30%	72/237
Hispanic/Latino/-a Clients	51%	421/823	53%	514/969

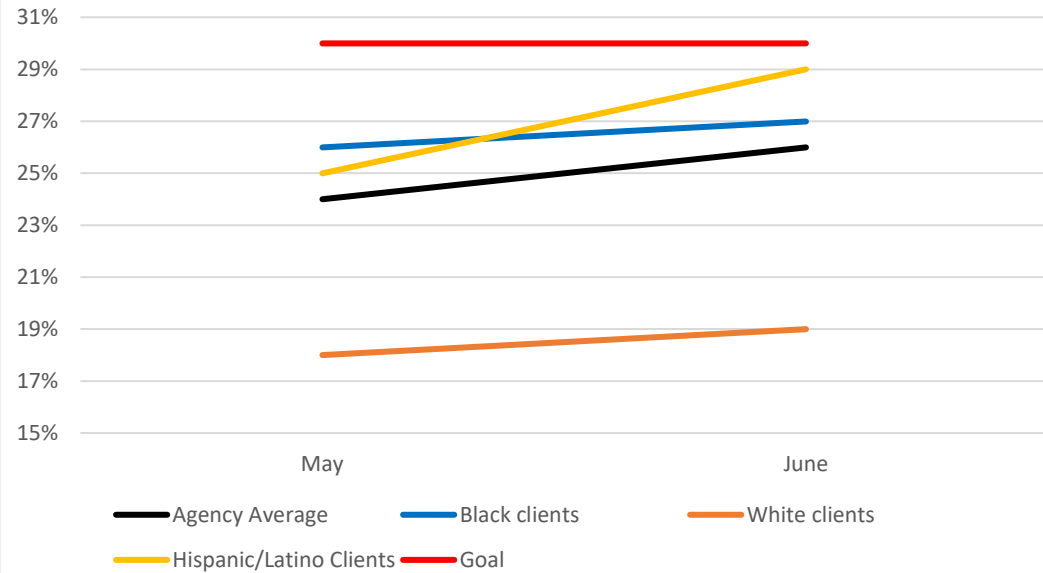
Red = worse than agency average for the month

Green = better than agency average for the month



# Health Disparities: Colorectal Cancer Screenings

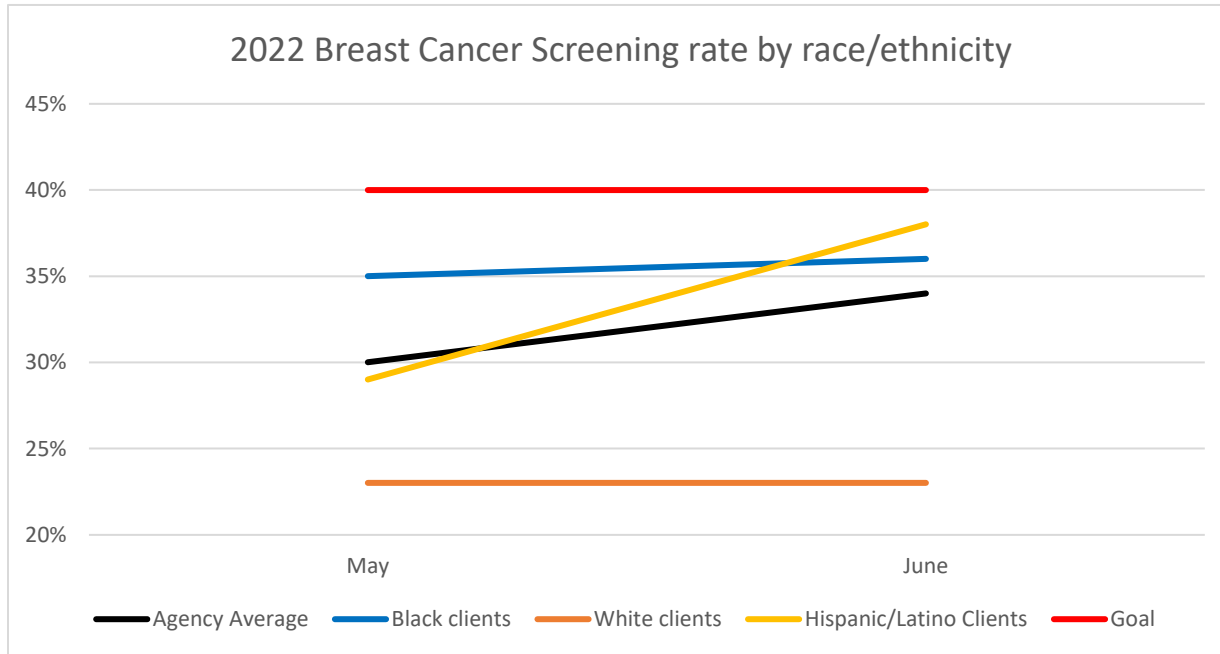
2022 Colorectal Cancer Screening rate by race/ethnicity



Colorectal Cancer Screening HCH Population	May (24%)	426/1761	June (26%)	505/1955
<b>Black Clients Total:</b>	<b>26%</b>	<b>297/1162</b>	<b>27%</b>	<b>348/1292</b>
<b>Black Male Clients:</b>	<b>25%</b>	<b>205/813</b>	<b>27%</b>	<b>241/903</b>
<b>Black Female Clients:</b>	<b>26%</b>	<b>92/349</b>	<b>28%</b>	<b>107/389</b>
<b>White Total Clients:</b>	<b>18%</b>	<b>52/290</b>	<b>19%</b>	<b>61/314</b>
<b>White Male Clients:</b>	<b>20%</b>	<b>39/195</b>	<b>22%</b>	<b>47/215</b>
<b>White Female Clients:</b>	<b>14%</b>	<b>13/95</b>	<b>14%</b>	<b>14/99</b>
<b>Hispanic/Latino Total Clients:</b>	<b>25%</b>	<b>63/254</b>	<b>29%</b>	<b>82/287</b>
<b>Hispanic/Latino Male Clients:</b>	<b>23%</b>	<b>27/116</b>	<b>27%</b>	<b>34/126</b>
<b>Hispanic/Latina Female Clients:</b>	<b>26%</b>	<b>36/138</b>	<b>30%</b>	<b>48/161</b>
<b>Red = worse than agency average for the month</b>				
<b>Green = better than agency average for the month</b>				



# Health Disparities: Breast Cancer Screenings



Breast Cancer Screening HCH Population	May (30%)	171/564	June (34%)	209/622
Black Clients	35%	115/337	36%	136/373
White Clients	23%	21/90	23%	22/94
Hispanic/Latino/-a Clients	29%	34/121	38%	52/138

Red = worse than agency average for the month

Green = better than agency average for the month

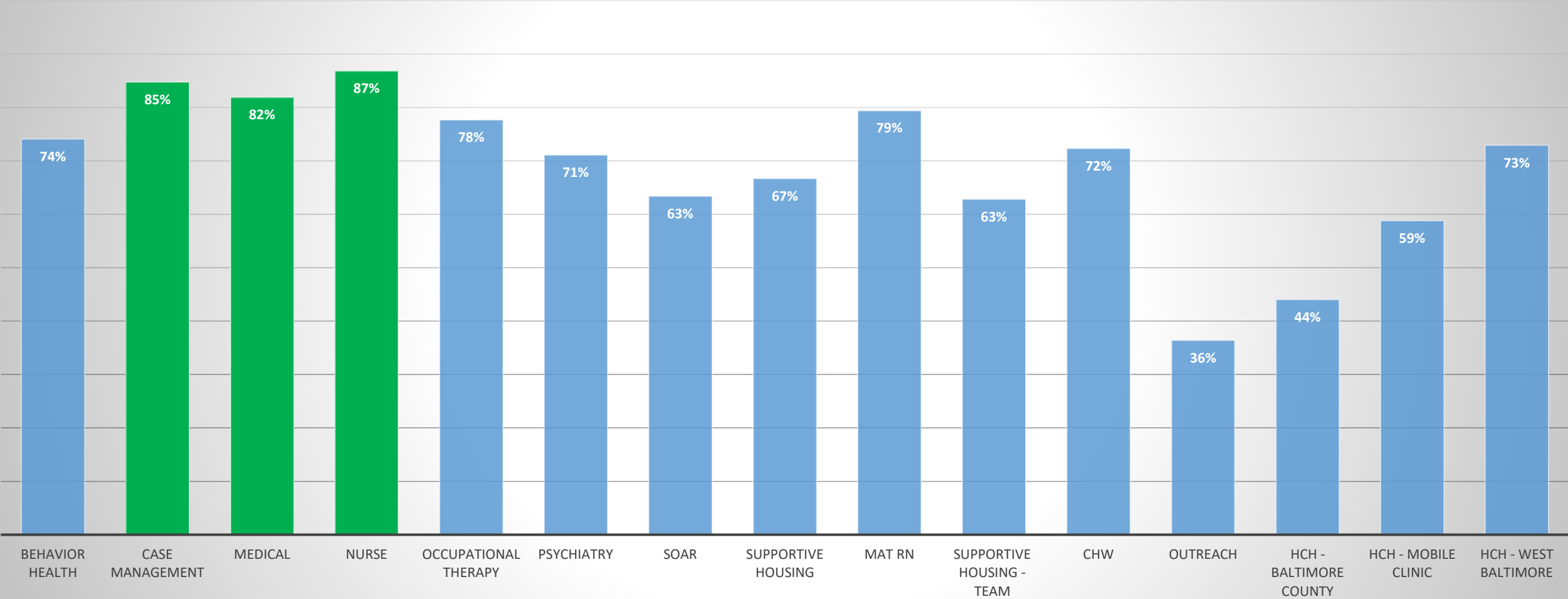




# Client Access Goal and Client Experience

By December 31st 2022, HCH will achieve 80% utilization across all departments.

YTD (Jan - Week of April 25th Department Level Data)



## Access Goal: Completed projects

- Creating provider level weekly encounter targets
- Expanding Walk-Ins for almost all departments by at least an hour
  - No longer closing during lunch for walk-ins
- Access Meetings with each department on a set cadence
- Improving scheduling within Athena by turning on “Calendar View” which makes it easier for everyone to group providers by specialty
- Identify Access Metrics
  - No Show Rate
  - Third Next Available Appointment
  - % to Goal (utilization)



# Access: Ongoing Projects

- Visualizing access stats at the provider level
- Scheduling Management - Updating Templates for all departments
- Dental
  - Creating a plan for clients accessing dental services for an assessment and a plan
- Creating an action plan to calculate demand and capacity for behavioral health



# PI announcements



# Client Experience Survey update

- Previously, plan was to pilot real-time feedback + traditional survey; however, decided to change course and only do the Medstatix pilot for 2022
- Beginning July 1<sup>st</sup>, clients will receive a text link following a visit to complete a survey

- By October will survey 40 staff to include:
  - All medical providers
  - All BHTs and addiction counselors
  - All Psychiatrists
  - Rotate through CMs + Nurses

Month	# staff surveyed
July	5
August	12-15
September	22-30
October	40
November	40
December	40



# Two workgroups meeting regularly: Uninsured clients

1. Uninsured Workgroup led by Tolu Thomas + Adrienne Trustman
  - Benefits enrollment process
  - How to relay to staff and clients what clients are billed for and what to expect internally/externally
  - Keeping portal resources validated
  - Client engagement
2. Time-limited TAP workgroup led by Mona Hadley and Iris Leviner
  - Clearly document TAP workflow, develop/clarify urgent TAP workflow process, role clarity across staff members involved in TAP process, client communications, understand what athena processes are r/t TAP



# First Fridays

- Enjoy lunch with co-workers over salad (3<sup>rd</sup> flr conference room – socially distanced)
  - Noon-1 pm
  - Leftovers in conference room/break room
  - If inclined: sign-up to **bring one ingredient** (sign-up sheet will be in break room 2 weeks prior)

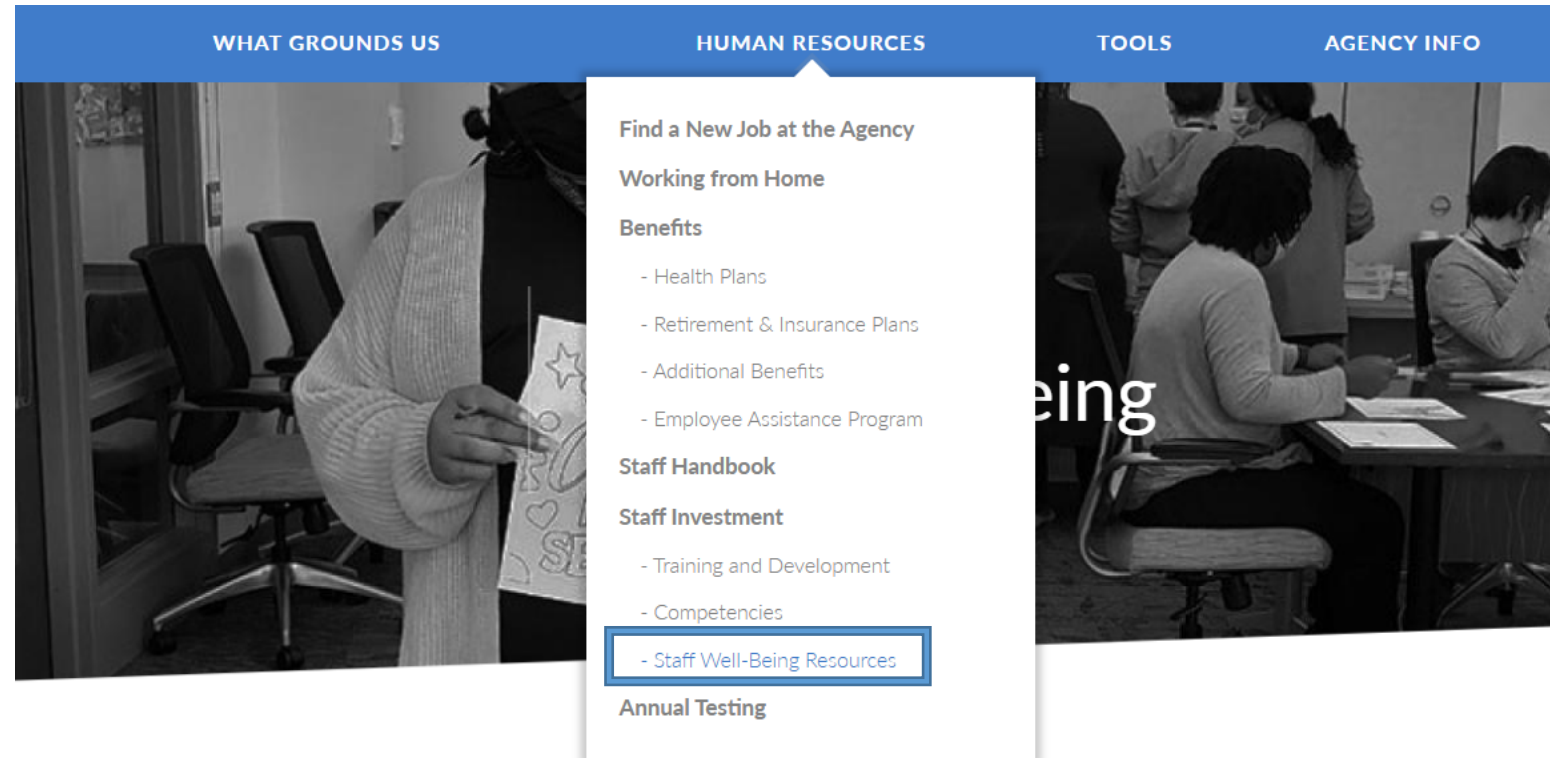


[This Photo](#) by Unknown Author is licensed under [CC BY](#)



# Staff Well-Being Portal Page

- Page is active!
- Includes Jam board to pass the light
- Work break: stretches / exercises / breathing
- Icebreaker ideas for teams



What does well-being look and feel like at work?

In a [Gallup study](#) of people in more than 150 countries, researchers identified five elements that shape our lives: **physical well-being, financial well-being, career well-being, social well-**



Questions?

