

# Performance Improvement at All-Staff

2021 Client Experience Survey Results

2022 PI Goals

Cervical Cancer Awareness Month



All-staff

January 13, 2022



# Client Experience Survey: August-October 2021

- Clients were surveyed over the phone by our third-party vendor and in-person by volunteers
  - August: In-person surveys
  - August-October: Phone surveys
- Surveyed a mix of telehealth clients and in-person visit clients
- **431 total** clients completed the survey (283 by phone + 148 in-person)
  - Fallsway: **370**
  - West Baltimore: **32**
  - Baltimore County: **29**



# We asked 5 Composites of Questions

1. Getting timely appointments, care and information
2. How well providers communicate with patients
3. Helpful, Courteous and Respectful Receptionists/Clerks
4. Providers use of Information to coordinate care
5. Talking with you about taking care of your own health



# Demographic Stats

- **Gender:** 50% female, 46% male, 4% other
- **Language:** 30% Spanish as primary language
- **Sexual orientation:** 90% straight or heterosexual, 4% lesbian, gay, or homosexual, 3% bisexual, and 2% something else
- **Race:** 50% Black or African American, 21% White, 5% American Indian or Alaska Native, 18% Other, 6% did not respond.



# Notable Takeaways by Race and Gender

## Black or African American clients

- More likely to have been with their HCH providers for many (5+) years, visited their providers often and recently, and more likely to hold h.s. diploma/GED.

## Black Male vs. Female Clients

- **Black Male clients:** Less likely to feel that their provider spends enough time with them, asks them about the challenges of managing their health, and rate their provider a 9 or 10 (on scale of 1 to 10).
- **Black Female clients:** More likely to feel that their provider spends enough time with them, asks about their health goals, and rate their provider a 9 or 10 (on a scale of 1 to 10).



# Notable takeaways by Gender

## Female clients

- More likely to feel that providers spent enough time with them, listened carefully to them, talked about all their prescription medications with them
- Less likely to have taken their prescription medications



# Notable takeaways by Preferred Language

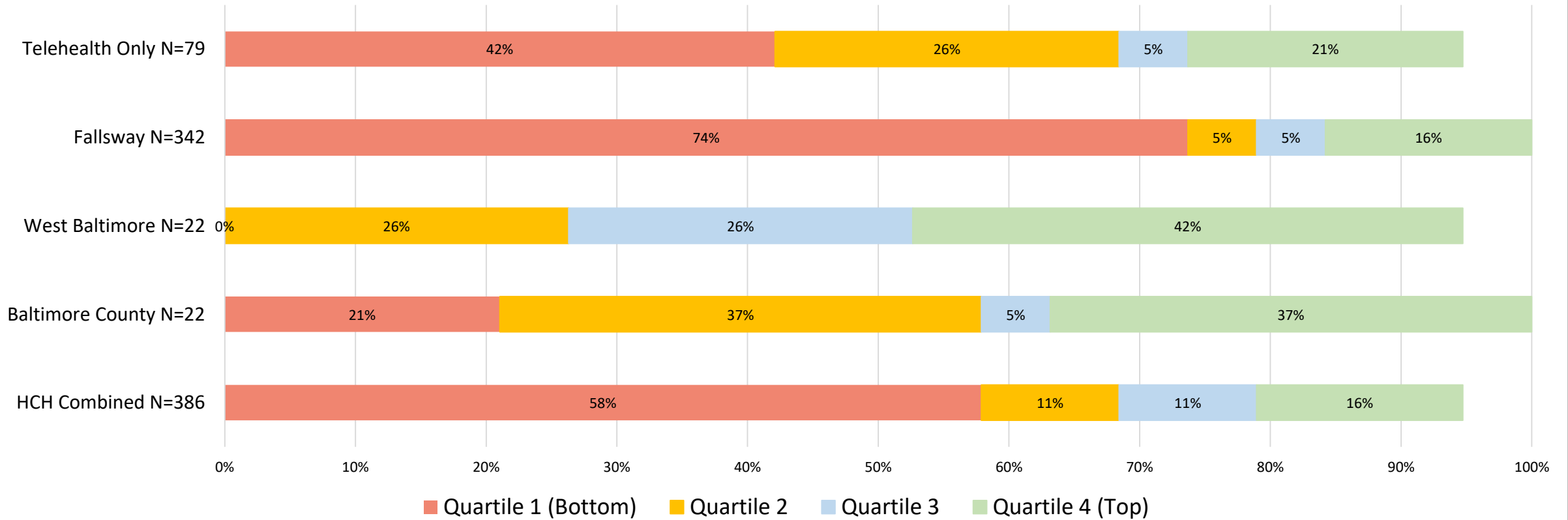
## Spanish Speaking Clients (who were predominantly female)

- More likely to have been coming to HCH for a short amount of time
- More likely to have received less education
- Less likely to know about or contact the clinic for medical questions or after-hours
- Providers less likely to talk with them about prescribed medications or about specific health goals



# Fall 2021 CES Scores

CAHPS Benchmark Quartiles by Site  
August 2021 Customer Satisfaction Survey





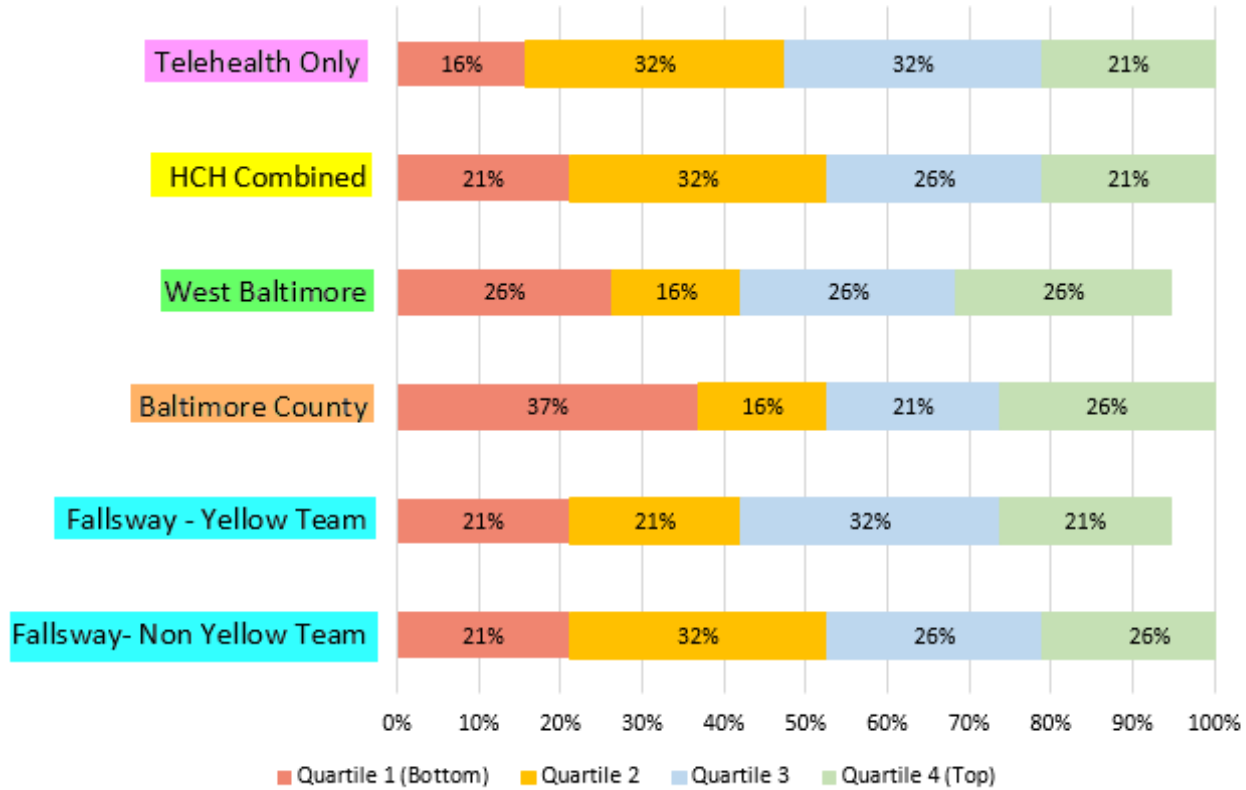
# Context for benchmarking

- Quartile rankings were based on how the nation's health clinics performed pre-COVID
- Given the above, the best way to benchmark ourselves is against ourselves
  - Performance: much poorer in 2021 than in 2020

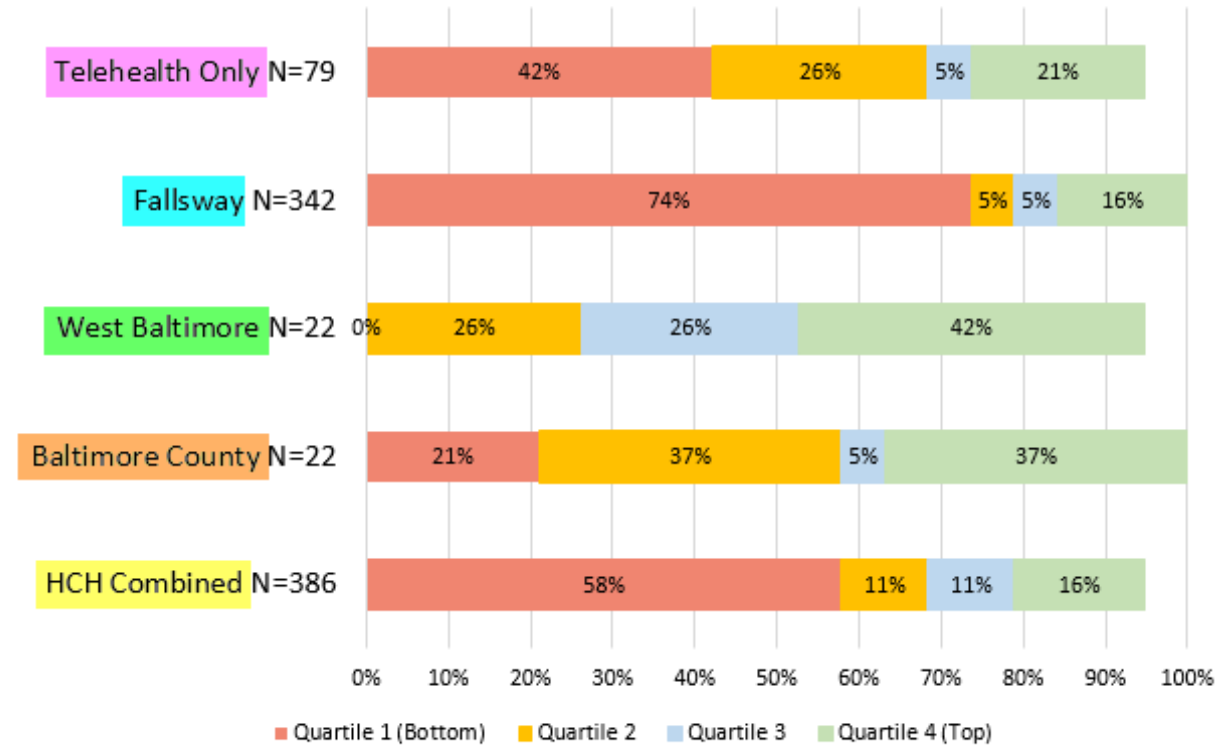


# Client Experience Survey 2020 vs 2021

November 2020



August 2021



# Where are we falling behind as an Agency?\*

## Provider communication & Patient Care Coordination:

- How often did this provider listen carefully to you? (3rd quartile to 1st quartile)
- How often did this provider show respect for what you had to say? (3rd quartile to 1st quartile)
- How often did this provider seem to know the important information about your medical history? (3rd quartile to 1st quartile)

*\*Highlighting the measures with the largest quartile drops from 2020 to 2021*



# Where we shined

		Location Combined	Fallsway	West Baltimore	Baltimore County
<b>PCMH COMPOSITE: Talking with You About Taking Care of Your Own Health</b>	% Yes	66%	65%	72%	72%
	Quartile	Q4	Q4	Q4	Q4
<b>In the last 6 months, did someone from this provider's office talk with you about specific goals for your health?</b>	% Yes	73%	72%	82%	75%
	Quartile	Q4	Q4	Q4	Q4
<b>In the last 6 months, did someone from this provider's office ask you if there were things that make it hard for you to take care of your health?</b>	% Yes	59%	58%	61%	69%
	Quartile	Q4	Q4	Q4	Q4
<b>Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?</b>	% Yes	74%	72%	93%	81%
	Quartile	Q3	Q3	Q4	Q4
<b>In the last 6 months, how often did the provider discussed in Question 1 seem informed and up-to-date about the care you got from specialists?</b>	% Always	65%	62%	86%	71%
	Quartile	Q3	Q2	Q4	Q4
<b>In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?</b>	% Yes	67%	66%	71%	72%
	Quartile	Q4	Q4	Q4	Q4



# Fall 2021 CES: Review of the 5 composites

- Composite 1: Struggled with access to timely appointments, care and info
- Composite 2: Struggled with How Well Providers Communicate with Clients
- Composite 3: Struggled with How Well Receptionists/clerks treated Clients
- Composite 4: Struggled with Providers Use of Information to Provide Care
- Composite 5: Shined as an agency with Talking with Clients about taking care of their Health



# Composite 1: Access

Composite 1: Struggled with access to timely appointments, care and info

- 421: Getting appointments for care needed right away, medical questions answered same-day
- All sites: Getting appointments for routine care when needed



# Opportunity

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

- Greater utilization will also mean greater access to routine appointments
- 2022 Agency CES goal 2022 will be one and the same as the above goal

**Owner:** Access Team



## Composite 2: Communication

Composite 2: Struggled with How Well Providers Communicate with Clients

- All sites: explaining things in a way that is easy to understand
- 421 + BC: Provider listening carefully, showing respect, spending enough time





# Opportunity

- Identify and Implement a health literacy screening and provide staff training on how to relay information to specific clients based on results

Owner: PI/Compliance with agency PI champions



## Composite 3: Treatment of clients

Composite 3: Struggled with How Well Receptionists/clerks treated Clients

- 421 + BC: Being helpful and being treated with courtesy & respect

Opportunity

- Customer Service and de-escalation training for CSR staff.

Owner: Tolu (CQO) and Practice Operations



## Composite 4: Provider Use of Medical Information

Composite 4: Struggled with Providers Use of Information to Provide Care

- 421 & BC: Knowing Important Information about medical history, following up on test results
- 421 and WB: Discussing all the prescription medications client is taking



# Opportunity

- Lab tracking (already an agency quality indicator in 2022)
- Providers incorporate medication reconciliation/discussion into workflow of each visit

Owner: Prescribers (Medical Providers & Psych)



# Approach to client feedback surveys moving forward

- We are in the midst of a new vendor search
- Challenges to prior method of surveying
  - Looking at data several months back
  - Difficult to identify actionable items
- Looking toward gathering REAL-TIME client experience at point of care



**For Additional Information and Details, please refer to the document below (under PI on the staff portal)**



**Health Care for the Homeless  
Executive Summary Report**

**October 2021**  
**(With CAHPS Benchmark  
And Quartile Benchmark)**





# 2022 PI Goals





# Furthering the culture of quality through PI trainings

- **All-staff:** By December 31<sup>st</sup>, 2022, 75% of staff will have attended at least one agency PI training.
- **Training Directors and Supervisors:** By December 31<sup>st</sup> 2022, 75% of supervisors will have attended at least one real-time PI training & one Healthcare Source PI training.



# Furthering the culture of quality through PI trainings

**Innovation Challenge:** By December 31<sup>st</sup>, 2022, PI will orchestrate an agency-wide Innovation Challenge where staff members can submit change ideas that will help to improve the quality of care the agency provides

- PI will support all staff interested in submitting ideas with basic PI tools that will better equip them in forming/developing their ideas and becoming positive change agents.



# Re-establishing Quality Key Performance Indicators (KPIs) for the Agency:

- 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.



# Agency Quality Key Performance Indicators 2022

Agency Quality KPIs	2021 Baseline Data	Outcome Goal	National Benchmark
<b>Cervical Cancer Screening</b>			
<b>Child Weight Screening / BMI / Nutritional /Physical Activity Counseling</b>			
<b>Colorectal Cancer Screening</b>			
<b>Screening for Depression and Follow-Up Plan</b>			
<b>Hypertension Controlling High Blood Pressure</b>			
<b>Diabetes: Hemoglobin A1c Testing (HEDIS)</b>			
<b>Diabetes: Hemoglobin A1c (HbA1c) Poor Control (&gt;9%)</b>			
<b>BMI Screening and Follow-Up 18+ Years</b>			
<b>Childhood Immunization Status</b>			
<b>HIV linkage to care</b>			

- KEY
- UDS
- HEDIS
- Other Agency Priorities



# Agency Quality Key Performance Indicators 2022

Agency Quality KPIs	2021 Baseline Data	Outcome Goal	National Benchmark
Dental Sealants			
Breast Cancer Screening			
HIV Screening			
Depression Remission at 12 months			
Tobacco Use: Screening and Cessation (NQF 0028)			
IVD Aspirin Use			
Early Entry into Prenatal Care			
Low Birth Weight			
Care Coordination: External Referrals Completion Rate within 12 weeks			
Care Coordination: Lab Tracking and Follow up			
SDH: Agency Ask Rate			

- KEY
- UDS
- HEDIS
- Other Agency Priorities



## Re-establishing Quality Key Performance Indicators (KPI) for the Agency:

- 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.



# Client Access & Client Experience Survey Goal

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



# Resource Stewardship Goal

By December 31<sup>st</sup>, 2022, we will see an improvement by 5-15% (depending on baseline data) of clients aged 70 and older who are prescribed aspirin ONLY for secondary prevention (i.e. if they have a dx of CAD, MI, etc.)





# Population Health Monthly Awareness Campaigns

January – Cervical Cancer Awareness

March- Colorectal Cancer Awareness

May- Medication Refills and Medication Label Reading

July- HIV Awareness/HIV Prevention and Treatment

September- Flu Vaccine/COVID Vaccine Campaign

October- Breast Cancer Awareness



# January is Cervical Cancer Awareness Month



## HPV Vaccine

- 11 – 26 year olds
- 2 to 3 injections per series
- All genders

## SCREENING

- Pap Smear
- Anyone with a cervix.
- Every 3-5 years after 21 years

Encourage clients, family and friends to stay up-to-date on their paps!

Centers for Disease Control and Prevention. (2021). [https://www.cdc.gov/cancer/gynecologic/basic\\_info/index.htm](https://www.cdc.gov/cancer/gynecologic/basic_info/index.htm)

