PI Committee Meeting

December 20, 2017

December 2017 PI Committee Agenda

Updates:

- IHI Conference
- QI Culture Assessment
- Dashboard review
- Bi-Monthly Project Progress:
  - Missed Appointments
  - Universal Screening: HIV & Hep C
  - Colorectal Cancer Screening
  - Flu Vaccination
  - Diabetes Control

Discussion:

- Health Outcomes
- 2018 PI Workgroup Composition

Missed Appointments

Goal: Reduce organizations wide no-show rate to 18% by December 31, 2017

Team Members: Maria Martins-Evora, Aisha Darby, Laveda Bacetti, Mona Hadley, Cassie Ekstrom, Gabrielle Berre

Progress made since last committee presentation:

1) After reviewing last month's access stats we have noticed a large number of same-day appointments in behavioral health. In January we will be changing Cassie's template for one week to test have more open access for clients who normally no show.

2) Televox update: We have noticed a decrease in the missed appointment rate. The current rate is 26% and we normally have a 33% rate. This seems to be consistent with that feedback that we are receiving from providers who report they feel they are busier. Next steps we will be looking at access stats to see how this affected utilization. Still, need to work on ensuring we have correct telephone numbers for clients.

Missed Appointments

HCH Missed Appointment Rate
June 2016 - November 2017

40%
30%
20%
10%
0%

% Appointments with status "No Show"

Added OT data

Televox

Average = 30%

Added RN data

Goal = 18%

16-Jun 16-Jul 16-Aug 16-Sep 16-Oct 16-Nov 16-Dec 17-Jan 17-Feb 17-Mar 17-Apr 17-May 17-Jun 17-Jul 17-Aug 17-Sep 17-Oct 17-Nov 17-Dec 18-Jan 18-Feb 18-Mar 18-Apr 18-May 18-Jun

Month

Universal Screenings: HIV & Hep C

Goal: 69% of eligible clients will be tested for HIV & 66% will be tested for Hepatitis C

Team Members: Meredith Johnston, Cindy Cabales, Ry Keara Bates, Tina Rickabaugh

Progress made since last committee presentation:

1) Team has finalized workflow for non-medical departments to refer for CTR testing, but spread of approach is on hold until CTR position filled

2) CMA workflow created seamless interim process (Thank you Cyndy!)

3) Recommendation for next step: Evaluate department screening rates to determine focus (are we optimized in our screening in Medical dept?)

Colorectal Cancer Screening

Goal: 45% of eligible medical clients will have an up-to-date colorectal cancer screening

Team Members: Laura Garcia, Tracy Russell

Progress made since last committee presentation:

1) Meeting with Baltimore City Cancer Program to begin referral system for all uninsured and non-English speaking clients to get patient navigation for Colonoscopies. Estimated to begin in January 2018.

1) Team is working with Health Informatics on creation of a “preventative health tracker” in Centricity to increase the ease and effectiveness of identifying clients overdue for preventative health needs.

Flu Vaccination

Goal: 45% of eligible clients will have documentation of flu vaccine administration

Team Members: Cyndy Singletary, Makeda Johnson, Pam Ford

Progress made since last committee presentation:

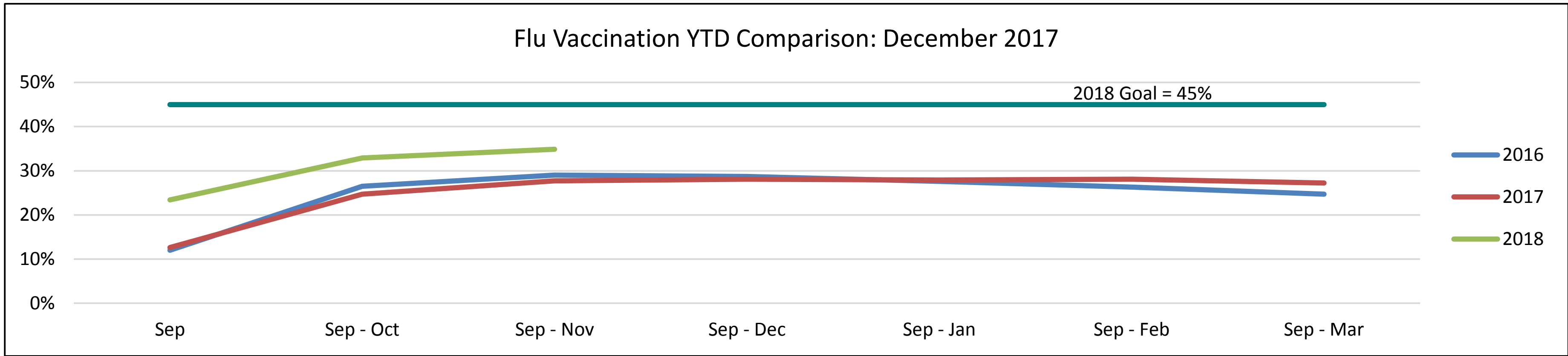
1)Team has been doing out reach flu clinic at My Sister's Place, Beans and Bread and WHRC

2) Continue to do the Flu clinic every Wednesday in the lobby. (response is great as clt also get a warm coat)

3)Reminded all medical providers to have clt added to CMA list on the date of service to get a flu shot

4) Review new ideas for Jan 2018 to capture clients

Flu Vaccination: Comparison to Prior Years



Sep - Nov 2016 vs 2017 Flu Vaccination Comparison by Site

Goal = 45%

Site	Sep - Nov '16	Sep - Nov '17
All HCH	28%	35%
Fallsway	28%	36%
West Baltimore	30%	46%
Baltimore County	34%	38%
Mobile Clinic	13%	21%
Harford County	23%	4%
Our Daily Bread	0%	27%
Convalescent Care	0%	35%

Diabetes Control

Goal: 70% of eligible diabetic clients' most recent HgbA1c will be 9.0% or less by December 31, 2017

Team Members: Adrienne Trustman, Tobie Smith, Tracy Russell, Sheila Roman, Gabby Rehmeyer

Progress made since last committee presentation:

1) RN Standing orders are now live for basal insulin titration & metformin titration. Goal of this intervention is to shorten time to optimal dosing of diabetes meds by empowering RN management.

2) Prescribing algorithm adapted for HCH from American Diabetes Association finalized (with "quick pearls") and presented to providers. A copy is laminated and present in all exam rooms. Goal of intervention is to encourage providers to adapt medications more effectively for clients with uncontrolled diabetes.

3) Formulary created for providers to quickly reference financial barriers to prescribing certain medications. A copy was placed in all exam rooms.

4) Met with Diabetes Group for clients in November to discuss barriers to disease management from their perspective.

Diabetes Control: Client Experience

Barriers

- Medication often gets lost or stolen
- Don't have water available for pills
- Insulin can go 1 month without being refrigerated, but the injections hurt more when they are warm
- Needles are a hot theft item
- Can't bring needles to work or through security

Aids

- Motivation and persistence
- Overcoming stigma to benefit from HCH services
- Housing serves as motivation
- Clients need to "see" progress (Visual representation?)

Supports

- Healthy eating
- Hobbies/coping skills
- Exercise
- Family/friends
- Leisure
- Providers/HCH
- Support group
- Self-care
- Progress
- How to remember supports in time of crisis?

HCH Strategic Plan: Health Outcomes

Workgroup Recommendations

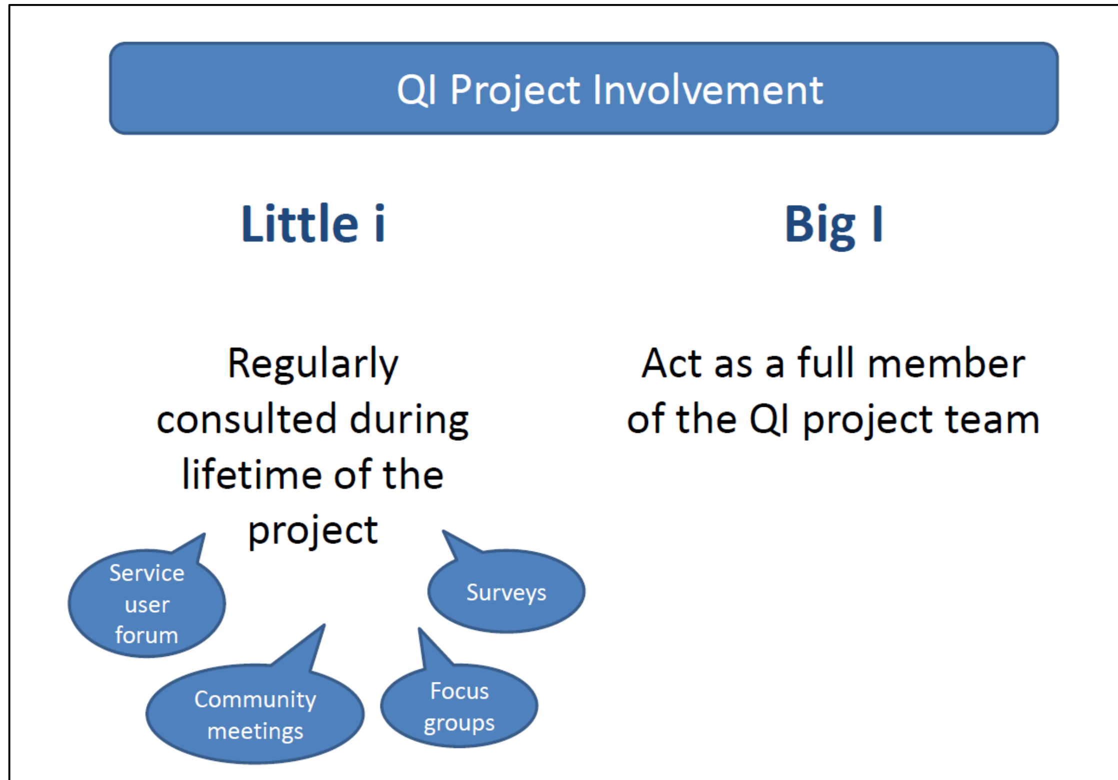
5 Measure Categories:

- Chronic Disease
- Prevention
- Substance Abuse
- Behavioral Health
- Quality of Life
- Oral Health

Next Month: January 17, 2017

- Prioritized Goals
  - 2017 Wrap-up
  - 2017-2018 Continuing goals
  - 2018 Prioritized New Goal Introduction
- What’s new for 2018?
  - Organizational Communication
  - Subcommittee training
  - Project Charters
  - PI Committee Format

PI 2018 Subcommittee Composition: Who's Involved?



"Engaging staff & service users in Quality Improvement" IHI National Forum, December 11, 2017

PI 2018 Subcommittee Composition: Who's Involved?

Using Post-it notes, write all your ideas for "Big I" and "Little i" contributors for each of the 2018 prioritized goals.

- Contributors can be specific people or general roles