

# PI Committee Meeting Feb 2022

Tuesday, February 8, 2022

2:54 PM

**Attendance:** Arie Hayre-Somuah, Shannon Riley, Tracy Russell, Lane Davis (JHH), Malcolm Williams, Laura Garcia, Meredith Johnston, Joseph VerValin, Andrea Shearer, Kim Carroll, Sean Morrissey, Barbara DiPietro, Ziad Amer, Joanna Diamond, Christina, Tara Dorsey, Margaret Flanagan, Tolu Thomas, Tyler Gray, Mona Hadley

*Welcome to our Compliance and Quality Specialist, Tara Dorsey!*

## **Survey Findings** (Lane Davis, MPH candidate)

Diabetes management, prevention, service barriers among the Latino population

Methods: two different surveys

1. Adults with DM diagnosis (Lane) - *management focus*
2. Parents who bring their children to Family clinic (more focused on *prevention*/does not need a diagnosis) (Madelin Martinez)

\*Madelin conducts surveys as a fluent/native Spanish speaker

Adult interviews take about 15-20 min (by phone); Pedi interviews 10 in (in person/phone)

Do clients need specific needs HCH can fulfill (all other services); link them to services as a courtesy for participating in the survey

Adult: 21/25 surveys complete

Pediatric; 22/25 surveys complete

Adults surveyed: most clients in US for over 5 years (a few 1-3 years)

3. Anecdotal, many are more recently arrived/may not be reflecting barriers for all Family clinic - most in US less than 1 year

Things that may be helpful for HCH to provide: mirror check for feet, transportation, more clinic hours available, text messages with diabetes (top responses).

Other (lower response): more Spanish speaking staff, diabetes info tool, exercises/safe space

No standout theme emerged among HCH intervention options and most said no other surveys needed.

*Pediatric survey had a standout answer - 8/18 said they needed more parenting strategies for how to prepare healthy foods*

Next Steps: complete surveys, complete data analysis, presentation to medical team (2/24), synthesize lit review, brainstorm interventions, distribute results, develop resource list.

Project end: Friday, March 18

Questions: final population interviews will be 25 + 25 (50)

Planning more advanced data analysis (like regressions?): looking more qualitative analysis (looking for themes)

## **Population Health**

### Colorectal Cancer Awareness:

- 1 in 20 people in U.S. diagnosed in their lifetime
  - 50,000 people in the US die every year from colon cancer
  - Most people with early colon cancer have no symptoms
  - Everyone should begin testing at age 45 regardless of health status
  - In early stages, 9 out of 10 survive
  - In late stages, 1 out of 10 survive

Activities at HCH for CRC Awareness Month (March):

Signage/Comms, drive staff/client awareness, FIT Friday (in person celebration/FIT kit drive), incentive kits (over 100)

Athena Quality tabs/reconciliation

Staff Education board/Visual tracking of increasing screening rates in Athena

### OB Tracking:

Tracking born out of incident where uninsurable client was referred to charity agency, but not enrolled in prenatal care prior to delivering her baby (no known bad outcome, consider near miss).

Since beginning of December, tracking total of 36 uninsurable pregnant clients referred to local agency programs. 11 completed/2 loss

Emerging themes:

4. Refer date to entry into care date
  - EGA upon presentation at HCH variable (implications)
  - wide variance in how long it takes to enter care (usually about 6-8 weeks)
5. Moving out of state/CRISP
6. State bills introduced this month:

- Healthy Babies Equity Act
- Access to Healthcare Act  
(Joanna point of contact/following/collecting testimony)

*Please submit written or contact Joanna about oral testimony by Friday!*

### Diabetes Education:

Pilot has begun... 2 clients currently enrolled and we are receiving feedback about written handouts/materials for 6-week Nurse-led education program

Considering 5-10 min videos by Nursing to accompany the folders (finalize folder content, begin scripting); make accessible by QR code and/or on website for clients. English and Spanish.

Hope videos provide avenue for providing equitable and comprehensive education in both languages

### **Flu data**

#### **45% goal (follows national goals)**

30-40 vaccines per week

1.5 months remaining through March (please continue to offer vaccines!)

### **Referrals Updates**

A lot of data from Centricity (like consult notes) did not translate into Athena  
-team has been going in manually to try to transfer data/reconcile quality tabs

### **Quality Tab Trainings**

High level overview of Quality Measures Tab Training (done for general)

Individual Measures Trainings-- depression/tobacco/Cancer (because many have very specific ways to satisfy the measures)

Trainings will be housed in a centralized location for reference/new hires

### **Referrals Updates**

7. Referrals meets monthly
8. Trying to determine a way to call out whether a referral needs to be processed within 24 hours (STAT) vs urgent referrals
9. Uninsured Workgroup - tackling clean up of insurance info in Athena
  - Two parts: enrolling eligible clients in insurance/ensuring insurance info is accurate
10. Duplicate referrals - if updating an old referral, please DELETE the old referral
11. Currently ONLY 2 working in referrals (Wanda Hopkins-Cheese, Damaryiah Bowman)- looking to hire 3 more referrals specialists -- just want to make us aware of how short staffed they are, consideration for lag times

## **Vendor search for Client Experience Survey**

Press Gainey declined to bid

Two vendors are submitting proposals (Phreesia and Feedtrail)

Setting up one more vendor interview/demo (Qure4u)

Two have the ability to pre-register clients for experience survey prior to their appointment

Real time service experience / real-time service recovery if needed.

## **Innovation Challenge**

August: staff whose ideas were chosen will submit recordings of their ideas to PI

September: winners selected/announced (partnering with Comms)

Partnering with Comms to produce videos/disseminate examples of "Pebbles in your Shoes" (past) in order to help steer staff toward ideas. (March kick-off!)

April-July-- staff get ideas, vote on them, pilot, team/department discussion to review, leadership will decide which ideas they would like to see continued.

Process has been delineated based on staff feedback -- *thank you for your feedback!*

Questions and Comments related to this content\*:

Tracy Russell: Director of Performance Improvement, [trussell@hchmd.org](mailto:trussell@hchmd.org)

Ziad Amer: Performance Improvement Specialist, [zamer@hchmd.org](mailto:zamer@hchmd.org)

Shannon Riley: Population Health Nurse, [sriley@hchmd.org](mailto:sriley@hchmd.org)

Tara Dorsey: Compliance and Quality Specialist, [tdorsey@hchmd.org](mailto:tdorsey@hchmd.org)

\*please contact Tracy for contact presented by Lane Davis