

PI committee Meeting Jan 2022

Wednesday, January 19, 2022

8:00 AM

Attendance: Tracy Russell, Ziad Amer, Shannon Riley, Iris Leviner, LaVeda Bacetti, Julia Davis, Gabbi Thacker, Laura Garcia, La Keesha Arrington-Vega, Andrea Shearer, Margaret Flanagan, Joanna Diamond, Sean Morrissey, Meredith Johnson, Barbara DiPietro, Joe Vervalin, Hanna Mast, Christina Bauer

Population Health:

Minutes from PI meeting 1/19/22 Pop Health Segment

- Ob referrals tracking for uninsurable clients
 - Birthed out of an incident report for a client who had difficulty accessing OB care
 - Many clients being referred at 26-28 weeks
 - Challenge: reaching the client when trying to contact, clients who move to other locations
- OB care
 - Plan for Metro OB on-site visit in the coming month to give tour, meet + greet
 - This legislative session CASA, along with HCH and other partners, is seeking to drive bills that would expand Medicaid in MD to currently uninsurable clients
 - OB ACA expansion to undocumented immigrants would fall under CHIP
 - Per Joanna, MD has a 90 day session - governor has to sign or veto bills within a certain time frame - if he vetoes the bills (which is likely) then legislature would need time to override the veto, so it would be important to push the bills through the process during the first 60 days.
- Cervical cancer awareness month
 - Cervical cancer screening kits full of winter goodies, Starbucks gift cards
 - Hoping in the future to raise more awareness in family clinics for hpv vaccines
 - Comms is helping put bundles together for signage
 - March will be crc awareness month –will have more kits available for clients then
- Other Pop Health work
 - PReP program through mat program – two trainings taking places for nurses in February
 - Diabetes nurse led 6 week program - stalled with phase red
 - Flu - need to increase vaccine rates at HCH
 - Med refills and label reading – will have campaign this year
 - Shannon will be orienting to COVID testing

Flu

National goal to have 45% flu vaccinated "Strive for 45"

Across all sites adult flu vaccine rates: 27-45%

Across all sites pediatric flu vaccine rates: 20-39%

Chat: though generally flu rates have been lower this year, the CDC current tracks trending steady rise.

2022 Customer Relations Goal:

By December 31st 2022, HCH will achieve 80% utilization across all departments.

Consumer Relations Committee with Survey results:

CRC empathetic to our challenges related to COVID/Athena

They express concerns about staff friendliness

HIPAA compliance - plexiglass makes clients have to yell out personal/medical information, yelling out names in waiting room

Wait times: upsetting to cancel appts for just a little late (15 min)

Good feedback about mobile clinic. They want the mobile clinic out more

They express desire for more robust feedback system. The clients don't see to be aware of where comment boxes are. Clients also say they don't want to go walk to comment box after having just had a negative experience with a staff member.

PI: Q1

Wrap up referrals and diabetes meetings (move to monthly meetings but not keep frequent meetings if they are no longer robust PI goal

Want to see where we can improve

2022 Innovation Challenge: create all-staff PI trainings (goal: to have 75% staff trained on at least one PI training and then to have managers have additional PI training)

Innovation Challenge

We use these as a mechanism to empower and engage staff

March launch

Option 1:

2022: Launch 3rd agency-wide innovation challenge: impact, feasibility, organizational enthusiasm

Panel (Shark Tank): reps from E team and 3-5 staff members

Staff member completes one-page form with idea

Idea reviewed by PI --> if meets 3 criteria -->

Option 2: "Small ideas" or "Pebble in Your Shoe" --> staff have said they had lack of time and ideas to work on challenges. Want to lower barriers. Impact day-to-day and empower staff to give input into the work they are most affected by: their professional daily barriers. Staff would do PDSA training and then complete the tool. Similar criteria for winner and then move to pilot implementation

Winner per department- the project is owned by the winner, their supervisors and short-term PI Support

Prize: Lean Six Sigma Yellow or Green belt.(1st, 2nd, 3rd place winners)

Julia feedback: staff more likely to adopt option 2 given the current climate

Iris: likes idea of empowering more people-- option 2 seems more likely to extend this

LaVeda: likes option 2 and also the prize- an option to help advance careers, etc..

Meredith/Margaret in chat: option 2.

This group seems to favor Small Changes ideas

Vendor Search- Timeline

Hope to sign by March

Feedtrail - Demo (recommended by choptank community health systems) -- really good data and reporting. Can change which questions you want. This allows us to respond to client feedback in real time. May need to consider making space for us to respond/keep eyes on that.

Phreesia- does not have staff survey option - meeting with Chase staff to discuss their experience

Press Ganey- intro call/ more expensive. Largest vendor in the nation.

(Also looking for a staff vendor survey this year)

Ask: please let PI know if we have contacts that others know/vendors used by other ambulatory care sites. We would like to widen the pool.