

PI Meeting Minutes
June 15, 2022

Presentation of Quality KPIs

Generally improving - Aspirin reduction stayed the same and childhood immunizations decreased only very slightly.

Generally improvements are significant and think this is related to EMR satisfying Quality measures. Thank you to Medical for working so hard to update/satisfy the measures.

HIV goal: Pop Health to work with MAT/Julia Felton to increase testing through awareness campaigns in June/July. Goal of 70%

Cervical cancer goal: Champion Team established - Mykia, Faith and Max. Looking at processes to increase screening rates. Shannon and Tracy will work to update EMR to close measure

Depression screening: emphasize documenting follow up plans for positive screens

Deprescribing Aspirin: Tracy to send providers updated lists about those over 70 on Aspirin who need counseling/consideration to stop usage.

Health Disparities Dashboard

Interesting that we see very different measures of disparity among race/gender for different health problems

Going to use this national/state data to drive our internal work/goals

Diabetes - agency goal is to see less than 40% clients uncontrolled. Were at 47% in May and 45% in June. Our Hispanic/Latino community are the least controlled.

Cervical Cancer - lowest screening among the Black and White clients/more compliance seen among the Hispanic/Latino community

Colorectal Cancer Screening

Breast Cancer Screening

Laura adds- Everyone included on this data has had at least one Medical/MAT visit
Seeing more White clients in MAT since starting syringe services. This may be affecting data.

Access

Tolu adds - we are working to expand walk-ins across all departments. Generally are adding about an hour. No longer closing during lunch for walk-ins/have provider coverage. Each department has regular access meetings. Can see any type of provider for walk-ins

Goal of less than 20% no show rates - tracking

We don't have a goal of next available appt established yet

Providers work to meet weekly targets

Providers/departments/managers can speak with Tolu if there are concerns about meeting targets
Thank you to all the providers/staff who are doing the direct care work!

Client Experience Survey

Medstatix - text-based post visit survey

Wanted to do point in time CAP survey using Research America, but Research America just raised price significantly. Using funds regained from Research America and putting into ramped up Medstatix program

In October, will have 40 providers (and rotate some CMs/RNs) into Medstatix

Should be more dynamic - clients of providers are being surveyed.

There are two workgroups meeting regularly about improving care for our uninsured clients. Just FYI if there are concerns among staff:

Uninsured Workgroup - Tolu and Adrienne bi-weekly Tuesdays

- What messages are we conveying to clients about billing?
- Big client engagement piece from Malcolm and Eddie - getting client feedback about how navigating external referrals

TAP Workgroup - Mona and Iris

- Address workflows

First Fridays

12pm to 1pm - will ask folks to bring in one ingredient to add to big staff salad bar and help foster staff bonding - sign up is in 3rd floor kitchen. COVID considerations

Staff Well-Being Portal Page is up and running!

Staff can pass the light to each other here (Jam Board *)

Light stretching/meditation exercises (ideas are broad- from short 5 min exercises to longer)

Teams Ice Breaker ideas

Margaret adds - huge thank you to Hanna for getting this beautiful page up!

*Jam board is like a big electronic white board

We welcome more ideas from staff to add