

Performance Improvement Meeting

11/17/2021

Attendees: Shannon Riley, Joe Vervalin, Andrea Shearer, Sean Morrissey, Margaret Flanagan, Malcolm Williams, Joanna Diamond, Christina Bauer, Laura Garcia, Tracy Russell, C. Lee (Crystal), Kim Carroll, Tolu Thomas, Hanna Mast, Julia Davis, Barbara DePietro, Adedoyin Eisape, Mona Hadley, Catherine Fowler, Tyler Gray

OB referrals (reminder)

Please direct basic info about uninsurable OB referrals to Shannon/Tracy via AthenaText!

Tracking uninsurable clients in order to ensure they are getting connected to care.

Plans for Dec 15 PI Meeting

Will be post IHI forum- will have some feedback

All nominated staff are attending IHI (Dec 5-9)

Pop Health Updates

**2021 PI Goals: we don't have current data due to Athena migration*

Phone Access

Barriers: Staffing and Transition to Athena

AthenaText is improved way to communicate among scheduling/providers over Centricity

Software we were using previously – not a true call center software

Develop: 2022 Mitel Call Center: Goal is to get the team to a total of 8, including a nurse.

Develop SOPs/Trainings/Workflows for the new Call Center

Q: Timeline for hiring new staff members?

A: Since 2 positions are new, we need to go through PRJ to identify salary/develop a PD. Starting the process now and hope to firm up timeline after that process

Diabetes

Partnering with JSOPH students to focus on disparity (uncontrolled DM among Latinx population)

Surveys to figure out causes/barriers with them.

Education pilot – 6 week process/education folders. In progress. Surveys: RN and client

Childhood Immunization

By 12/31/21, 50% of children completed recommended vaccines by 2nd birthday (this is a specific UDS measure). Our actual goal is 100% - all of our children get all of their vaccines.

Erick conducting chart audits for all children 2 and under, proactively tracks them and makes outreach calls/schedules appts

Continued using CDC one-pager which was translated into Spanish

- Education tool for parents
- Incorporated Peds into Flu/Coat drive
 - o Lessons learned regarding earlier advertising and when to hold Pedi drive

Athena- good changes for tracking. ***Now ImmuNet can upload directly into Athena!***

Vaccine inventory- reconciled our numbers in ImmuNet- tracking lapses (Peds vaccines come through VFC)

Will continue tracking/outreach to families. Working on workflows in Athena, fine tune ImmuNet/Athena comms. Two-way communication regarding vaccines (on-site vs off-site)

Continue Peds Flu/Coat drive annually- try to plan around school days off/early dismissal with Baltimore City schools

Referrals Tracking

Lag time in 2021 was 45 days- now is down to 7 days!

Matrix is up-to-date (where clients are sent based on insurance).

Referrals team is documenting each step of the process so that any staff can look in the referral and figure out what happened/is happening with closing referral loop

Real-time referrals – successful!

Future-

- referrals completion rate to become a *quality indicator* (something tracked/shared monthly with agency to keep visibility on it)

- increase #CSRs distributing re-time referrals

- ensure all clients' insurance information is up-to-date in Athena (allows for better access for clients)
- Hybrid CSR (Terretta Ross) – she is partnering with Benefits in order to help reconcile
- If note “self-pay” isn't accurate prior to referrals, please notify CSR/benefits so the client can be connected to best referral

Depression Remission

Pilot conducted over the year to improve communication about clients with elevated PHQ-9 screens.

PDSA to improve depression treatment plan (stalled during Athena)

HIT formerly instrumental in creating monthly reports for BH team members-- > transition during/after Athena

Developed Athena trainings about screenings.

BH to continue conducting PHQ-9 every 90 days (internal policy) and aiming for remission in 10-14 months (UDS measure)

2022: return to focused supervision sessions to discuss specific clients' treatment plans

Social Determinants of Health

LOOK! ASK! REFER!

SDH committee noted that all staff were not always asking questions and referring as needed

Needed more universal training.

Reduced questions to critical ones – created training about the tool/how to locate in Athena in HealthcareSource

Will be tracking SDH ASK rates in 2022.

Continue to find ways to lower barriers for clients needing support related to SDH

Flu Vaccine Rates

28% adults across the agency

36% peds across the agency

Overall goal is 35% across the agency- please continue to ask clients about flu vaccine/offer

Discussion: *what went well with PI in 2021 and what could use improvement in 2022?*

Julia – with Diabetes Ed rollout, it's difficult for clinical staff to incorporate new workflows when they don't have additional time. We need to offer additional time to staff who are expected to incorporate new workflows to learn new workflows.

Tyler- those who are seeing clients in direct care are those we need feedback from the most, but that it's difficult to do that because their time is so limited.

Do Champions help? We are still pretty siloed as an organization so it doesn't cross over.

Shannon- Ziad and Shannon plan to be more on-site presence in order to facilitate PI work. Need leadership buy-in/partnership. Want to surge with support on PI work until it is assessed as working and can be independently executed by staff.