

PI Committee Meeting



November 21, 2018



November 2018 PI Committee Agenda

1. PI Dashboard Review:

- Colorectal Cancer Screening
- Missed Appointment Rate

2. Progress Updates & Discussion:

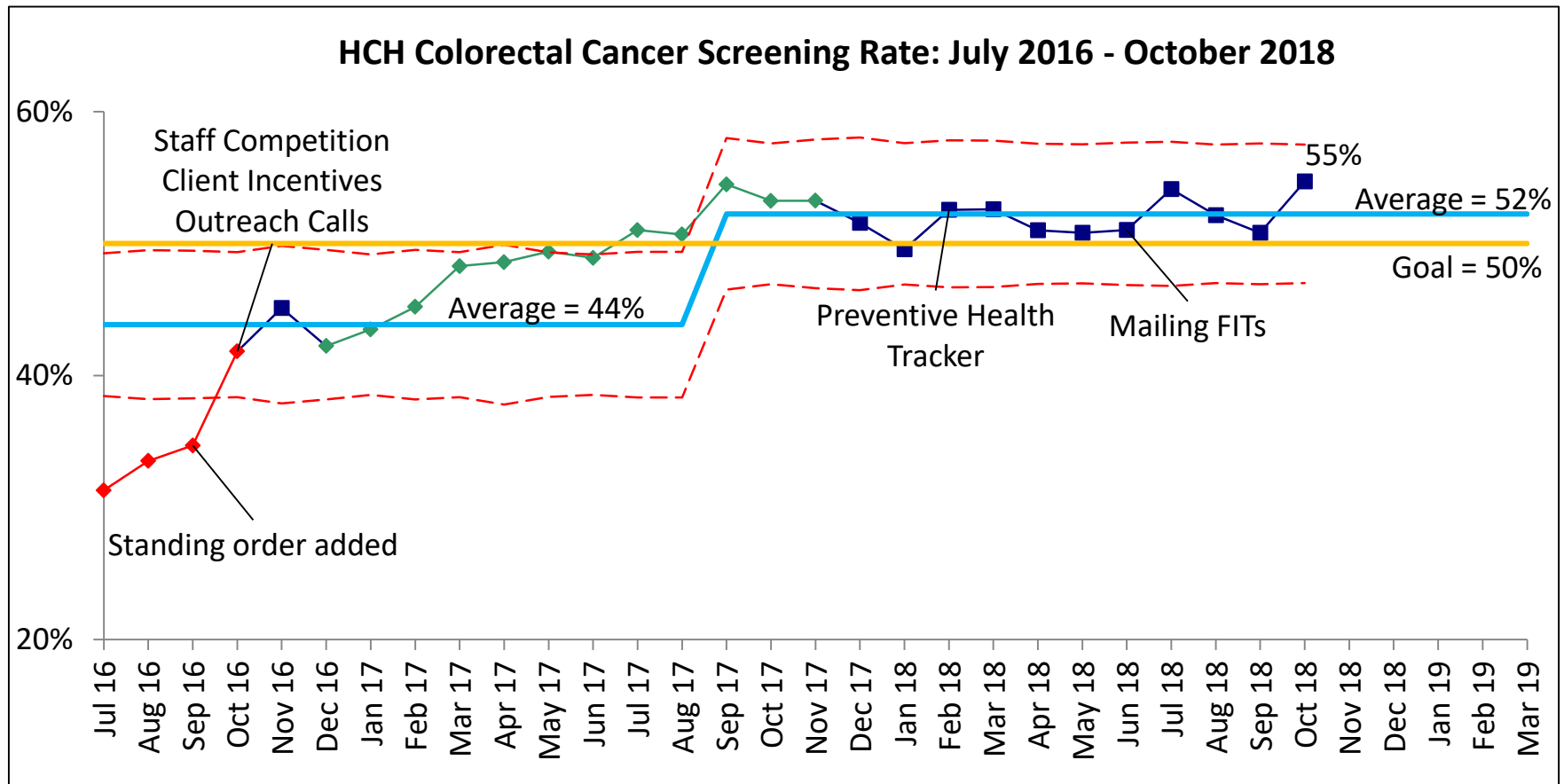
- Diabetes Control
- Cervical Cancer Screening
- Client Experience: After-Hours Access
- Flu Immunization



PI Dashboard: October 2018



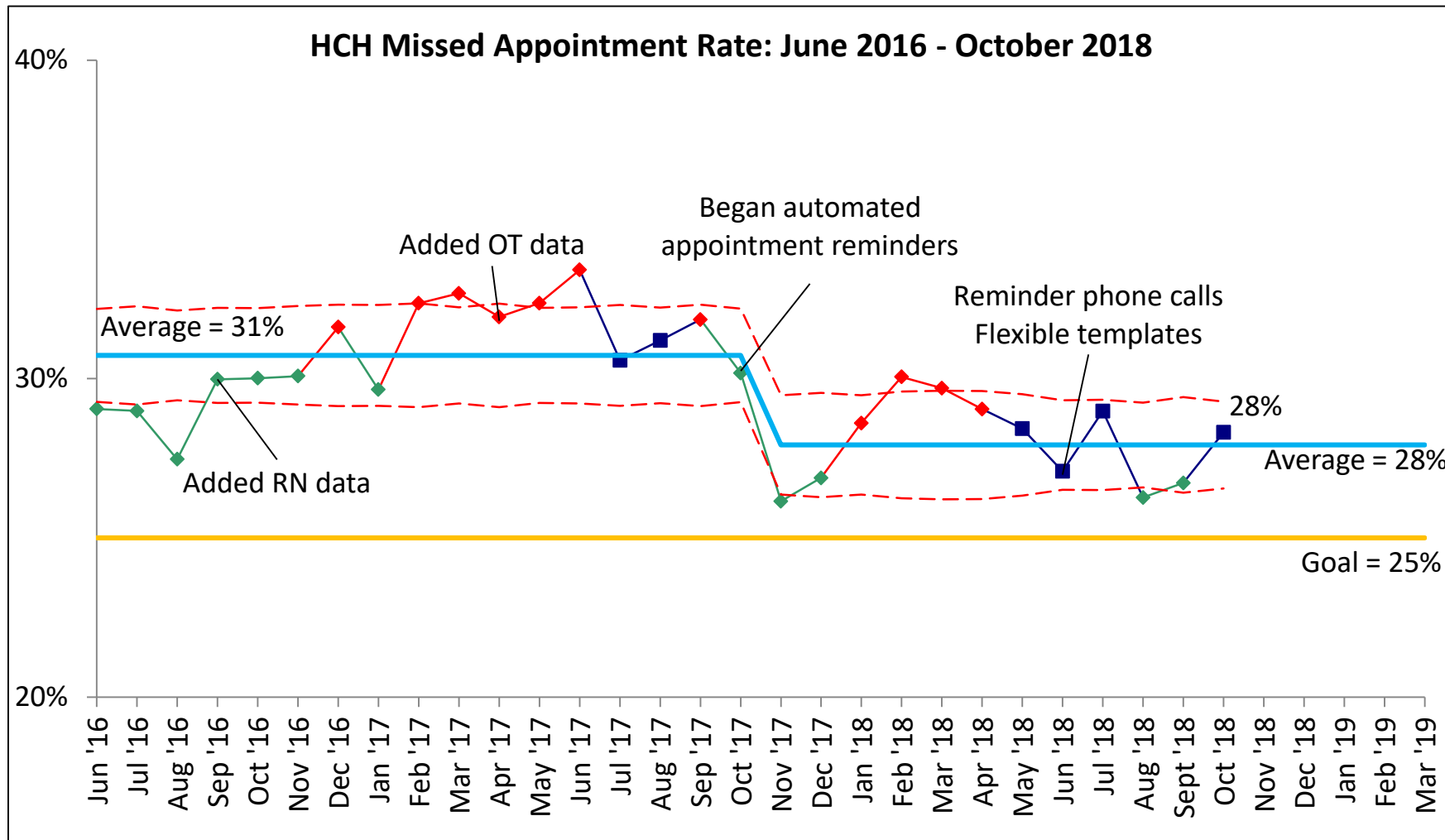
PI Dashboard: October 2018



Trailing year (Health Indicators Report): 45%



PI Dashboard: October 2018



PI Subcommittee Updates

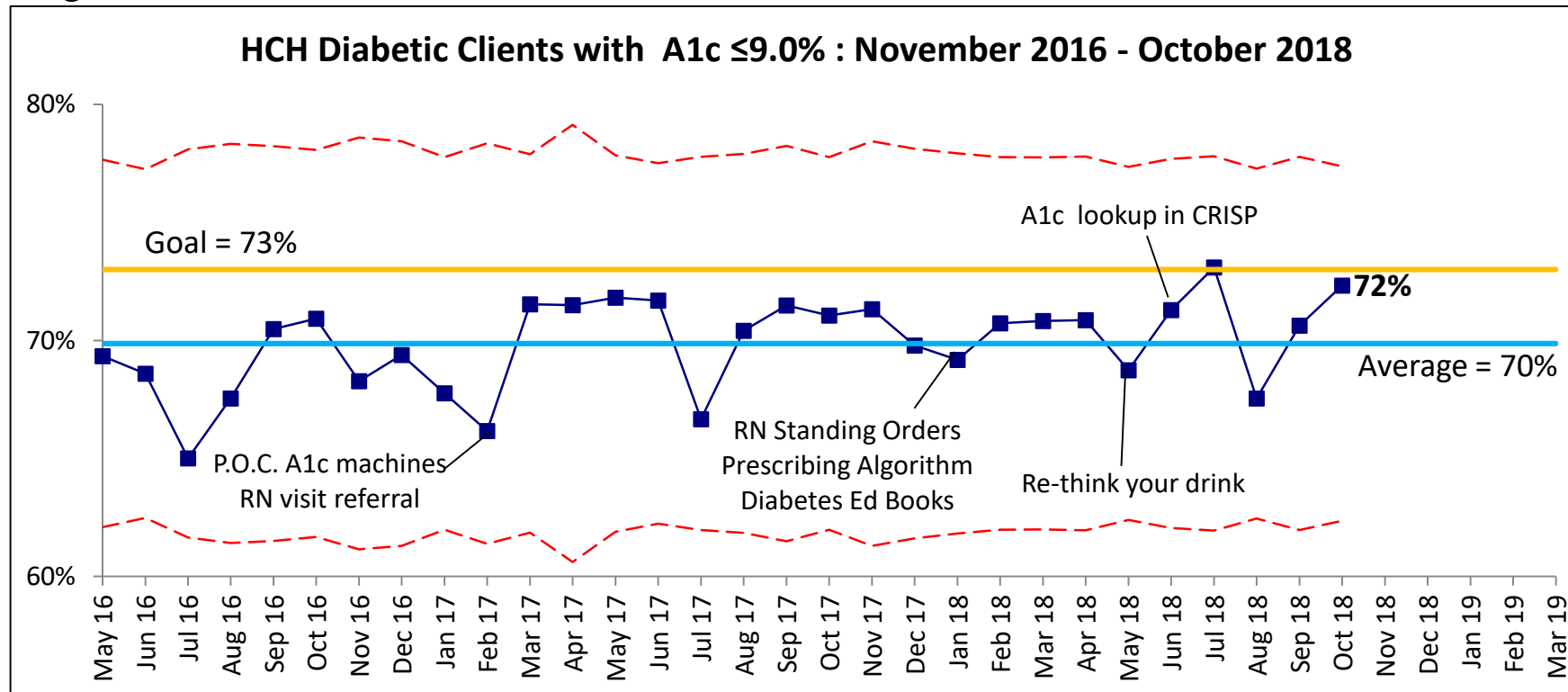


Diabetes: A1c Control

Goal: 73% of diabetic clients' most recent HgbA1c will be 9.0% or less by December 2018

Team: Adrienne Trustman, Tobie Smith, Tracy Russell, Ann Marler, Gabby Rehmeyer, Mara Schneider, Sheila Roman, Lawanda Williams, Catherine Fowler

Progress:



Trailing year measure: 68%



Diabetes: A1c Control

- Population Health is forming a champions committee as part of continuing their work into 2019.
- Team did a PDSA on texting clients to schedule them for A1C testing, but found that this did not increase their scheduling rate at all.
- Case studies on Diabetic patients were presented to care teams on 11/1, a majority of teams made appropriate recommendations as to treatment of Diabetes.
 - Some care teams overlooked other health problems, such as Hypertension, while focusing on Diabetes treatment.

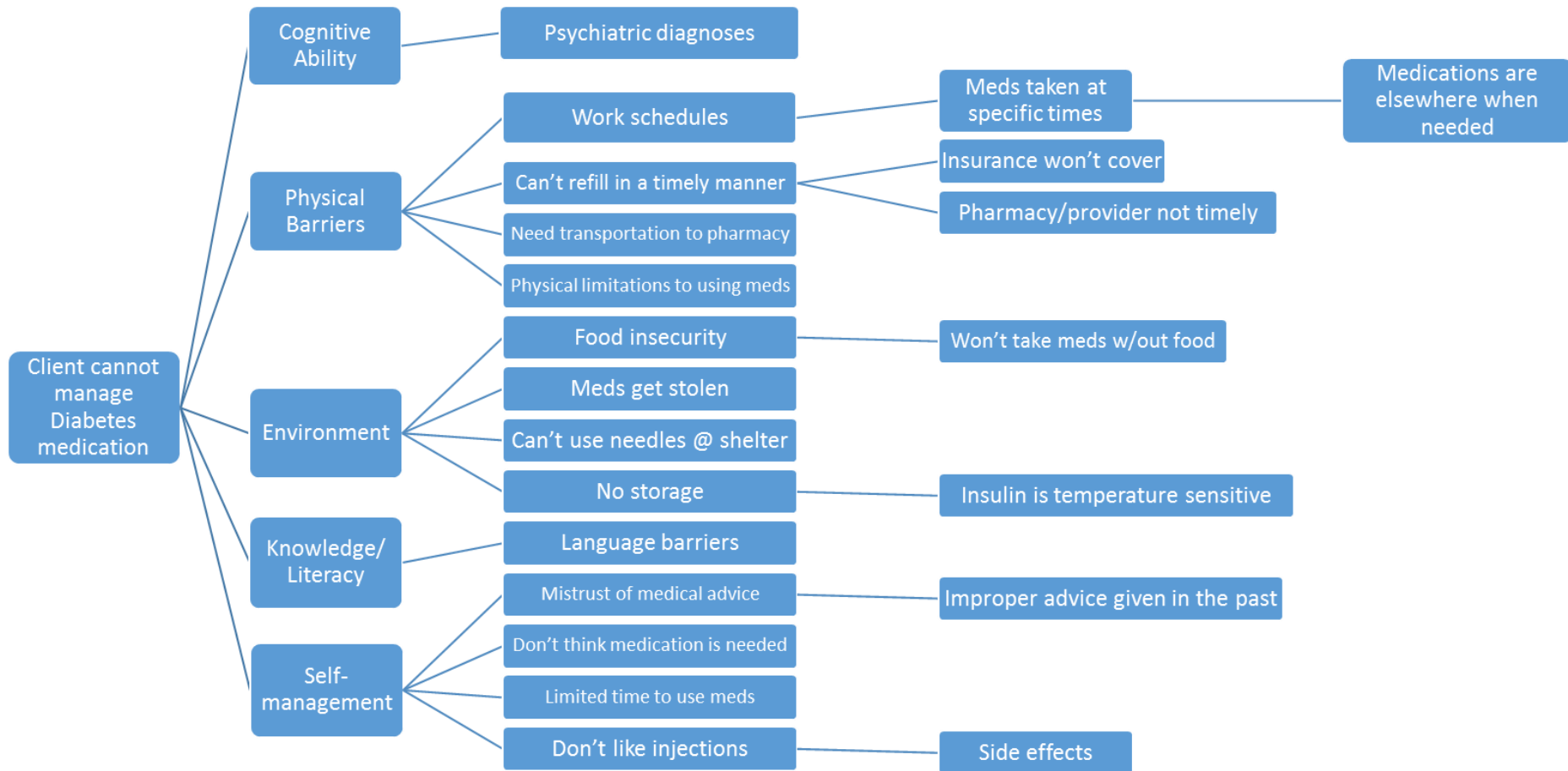


Diabetes: A1c Control

- Baltimore County did a PDSA to call all Diabetic clients who did not have a follow-up appointment already scheduled, and was able to schedule 27% of them for a medical appointment.
 - Will begin doing this regularly on a quarterly basis.
- The committee is currently exploring the root causes for client's inability to adhere to medication regimens.
 - Adrienne experimented with a one week trial of trying to give all clients a printout of their current medications.
 - She had a 47% success rate, but encountered numerous barriers and found it to be very taxing.
 - Next step is to repeat this PDSA with her CMA being responsible for the printouts.



Diabetes Medication Adherence Driver Diagram



Diabetes: A1c Control

- Pop Health updated the 340B and MCO formulary and distributed to Fallsway providers on 11/15
 - Will be made available in exam rooms, on the portal and in Centricity
- CCP mapped out their work flow for ensuring that all clients have an A1C recorded in Centricity
 - Nursing staff began using this procedure regularly on 11/5
 - Next step is to replicate with Mobile Clinic

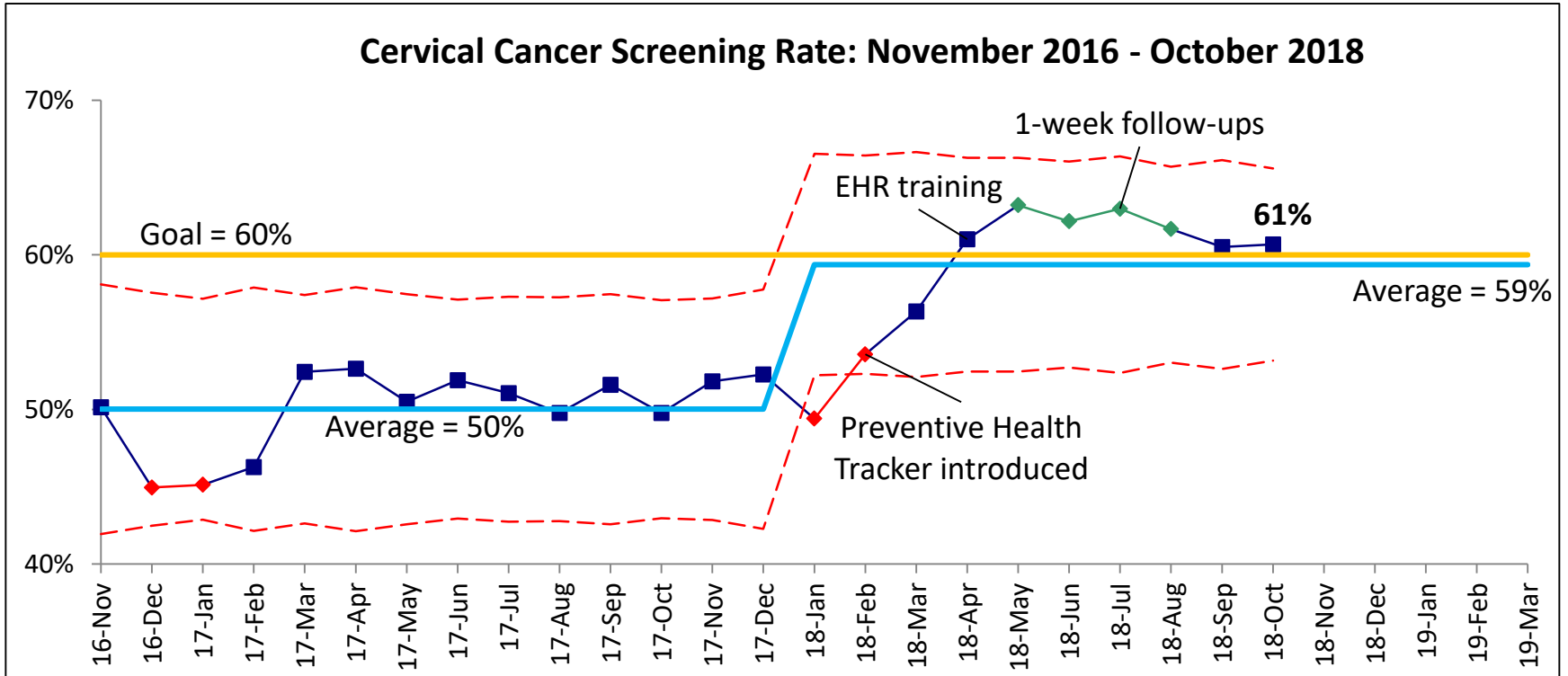


Cervical Cancer Screening

Goal: By December 2018, 60% of eligible medical clients will have an up-to-date cervical cancer screening.

Team: Amber Richert, Laura Garcia, Tracy Russell, Catherine Fowler

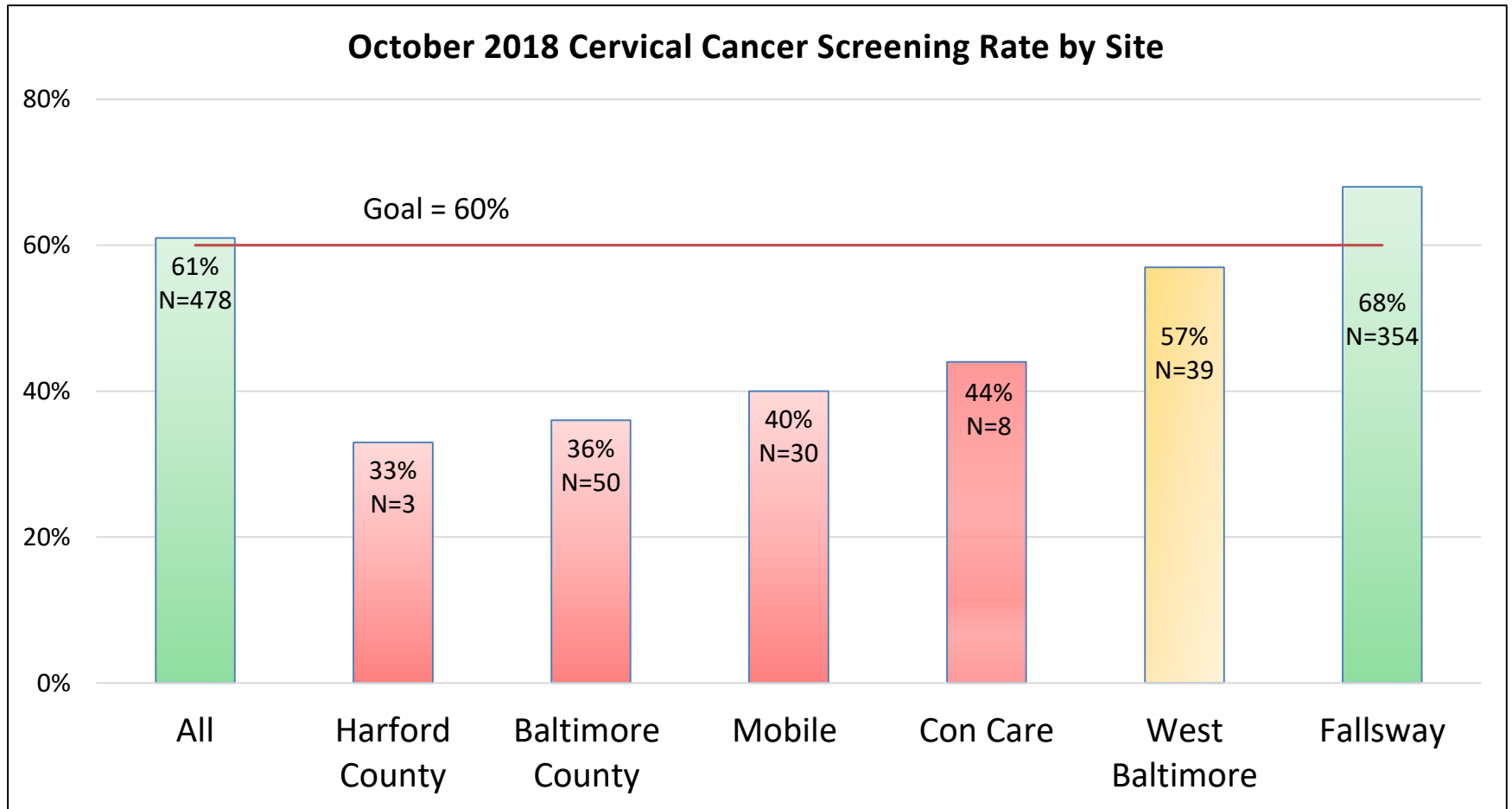
Progress:



Trailing year measure: 52%



Cervical Cancer Screening: Addressing Site Variation



Cervical Cancer Screening: Community Site Targeted Improvement

Current Work:

- Goal of increasing screening rate above goal for Baltimore County and Mobile clinic by December 31st
- Met with Baltimore County and Mobile clinic providers to discuss challenges and strategies to try.
- Teams made action plans and are getting weekly data to track progress.

Baltimore County's approach:

- Front-load cervical cancer screening
- Registry Outreach
- Intentional workflow for clinical students
- Use gift cards as incentives for clients

Mobile Clinic's approach:

- Team-based strategy for preventive screenings
- Use of gift cards as incentives for clients



Cervical Cancer Screening: Community Site Targeted Improvement

Progress:

Baltimore County:

- 4 out of 5 women screened after plan (80%)
- Reported success in front-loading pap procedure

Mobile Clinic:

“Sharing the news that a PAP which I think would not have been obtained if it not for the PI committee and the gift cards, came back as high grade lesion and moderate dysplasia. So, sad this woman may have cancer but YAY that we caught it and can hopefully do something about it.”



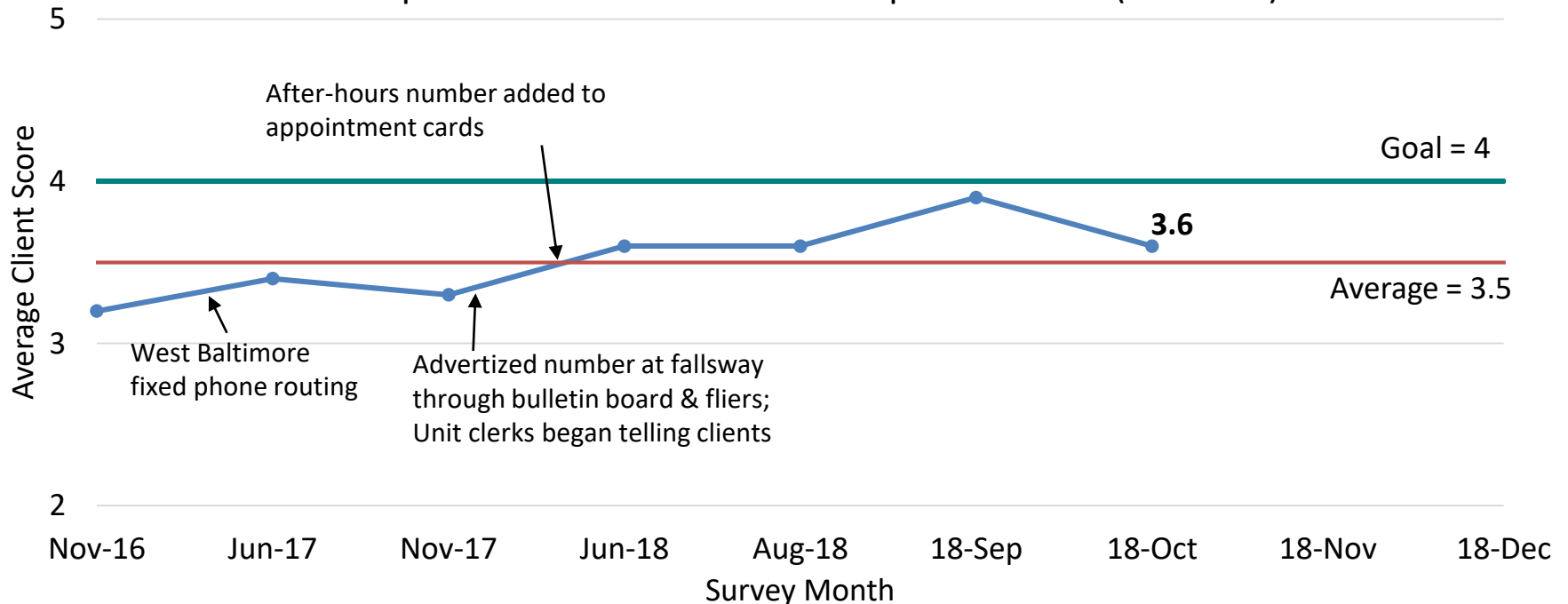
Client Experience: After-Hours Access

Goal: By December 2018, the organization will improve its client satisfaction with reaching a provider when the clinic is closed to 4.0 on a 1-5 scale

Team: Malcolm Williams, Laveda Bacetti, Aisha Darby, Kate Leisner, Darrell Richardson, Lauren Ojeda, Hanna Mast

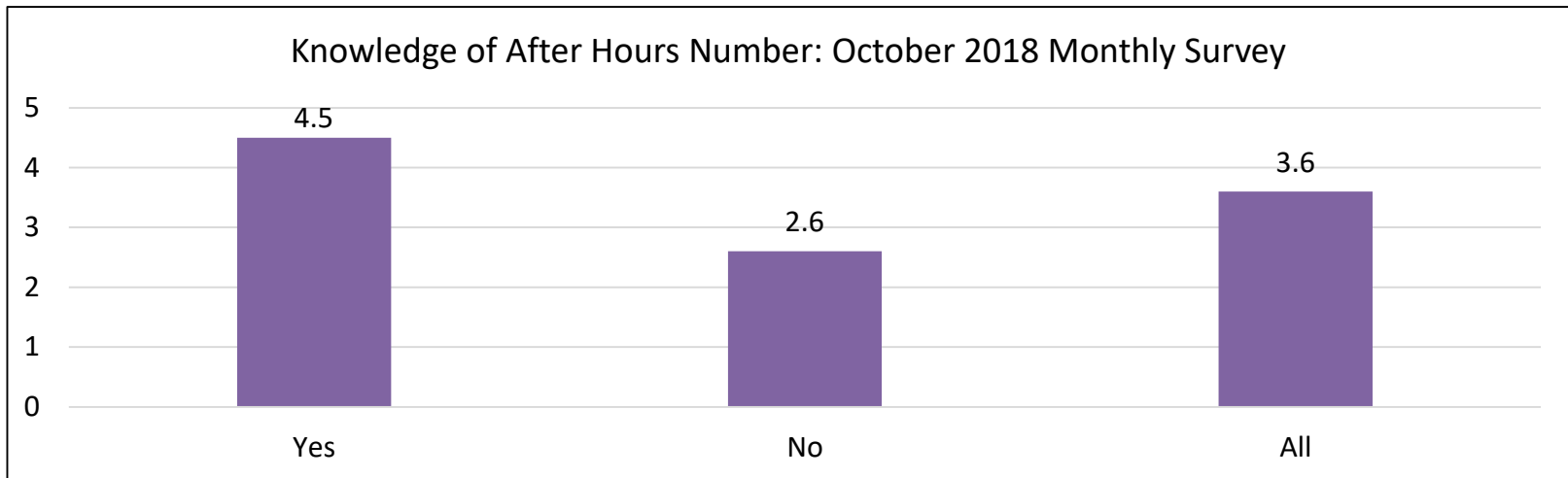
Progress:

Client experience score for after hours phone access (1-5 scale)



Client Experience: After Hours Access

- Group is continuing to focus on awareness as the main driver for improving this score.



- New Televox campaign began on 10/29 in which all clients with a completed appointment type will receive a follow up message reminding them of the after hours number.
 - Group will look to observe the effects of this campaign in November's scores from the general survey, and in December's awareness rates.
 - Monitoring number of unsubscribes from Televox as a balancing measure.



Client Experience: After Hours Access

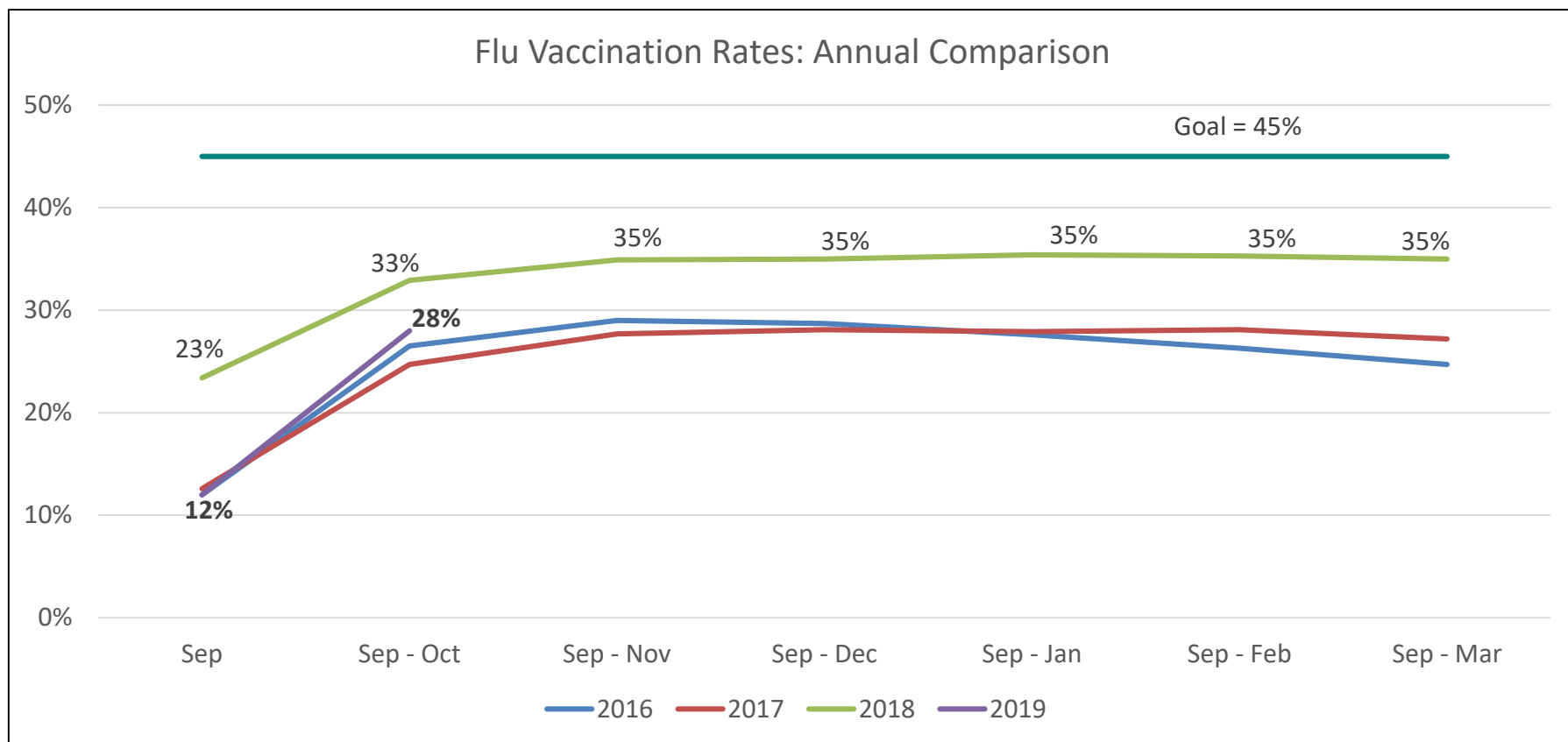
- Group is currently experimenting with making follow up calls the day after an after hours call is placed to ensure the caller's questions have been addressed.
 - Many after hours calls come from labs and other medical facilities, so impact of this upon our clients may be limited.
 - Those clients who have been reached thus far have mixed reports as to whether they found the follow-up call to be helpful.
- Semi-annual client experience survey is ongoing through 11/30, encourage your clients to participate!



Flu Immunization

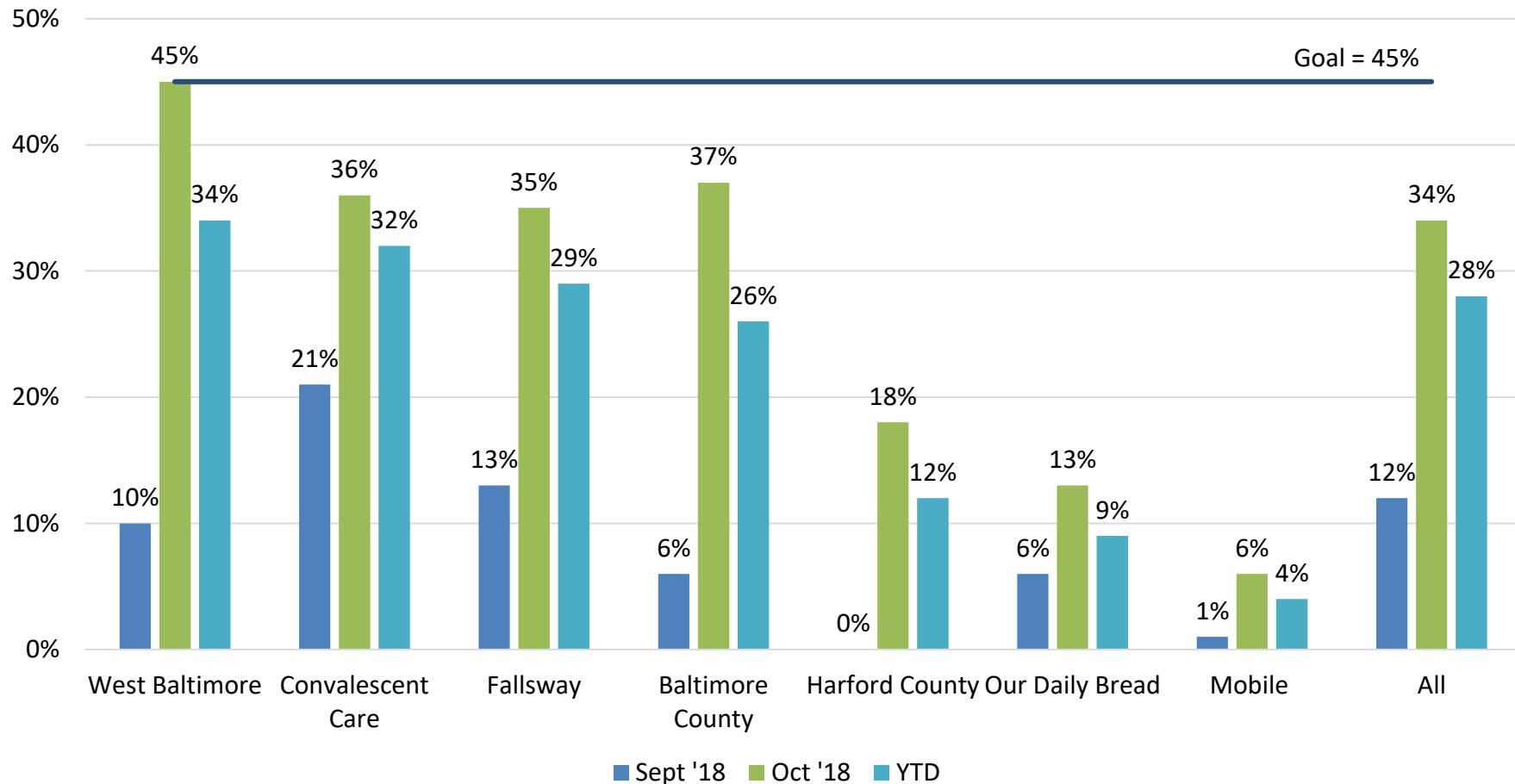
Goal: By March 2019, 45% of eligible clients will have documentation of flu vaccine administration.

Team: Cyndy Singletary, Pam Ford, Lydia Santiago, Kim Carroll, Karen Bisson, Andrea Williams, Shakira Brown, Lester Lewis, Stephanie Ference



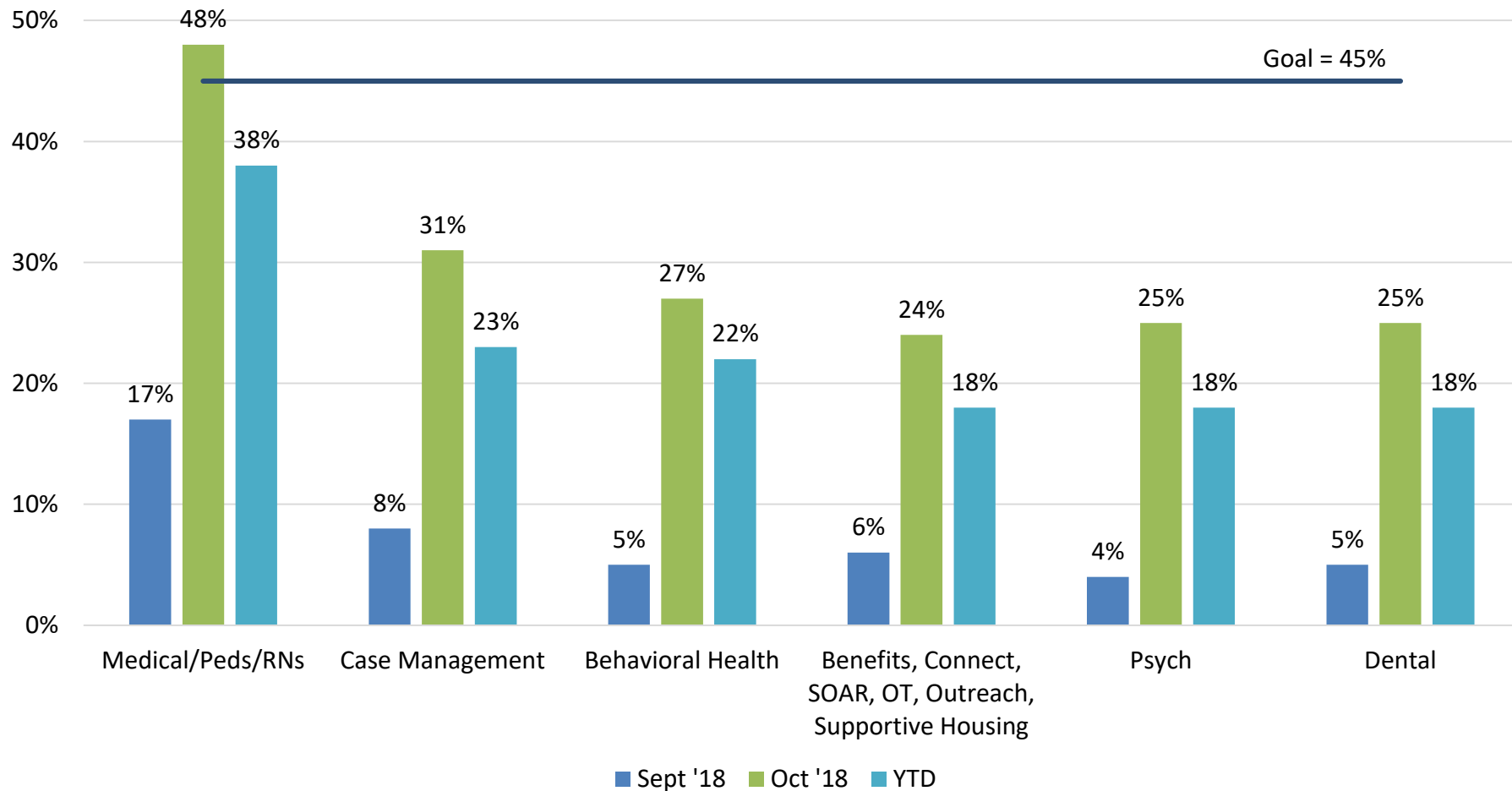
Flu Immunization

Flu Immunization by site: Sept - Oct 2018



Flu Immunization

Flu Immunization by department: Sept - Oct 2018



Flu Immunization

Flu Vaccination Rates by Day (November 2018)						
<35% 35%-44% ≥45%						
November 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 (115 / 262) 44%	2 (163 / 392) 42%	3 (12 / 25) 48%
4 (9 / 15) 60%	5 (162 / 402) 40%	6 (153 / 328) 47%	7 (164 / 405) 40%	8 (122 / 276) 44%	9 (170 / 403) 42%	10 (16 / 34) 47%
11 (7 / 15) 47%	12 (121 / 354) 34%	13 (140 / 381) 37%	14 (150 / 405) 37%	15 (109 / 220) 50%	16 (175 / 428) 41%	17 (13 / 29) 45%
18 (4 / 9) 44%	19 (167 / 404) 41%					



Flu Immunization

- Since September 1st, we have seen 4,301 unique clients. 1,201 have had their flu shot
- We began administering the flu shot on September 24th
- Case Management tested the new EHR form for non-medical departments to be able to identify if someone needs a flu shot and act on that information
- The mobile clinic has continuing issues with refrigeration
- Worked to get “flu shot champions” from non-medical teams to help communicate any issues and be a point of contact for non-medical providers



Flu Immunization

Next Steps:

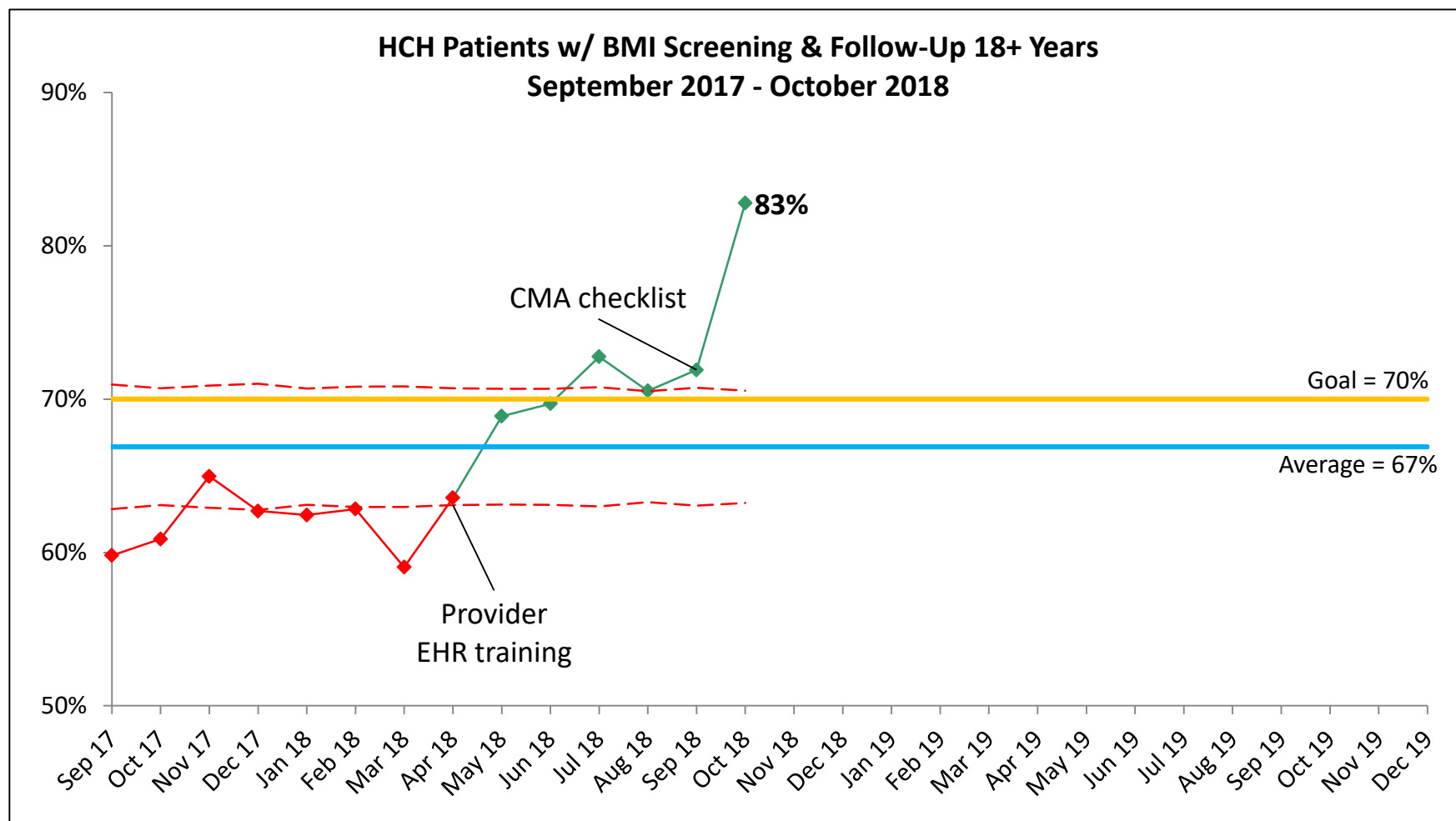
- Send clinical directors their departmental data and instructions for ensuring every client is asked about the flu shot
 - Ask clinical directors to let us know if their team wants more training/support

Questions:

- *What other ideas do you have for helping increase flu vaccination rates among clients?*



Bonus Measure: BMI Screening & Follow-up Plan



Next Month: December 19, 2018

Prioritized Goals:

- Colorectal Cancer Screening (final presentation)
- Missed Appointments

