

Performance Improvement Meeting

3/16/22

Attendees: Tracy Russell, Ziad Amer, Tara Dorsey, Shannon Riley, Kat Acosta, Lawanda Williams, Andrea Shearer, Margaret Flanagan, Sean Morrissey, Hanna Mast, Barbara DiPietro, Arie Hayre-Somuah, Tolu Thomas, Mona Hadley, Erick Torres, Julia Davis, Tyler Gray, Laura Garcia, Iris Leviner

Patient Safety Week (Tara Dorsey)

What Matters Monday

Patient encouraged to tell us what Safety means to them and why it matters/activities in lobbies.

Take Care Tuesday

Made succulents with staff

Donuts/bagels/coffee – staff appreciated

Wash Hands Wednesday (today) –

Hand sanitizer placed throughout agency.

Glo-germ activity

Taking items to community sites today.

Tell Us About it Thursday

Incident report activities with staff/raffles

FIT Friday

Spread CRC screening awareness through Fallsway/community sites

Direct engagement with clients and staff with information flyers and treats.

Pop Health (Shannon)

Monthly Campaign

CRC Awareness months- facts and activities for March (see slides)

CRC and Client Interview Bulletin Boards updates in medical lobby

Planning for next monthly campaign (June – HIV which will include updates/awareness on our work around PrEP)

OB Tracking

See slides for updates (numbers)

One client did not receive prenatal care prior to full-term delivery. Investigating root causes/no clear error on our part/several contacts made with client.

Finding typically takes several weeks to enter into care

CRISP not reliable to follow clients/will increase direct outreach (pop health, chw, cm)

Bill in MD Senate right now (Health Babies Equity Act) to expand Medicaid to undocumented pregnant women – (going well per Joanna)

Shannon to update tracking by dividing point of entry into care at HCH/time of diagnosis into gestational age (trimesters per UDS)

Diabetes Ed

Working with Julia to decrease the number of weeks for patient education (attrition: clients not returning after first few weeks/state difficult to come weekly over 6 week time period, but otherwise enjoy the education/engagement). Want to make videos (scripting begun) in English and Spanish to play as entry to information at visits and post on Portal/website and reduce number of weeks to achieve content goals (3).

PI Updates (Ziad)

Furthering the culture of quality

Trainings: only new hires getting PI training so far

Innovation Challenge (see separate document for more specifics)

Staff will watch PDSA training

(see slides for timeline)

PowerPoint Slide show is acceptable at the IC launch event (does not have to be a video)

UDS data: Agency Quality KPIs: our asks for SDH/standardization of SDH, external referrals, lab tracking/follow up

Final UDS data for 2021 (Margaret)

Feeling pretty confident about the data that went to HRSA though most data seems to be affected by EMR change

Diabetes – we saw disparities in 2020 for Latinx pop. Then we saw that go down in 2021, but now we are tracking disparity among Black/AA community.

Early Entry to Prenatal Care: we typically only report who goes to Mercy (somewhat outdated because so many of our clients do not wind up at Mercy)

Childhood Immunization rates from about 5% to 25% - Erick instrumental in helping to get more of our Family population up to date with vaccines.

This is a year of trying to get our documentation back up to reflect things more accurately—Margaret gives kudos to those who work so hard to give high quality care to our clients.

Preliminary 2022 UDS data (Ziad)

Not everything is accurate in Athena yet (please see PowerPoint for data)

Status Update (Ziad)

Meeting weekly with Medical, PI providing trainings about how to satisfy screenings. PI manually updating much of the screening data in Quality Tab (Athena). Training provided to Nursing about how to reconcile last week when screening for CRC screening. (Other measures: Depression, Tobacco, Cancer: CRC, Cervical, Breast, & BMI)

See PowerPoint for timeline for reconciling screenings.

Innovation Challenge Updates (Ziad)

Teams not required to participate.

Decreasing barriers (do not need to create a video for submission- may opt to do PowerPoint)

Increasing Support (members of PI and Quality teams to provide direct support to teams for development of project/feedback)

Develop Feasibility Scale

KPIs (Ziad)

Agency to reestablish Quality Key Performance Indicators

- By the end of Q1 2022, PI will communicate the Agency quality KPIs on a monthly basis to all staff.
- By the end of Q1 2022, HCH will create a health disparities dashboard (that is an extension of the quality KPIs) that is shared monthly to all staff.
- By the end of Q1 2022, PI will begin to meet monthly with the respective department's leadership team to review trends (including degree of health disparities) and address measures that are performing poorly or showing concerning trends.
- By December 31, 2022, PI will conduct improvement on five quality measures (to include at least one from each of the following categories): **Immunization, Preventive care, chronic/acute care, behavioral health, and care coordination.**

Ziad shared KPIs and UDS data (see PowerPoint Slides)

Ziad shared UDS Quality Tab Training Timelines and completing development of provider cheat sheet (see PowerPoint)

Client Access Goals: By December 2022, HCH will see 80% utilization across all departments.

Updates on improving the data in Athena (Centricity did not flow over – manual updates to Quality tab measures/data by PI team)

Vendor search for Client Experience Survey

1. Ruled out Qure4u and Phreesia (both had intake system)
2. Narrowed down to two options
3. Hope to have a contract with a vendor by end of Quarter 1