

PI Committee Minutes

Date:	11/21/2018
Attendees:	Joshua Brusca, Jen Tate, Katie League, Margaret Flanagan, Chauna Brocht, Nilesh Kalyanaraman, Catherine Fowler, Iris Leviner, Adrienne Trustman, Mona Hadley, Tonii Gedin, Hanna Mast
Dashboard Updates	<ul style="list-style-type: none"> - Colorectal Cancer Screenings were at their highest rate to date at 55% in October - Missed appointments were above average at 28% in October after a two month low trend, likely due to current change efforts being in transition

PI goal:	Diabetes Management
Subcommittee Update:	<ul style="list-style-type: none"> - October rate was at 72% just below goal - Pop Health team is reinforcing the criteria for A1C calls with the CMA's - Pop Health champions committee has been formed for 2019 work - Conducted a PDSA on texting clients after calling them for scheduling A1C visits, no increase in success rate observed - Care teams were presented with case study reviews on 11/1, a majority of providers made appropriate recommendations for treatment and found the sessions to be helpful. - Baltimore County was able to schedule 27% of overdue Diabetic clients for A1C visits by calling them up after reviewing their patient registry - Adrienne attempted a 1 week pilot of trying to print out all clients' medication list, had a 49% success rate - Barriers to printing out medication lists included the physical need to print and go locate the list, as well as finding time to do so in the visit - Team will next try this PDSA with a CMA being responsible for printing the medication lists - Team is also examining all of the root causes for client's difficulty with medication adherence - Formulary for medication options has been updated for Fallsway providers, will be available in a variety of formats - Pop Health team recently attended the ADA conference and will be bringing back lots of useful materials from that experience
PI goal:	Cervical Cancer Screenings

Subcommittee Update:	<ul style="list-style-type: none"> - Continued above goal in October at 61% - Site variation is very wide and we are focusing on the under-performing sites rather than general interventions - Recently met with Baltimore County and Mobile providers to address their challenges - Sites are now putting an emphasis on front loading a client’s preventative health care prior to addressing acute needs - Sites reported that they would be helped out by having gift card incentives and making reminder calls to their clients - Baltimore County tested a new front-loaded workflow and found that 4 out of 5 clients were successfully given a PAP - Danny provided positive feedback about how the new process allowed him to screen a client and catch possible cervical cancer
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PI goal:	Client Experience
Subcommittee Update:	<ul style="list-style-type: none"> - Semi-annual survey is currently ongoing, results should be available in mid-December - Continuing to focus on awareness as the main driver for higher scores, specifically at Fallsway where awareness is only 38% - New Televox campaign began on 10/29 wherein all clients with a completed appointment will receive a message afterwards reminding them of the after-hours number - We will look for this campaign to increase the question score in November and awareness rates in December - After hours follow up calls PDSA wraps up this current week, group will assess next week as to if it was a useful intervention. Client feedback to date has been very mixed. - Survey numbers are on track for completion at Fallsway and Baltimore County, West Baltimore behind goal due to lower clinic volume in Tyler’s absence.

PI goal:	Flu vaccinations
Updates:	<ul style="list-style-type: none"> - 28% of population vaccinated as of the end of October, due partially to a late start in September - West Baltimore, Convalescent Care and Fallsway are all trending upwards - Now have the ability to break down by department, medical is above goal! - Case management and behavioral health are also doing well thanks to introduction of a workflow to ensure all clients are asked and referred - Tableau now has the ability to show us individuals days where we did or did not meet our goal - Mobile clinic is still having issues with refrigerating vaccines - Flu shot champions have been recruited from other teams to help increase their team’s awareness of the need to get our population vaccinated - After data is finalized by department we will be communicating this out to department heads to assess if we can provider their teams with more training or support
Questions:	<ul style="list-style-type: none"> - Do staff need more education to increase their buy in on the need to get our population vaccinated?
Suggestions:	<ul style="list-style-type: none"> - Physical sign on the doors saying “Did you get your flu shot?” - Stickers that read “I got my flu shot” - Increase staff knowledge of the flu clinics - Use the supportive housing nurse as a point of contact for vaccination - Offer vaccines periodically at groups - Provide client lists per provider of clients in need of vaccination
Closing Discussion:	<p>Bonus PI Goal! BMI Screening and Follow-up</p> <ul style="list-style-type: none"> - We saw a 12% jump in one month to 83% in October, exceeding our already set goal for 2019 - This was likely due to provider EHR training in April and then CMA checklists in September - This will allow us to address obesity more than workflows in 2019 <p>Thank you to all those who support a culture that allows Performance Improvement work to thrive!</p>