

PI Committee Meeting 5.17.2023

Wednesday, May 17, 2023 8:17 AM

- Icebreaker (phone backgrounds)
- Review of April data
 - o Care mgmt down
 - o Advance care planning static at 1%
 - o Flu season over
 - o Other measures are up from last month
- Antibiotic stewardship
 - o Still pending report
 - o Subcommittee: Iris, Liz Galbrecht
 - o Developed goal charter, began work on an RCA
 - Potential global causes of inappropriate antibiotic rx: miscoding / co-occurring conditions, client request, rushed providers, client satisfaction
 - o Will continue to work towards a report and dig into what provider-level data is available
- Hospital f/u
 - o 95% this month (goal is 65%)
 - o Subcommittee: nursing, access, quality
 - o Next steps
 - Texting pilot to relieve some of the burden of calls - do we reach more clients via text?
 - Exploration of call center RN processed and improvements
 - Tableau/PowerBI report in progress to prioritize clients to call
 - SOP drafted to sustain process
- HAES/BMI
 - o 36% this month (goal 65%)
 - o Disparities narrowing between Hispanic/Latino clients and Black/white clients
 - o Subcommittee: medical, REI, MAT, psych
 - o Recently
 - Developed materials for exam rooms
 - Developing survey to evaluate training
 - Reviewing provider level data
- HTN
 - o 58% this month (goal 65%)
 - o Disparities seem to be reducing along race lines - still present along gender lines
 - o Subcommittee: Tyler, Faith, Julia
 - o Have completed a retrospective review of no-shows for BP follow-up appts
 - The no-show rate for HTN f/u appts is roughly similar to the no-show rate for the entire organization
 - o Implementing reminder cards on how to appropriately take BP ("gold standard" cards) on vitals machines
 - o Will present on BP management at medical team meeting in June
- Depression remission
 - o 4% this month (goal 11%)
 - o Subcommittee: Jan, Arianne, Kellie
 - o Recently
 - Developed charter
 - Will not move forward with warm handoff pilot
 - o Next up
 - Modifying quality tab for BH/TCM

- Time to third
 - o This month:
 - Baltimore County 9 days
 - West Baltimore 13 days
 - Fallsway 23 days
- Client experience
 - o Both scheduling and check-in/out are **above 93%** this month!
 - o Subcommittee includes staff from operations, call center, client relations
 - o Collaborated with call center and front desk staff on an RCA
 - o Observation of front desk 5/18, call center TBD
 - o Will decide on first change idea
- Care management
 - o 94% this month (goal 75%)
 - BH 100%, CM 95%, nursing 88%
 - o Recently
 - Discussion with leadership on challenges, change ideas
 - o Next
 - Identifying and interviewing champions on best practices
 - Monthly care plan report to supervisors to guide supervision
 - Leadership to communicate with teams
- Flu vaccination rate
 - o April 2023: 20% (goal 45%)
 - o Much work to do in preparation for next flu season
 - o Pre-planning committee: Shannon, Arie, Tracy
 - o Ideas for next season:
 - Explore if we can capture offer rate in addition to completion rate
 - Consider best workflows for non-medical clients who want flu vac
 - Youtube video on staff desktop for quick facts - take some of the explanatory burden off staff
- Advance care planning
 - o 1% this month (goal 5%)
 - o Has fallen off since Athena migration; aim to get back on track
 - o Subcommittee: Tyler Gray, Iris
 - o Recently:
 - Finalizing SOP for medical team to delineate steps around advance care planning
 - o Next steps:
 - Provider training in June re: satisfying measure, having conversation
- Women's Health Day
 - o Thursday 12-2pm, second floor walk-in waiting area
 - Clients will exit at end of clinic day per security protocol, be escorted back in thru garage
 - o Health education, giveaways, arts/crafts, food, story sharing
 - o Presentation by Aetna Better Health (MCO)
 - o Still a few slots left
 - Spanish-speaking clients welcome - there are staff available to translate