Performance Improvement

Monthly Meeting

October 20th, 2021

Overview

1. Wake-up Trivia
2. Spotlight on a PI tool → Conducting a survey
3. Pop Health Updates
4. Updates: 2021 PI Goals
5. PI updates: Flu vaccine rates, Client Experience Survey & IHI

Trivia Questions!

Q: What is the softest mineral on earth?

A: Talc

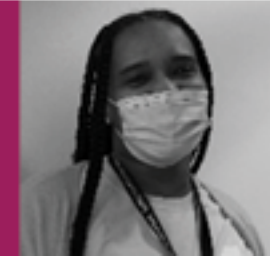Q: What is a female donkey called?

A: Jenny
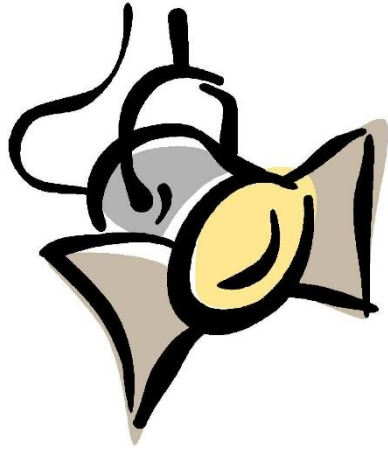
Q: 85% of the population cringes whenever they hear this.

A: The sound of their own voice.

Spotlight on PI Tool

Conducting a Survey

How to develop and implement a survey!

Why to use a survey

- Easy, quick, effective to gain immediate feedback

- Direct and specific questions that can target specific clients for information

- Can be used alongside a PDSA to get feedback from clients, providers, staff on the improvement process

How to create a survey

1. Identify the purpose of the survey.

2. Design 1 to 5 simple questions that will provide the needed information.

3. Test the questions on 5 to 10 patients/families to see if the questions are easily understood and if, when completed, the questions actually yield the information that is being sought.

4. Rewrite the questions based on what was learned from testing them.

How to create a survey

5. Design a method for distribution (e.g., a nurse may give patients the survey and ask them to place it in a sealed box when finished).

6. Collect the surveys on a daily or weekly basis.

7. Display the data on a run chart whenever possible and analyze for trends, data points out of control limits, etc.

8. Be prepared to respond quickly to complaints or other feedback warranting immediate follow-up.

Example Survey from the IHI

XYZ Health System
Short Survey

XYZ Health System is committed to serving our patients and families in the best way possible. Please take a few moments to answer the questions below:

How well did we do with:

	Excellent 1	2	3	4	Poor 5
Explaining test results to you in a way that you could understand?	☐	☐	☐	☐	☐
Getting your test results back to you quickly?	☐	☐	☐	☐	☐
Listening to your questions or concerns about your test results?	☐	☐	☐	☐	☐

Thank you very much for helping us to improve our services. Please write any comments that you would like us to hear on the back of this card.
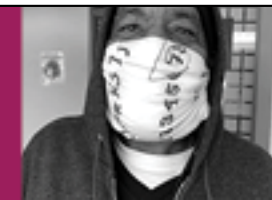
Pop Health Updates

Population Health Updates

1. Diabetes Education Program Pilot
2. PrEP
3. OB referrals monitoring and resources
4. Family clinic resources
5. Cancer Screenings Campaigns

Diabetes Education Program Pilot

Diabetes Education Folders are VERY CLOSE to finalized!

Developing Survey Questions:

- client feedback (measuring learning and satisfaction)

- staff feedback (staff satisfaction)

Launch at Nursing staff meeting tomorrow!

Measure success through the end of the year

PrEP

Exploring the option to add PrEP clinic to MAT

Consultation with other are PrEP programs (Chase Brexton, Baltimore City HD)

Free prevention program for all insured (for ACA expansion compliance)

Developing client questionnaire to assess usefulness of full-service clinic at HCH (Erica Brown/MAT)

OB Referrals

Past month intensive look at workflows and resources for uninsurable pregnant clients following review of Incident Report

Finalization of workflow near completion with CM approval

Updating Resources

Pop Health to initially track success rates for referrals until workflow full established and maintained

Family Clinic Resources

Partnership with UMD Public Health Students

Toolkit for resources in family clinic

Final product due by end of November

Meeting on Friday – please join with ideas

Cancer Screening Campaigns

Goal is to launch monthly robust cancer screening campaigns in 2022

October is Breast Cancer Awareness Month

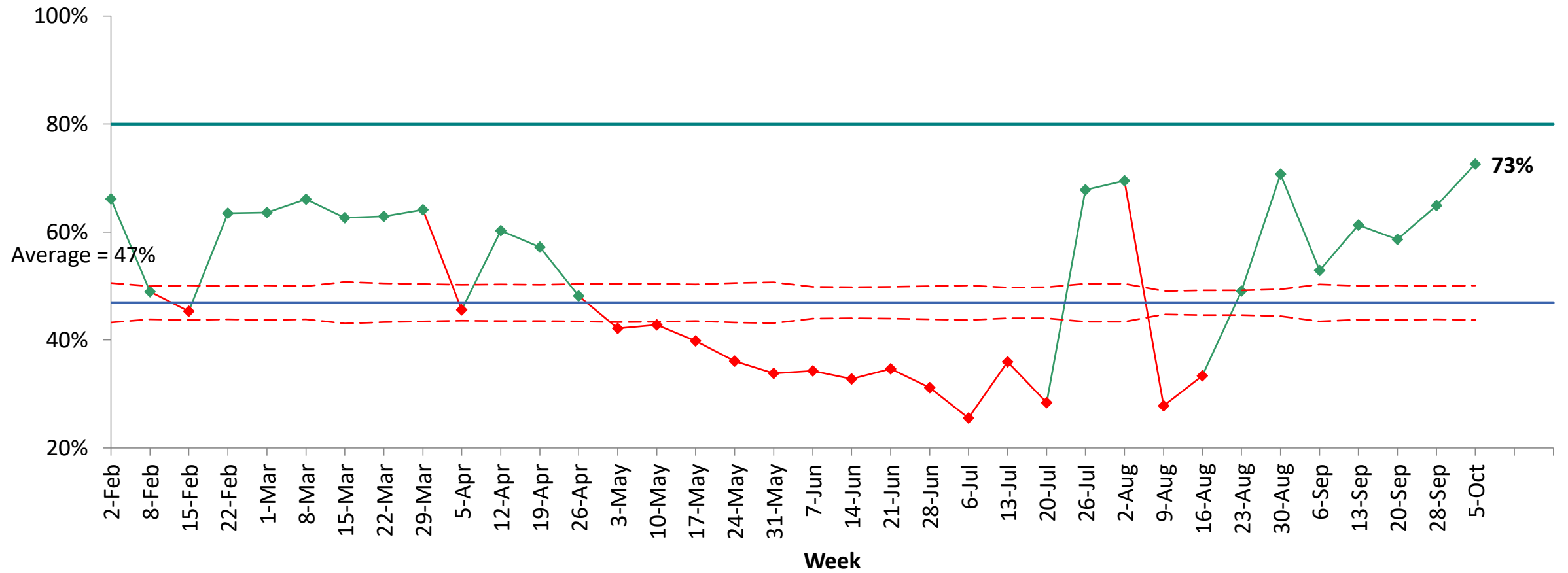January is Cervical Cancer Awareness Month

PI Goal Updates

- Phone Access: Ziad
- Referrals: Crystal
- Depression Remission: Jan + Ziad
- Childhood Immunizations: Iris + Erick
- Diabetes: Laura
- SDH: Ziad

Phone Access

All Workgroups - % of Phone Calls answered by a person

Average = 47%

73%

Updates

1. Mitel Call Center:
   - We have held 3 demo sessions on the Mitel Call Center software capabilities
     - Integration into Athena?
   - Upgrade this software to support the increase in call center staffing and model
2. Staffing:
   - Increase in staff by 4 people
     - 1 coordinator for the call center department
3. Development of SoPs and Trainings for the new Call Center
   - Outline the responsibilities and workflows of the call center
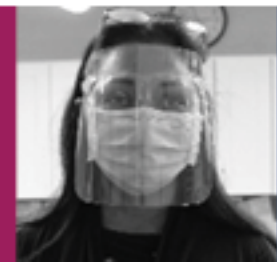
Referrals Tracking

40% of referrals will be completed (specialist/radiology appointment completed and note scanned into EMR) within 3 months of referral initiation

Baseline Data: 7%

January Launch	Referrals Tracking	
	Facilitator	Tolu Thomas/Tracy Russell
	Champion	Mona Hadley
	HIT	Wynona China
	Members	Greg Myers
		Wanda Hopkins
		Max Romano
		Angela Robinson
		Lisa Hoffman
		Margaret Flanagan

Since we last met…

- Referral workflow has evolved and Check out process finalized:
  - In-person clients will be handed discharge referrals across care teams
    - Current turn-around time is 7-10 business days for non-urgent referrals
  - Provider to designate via internal referrals if CM is needed for client
- Referral inbox is up to date!
  - Continuing to work on closing out completed referrals
  - 30-60-90 day referrals need to be tracked and closed out or followed-up on

Next Steps

- Write out full referral process for Athena

- Will include all care teams CSRs in passing referrals onto clients in real time at discharge for in-person appointments (not just pilot with a few as done previously)

- Finalize TAP Workflow – Due November 11th

Depression Remission

A. Remission:

10% of adults diagnosed with major depression or dysthymia who scored positively on an initial PHQ9 (>9) will demonstrate remission *between 10-14 months*

Baseline Data: 2.3% (2020 anticipated UDS)

February Launch	Depression Remission	
	Facilitator	Ziad Amer
	Champion	Jan Ferdous
	HIT	**Maia Gibbons**
	Members	Arianne Jennings
		Karen Ross-Taylor
		Meredith Johnston
		Tyler Gray - consult

Since we last met…

- No data in Athena yet; Supervisions have been put on hold

- Workflow and Athena documentation reviewed
  - Manually satisfy the measure in the quality tab using the PHQ-9 and inputting the date

Next Steps

- Continuing to conduct PHQ-9s every 90 days (internal policy); and Aiming for remission in 10-14 months (UDS measure)

- Behavioral Health team meeting training on new workflow and how to satisfy measure in Athena
  - October 21st – Maia and Ziad

Childhood Immunization

Childhood immunization: By December 31, 2021, 50% of children will have completed all the recommended vaccines by their second birthday.

Childhood Immunization	
Facilitator	**Ziad Amer/Tracy Russell**
Champion	**Iris Leviner**
HIT	**Maia Gibbons**
Members	Erick Torres
	Brittany Rice
	Jess Friedman
	Max Romano

Childhood Immunization

No data available currently

Since we last met…

- Contacted VFC to see if vaccines could be ordered sooner to reduce likelihood of being without vaccines

- Peds RN continuing to work through the registry of peds clients under age 2
  - Performed chart audits to see who is due for vaccines
  - Continued to use the chart to track clients overdue for a vaccine
  - Continued using CDC one-pager of Peds vaccine schedule

- Incorporated Peds this year into the Flu & Coat drive event

Peds Vaccine Outreach Efforts

Total Count	Key	
21	20	Patient completed: Caught up with vaccines
	3	Patient completed: Unable to act further → moved out of state
4	Patient has upcoming appointment to update vaccines	
8	Unable to reach patient	
LAST UPDATED: 10/19/2021		

CDC one-pager tool for parents

Immunizations and Developmental Milestones for Your Child from Birth Through 6 Years Old

Child's Name _____   Birth Date _____

Recommended Immunizations		Birth	1 MONTH	2 MONTHS	4 MONTHS	6 MONTHS
	Hepatitis B	○ HepB	○ HepB¹			○ HepB
	Rotavirus			○ RV	○ RV	○ RV
	Diphtheria, Tetanus, Pertussis			○ DTaP	○ DTaP	○ DTaP
	Haemophilus influenzae type b			○ Hib	○ Hib	○ Hib
	Pneumococcal			○ PCV	○ PCV	○ PCV
	Inactivated Poliovirus			○ IPV	○ IPV	○ IPV
	Influenza (Flu)					○ Influenza, first dose² / ○ second dose

Milestones*	Milestones should be achieved by the age indicated. Talk to your child's doctor about age-appropriate milestones if your child was born prematurely.	Birth	1 MONTH	2 MONTHS	4 MONTHS	6 MONTHS
		○ Recognizes caregiver's voice ○ Turns head toward breast or bottle ○ Communicates through body language, fussing or crying, alert and engaged ○ Startles to loud sounds	○ Starts to smile ○ Raises head when on tummy ○ Calms down when rocked, cradled or sung to ○ Pays attention to faces	○ Begins to smile at people ○ Coos, makes gurgling sounds ○ Begins to follow things with eyes ○ Can hold head up	○ Babbles with expression ○ Likes to play with people ○ Reaches for toy with one hand ○ Brings hands to mouth ○ Responds to affection ○ Holds head steady, unsupported	○ Knows familiar faces ○ Responds to own name ○ Brings things to mouth ○ Rolls over in both directions ○ Strings vowels together when babbling ("ah", "eh", "oh")

| Growth | At each well child visit, enter date, length, weight, and percentile information to keep track of your child's progress. | WEIGHT / PERCENTILE LENGTH / PERCENTILE HEAD CIRCUMFERENCE | WEIGHT / PERCENTILE LENGTH / PERCENTILE HEAD CIRCUMFERENCE | WEIGHT / PERCENTILE LENGTH / PERCENTILE HEAD CIRCUMFERENCE | WEIGHT / PERCENTILE LENGTH / PERCENTILE HEAD CIRCUMFERENCE | WEIGHT / PERCENTILE LENGTH / PERCENTILE HEAD CIRCUMFERENCE |

Shaded boxes indicate the vaccine can be given during shown age range.

VISIT DATE _____ | VISIT DATE _____ | VISIT DATE _____ | VISIT DATE _____ | VISIT DATE _____

Next Steps

- RN to see peds clients at catch-up vaccine appointments

- Continue to monitor vaccine inventory to ensure lapses in stocked vaccines are minimized

- Assess helpfulness of utilizing one-pager tool with parents

Diabetes

A. By December 2021, the proportion of clients across the Agency who have an A1C <9 or who are tested will increase to 87%.

Baseline Data: 56%

B. Reduce disparities within racial and ethnic groups by **25%** for clients who have an A1C >9 or who were not tested compared to the agency average

February Launch	Diabetes	
	Facilitator	**Tracy/Ziad**
	Champion	**Laura Garcia (green team)**
	HIT	**Joseph VerValin**
	Members	Julia Davis (green team)
	REI rep	N/A
		Kelsey Nicks
		Client Representative
		Shannon Riley
		421 nursing team - consult

Since we last met...

- Optional curbside consults continuing on a weekly basis

- Decided BRIEF health literacy tool (4 questions) may be best option

- STILL ON HOLD due to data limitations: diabetes-focused care team discussions

- Interviewed and selected a JHSPH student intern (Lane Davis) to partner with us to address health disparities in the LatinX uncontrolled diabetes population

- Pop Health leading patient education sub-committee (aforementioned in PH updates)

Next Steps…

- Work with student to obtain client feedback from Hispanic/Latino clients on our diabetes care

- Explore closing gap on diabetic foot exams at a more systematic level

- BRIEF Health literacy tool – staff training needed

- Nursing
  - Pilot 6-week pt education curriculum folders

APPLY ENOUGH PRESSURE FOR MONOFILAMENT TO BEND

GEEKYMEDICS.com

SDH– Food Insecurity and Transportation Challenges

90% of clients who answer "yes" to food insecurity **<u>OR</u>** transportation challenges will be connected to a Case Manager or Community Health Worker

Baseline Data: 71% (2020 PI plan data)

Since we last met…

- Disbanded SDH committee in order to meet with individual team leads/directors and departments regarding SDH work
  - PI met with the following teams:
    - Medical
    - CHW/outreach
    - Both Community Sites
    - BH
    - CM

- Athena: Added an abbreviated SDH tool into EMR under social histories

- Created and disseminated a training on SDH in Health Care Source (HCS) (with help from Erica!)

Social History Template Preview : Social Determinants of Health (SDH)

Template Name

Social Determinants of Health (SDH)

Template

Question		
FOOD: 1. Within the past 12 months, did you worry that your food would run out before you got money to buy more?	⌄ Notes	
FOOD: 2. Within the past 12 months, did the food you bought just not last and you didn't have money to get more?	⌄ Notes	
HOUSING/UTILITIES: 3. Within the past 12 months, have you ever stayed: outside, in a car, in a tent, in an overnight shelter, or temporarily in someone else's home (i.e. couch-surfing)?	⌄ Notes	
HOUSING/UTILITIES: 4. Are you worried about losing your housing?	⌄ Notes	
HOUSING/UTILITIES: 5. Within the past 12 months, have you been unable to get utilities (heat, electricity) when it was really needed?	⌄ Notes	
TRANSPORTATION: 6. Within the past 12 months, has a lack of transportation kept you from medical appointments or from doing things needed for daily living?	⌄ Notes	
INTERPERSONAL SAFETY: 7. Do you feel physically or emotionally unsafe where you currently live?	⌄ Notes	
INTERPERSONAL SAFETY: 8. Within the past 12 months, have you been hit, slapped, kicked or otherwise physically hurt by anyone?	⌄ Notes	
INTERPERSONAL SAFETY: 9. Within the past 12 months, have you been humiliated or emotionally abused by anyone?	⌄ Notes	
OPTIONAL: IMMEDIATE NEED: 10. Are any of your needs urgent? For example, you don't have food for tonight, you don't have a place to sleep tonight, you are afraid you will get hurt if you go home today.	⌄ Notes	
OPTIONAL: IMMEDIATE NEED: 11. Would you like help with any of the needs that you have identified?	⌄ Notes	
Notes		

Next Steps

- Continue meeting with Departments re: SDH
  - Reminding staff to **LOOK! ASK! REFER!**
  - Will meet today with final team:
    - Supportive Housing – (10/20)
- Addressing SDH in Athena
  - Clinical staff to complete SDH training in HCS
  - Once data available, begin tracking ask rates and referral rates

Flu Vaccine Rates*

Population	Agency Rates
Adults	14% (470/3370)
Peds	22% (113/516)

Location	Rates of adult vaccine completion
Baltimore County	15% (86/558)
West Baltimore	15% (105/711)
421 Fallsway	14% (424/3026)

*Data pulled from Athena; as a result, there is overlap across populations/locations depending on how a provider gets designated. Also, immunet is not bidirectional so data only includes clients who we have documented in Athena have been vaccinated. This may exclude clients who have been vaccinated elsewhere and who we did not manually update.

Flu & Coat Drive: This week!

Date	Peds coats distributed	Adult coats distributed
Mon	13	107
Tue	10	96

Update on Client Experience Survey

- **August**: Administered in-person surveys in August

- **August – October**: Administered surveys to telehealth clients via phone

- **Last week**: Completed gathering responses

- **This week**: Will have draft of results

- **Next Week**: Should have Final Results?

Annual IHI Forum: December 5-8, 2021 (Sun-Wed)

IHI Conference now **all Virtual!!**

Virtual $750 per person

- PI would like to "send" about 10 staff to IHI virtually this year (with representation across departments/sites).

- There will be opportunities for these staff to participate in segments of the forum together on-site at HCH.

- If interested: talk with your supervisor about the opportunity to attend! Be sure to Email PI as well!

More Info:
http://www.ihi.org/education/Conferences/National-Forum/Pages/default.aspx

Questions?