

Monthly Performance Improvement Minutes

Oct 20, 2021

Ziad Amer presents training about Surveys/PDSA

- Surveys are an easy way to get feedback

How to:

- Identify the survey's purpose
- How well will it work?
- Test questions first to see if they give you the information you are looking for
- Ask specific questions as both open and closed answers, then rewrite as needed
- Sample sizes will be discussed next meeting, but there is not a standard size. Will want to identify appropriate margin of error. A confidence interval of 95% is ideal and there are websites that can compute that

- Distribute surveys: in-person vs phone bank? How frequent to collect (daily/weekly)?
- Represent data in a chart/analyze for trends
- Close loops/gaps ASAP. If there are problems being reported, follow up with them immediately (do not have to wait for complete close of survey if problems are being reported).

Population Health Updates

Diabetes Education Pilot is ready to start.

- Folders available and being distributed to RN staff at Fallsview for feedback
- Surveys to RNs about current satisfaction with tools for diabetes ed being distributed
- Pilot to run until the end of 2021 (projected)
- PDSA will run with pilot
- Will make decisions about education program adoption in Jan 2022/possible Comms support by way of preprinted materials/booklet

PrEP (HIV prevention) clinic being explored

- Possibly housed in MAT
- Consulting with other are PrEP programs (Chase Brexton, Baltimore City HD)
- Free prevention program for all insured (for ACA expansion compliance)

- Developing questions about PrEP to add to GRPA survey currently being conducted in conjunction with MAT program (Erica Brown). Questions likely to be added early November about the likelihood that our clients would enroll in PrEP (involves things like taking a pill daily and seeing a provider/getting labs drawn every 3 months).

OB referrals

- Workgroup focused on finding solutions for connecting our uninsurable clients to OB services finishing up. Workgroup born out of incident where a client presented for care in pregnancy and did not receive prenatal care in a timely fashion. Delivered newborn without any prenatal care.
- Awaiting approval about CM role in workflow.
- Will continue to network/fine tune process and find resources
- Pop Health to track for now to identify barriers/ensure new workflow is effective

Family Clinic

- Working with UMD public health students to develop a toolkit of resources for our pediatric population about healthy eating and exercise.
- Project complete by Thanksgiving (projected)

Cancer Screening

- Breast Cancer Awareness month. Signs in clinic at Fallsway
- Developing monthly campaigns (2022 PH goal) in order to distribute widely and on time.

Phone Access

- 73% phone calls answered by a person.
- Launch Mitel Call Center – asking Mitel to support call center staffing model
- Call center as one-stop shop- integrate into Athena?
- Increase call center staffing by 4 people/1 for call center coordinator
- SOPs and trainings in development

Referrals Tracking

- 40% of referrals will be fully completed within 3 months of initiation (baseline 7%)
- Workflow/check out process: clients are handed referrals at d/c across all care teams. Current turn around time 7-10 days for non-urgent referrals. Provider to set up internal referrals to CM as needed
- Referral inbox is up-to-date/close out 30-60-90 days referrals (track/follow up as needed)
- Next: write out referral process for Athena/all care team CSRs are passing on referrals to clients in real-time at d/c (no longer just in pilot phase).
- Finalize TAP workflow- Due Nov 11

Depression Remission

- 10% of adults with major depression/dysthymia dx who score high on PHQ9 (>9) will demonstrate remission within 10-14 months (baseline 2.3%) – launched in February
- No data in Athena yet/supervision on hold
- To satisfy the measure in addition to completing PHQ9, must indicate under screening tab “(negative or positive) screen for depression” (fold-down menu)
- BH team meeting training and how to satisfy measure upcoming (10/21 Maia/Ziad)

- Continue to conduct PHQ9 every 90 days (internal policy)/aim for remission in 10-14 months (UDS)
- Visio/workflow coming

Childhood Immunization

- By Dec 31, 2021, 50% children current with all recommended vaccines by 2nd birthday
- VFC contacted to see if vaccines can be ordered sooner to ensure we have available to those in need (hard to anticipate with current influx of new clients)
- Erick working through registry of clients under 2/contacting for those overdue
- Peds incorporated into Flu/Coat drive this year
- Of 33, 20 patients got caught up, 3 unavailable/out of state. 4 have upcoming appts/8 unable to reach.
- CDC has one-pager for parents to see when vaccines/developmental milestones are due from birth to 6 years- going to assess usefulness with parents (not yet available in Spanish)
- Adding Reach Out and Read program (books given to children at visits). Program demonstrates increase in return visits.

Diabetes

- By 12/2021, proportion of clients across agency with A1C<9 who are tested will increase to 87% (baseline data 56%)
- Reduce disparities seen in racial/ethnic groups by 25% for clients who have A1C >9 or who were not tested compared to agency average.
- Optional curbside consults for provider treatment plans information sharing
- BRIEF health literacy tool (only 4 questions) may be best screening option for health literacy
- Lane Davis from JHSPH interning to help us address health disparities in the Latix population
- Pop Health hosting patient education subcommittee—Adult diabetes ed folders being distributed and students from UMD to develop family clinic health foods/exercise toolkits

SDH- Food Insecurity and Transportation Challenges

- 90% clients who answer “yes” to food/transportation challenges connected to CM/CHW (baseline 71%)
- NO longer SDH committee so PI can meet with individual team leads and departments about SDH work: so far- Medical, CHW/Outreach, Both Community Sites, BH, CM (to meet with final team (Supportive Housing) today.
- Athena- under Social Histories, added abbreviated SDH tool
- Created and disseminated SDH training in Health Care Source (Erica Brown)
- LOOK! ASK! REFER! Campaign ongoing
- Clinical staff to receive HCS trainings/then will begin to track ask and referral rates once data available.

Flu/Coat Drive ongoing – saw significant increase in flu vaccination rates during this week over other weeks when walk-in available. Have pediatric coats this year in addition to adult.

Client Experience Survey

- August administered in-person surveys
- August- Oct: administered surveys to telehealth clients by phone
- Began gathering responses last week
- Should have final results by end of the month

IHI Conference

- PI would like to send about 10 staff virtual with representation across departments/sites (\$750 per person)
- Opportunities for staff to participate on-site together
- <http://www.ihl.org/education/Conferences/National-Forum/Pages/default.aspx>