

Performance Improvement Committee

February 20, 2019



February Agenda

PI Dashboard:

- Blood Pressure Control for Hypertensive Clients
- Weight Screening & Follow-up
- Pediatric Dental Varnish
- Incident Reporting

Project Updates:

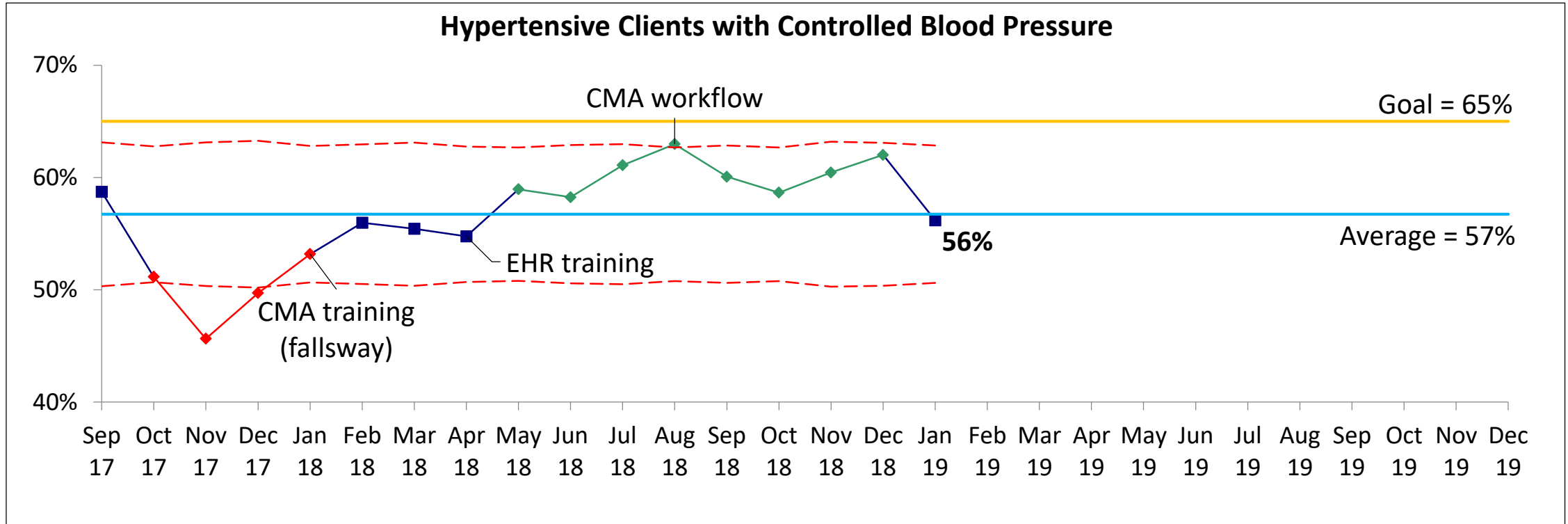
- Flu Immunization
- Missed Appointments
- Provider Communication

Discussion:

- Communication of PI work and progress to staff & clients
- PI Committee agendas for Q1 & Q2



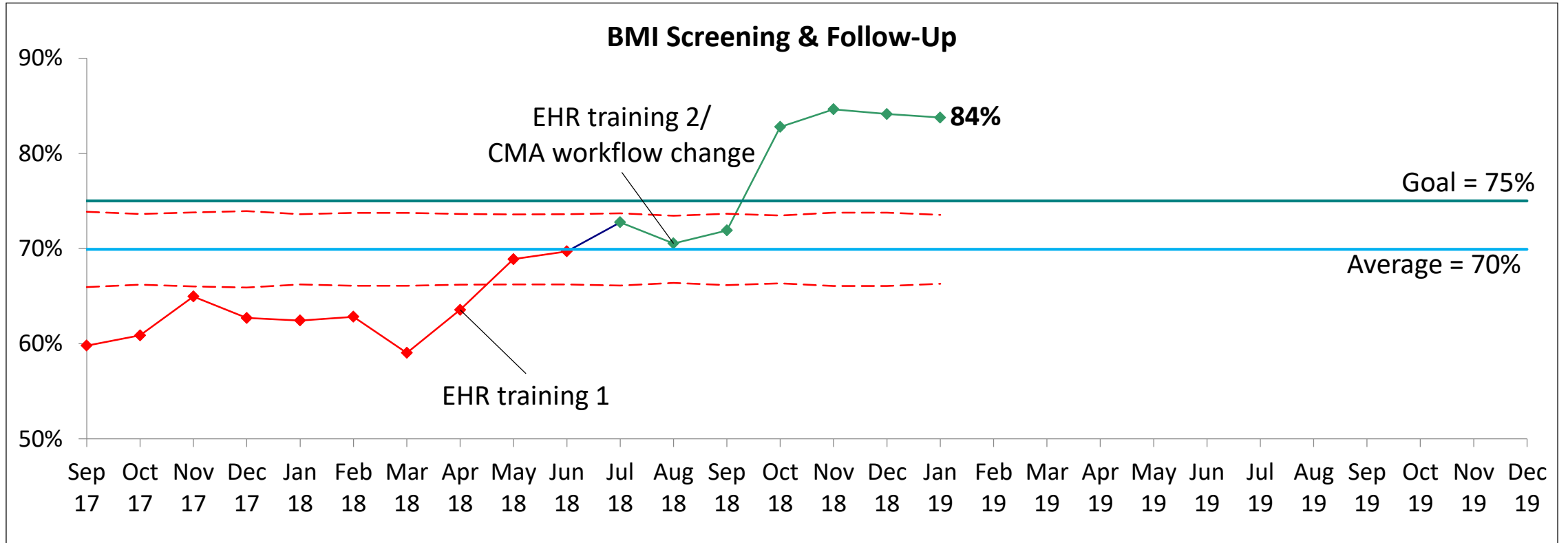
PI Dashboard: BP Control



Trailing year: 57%

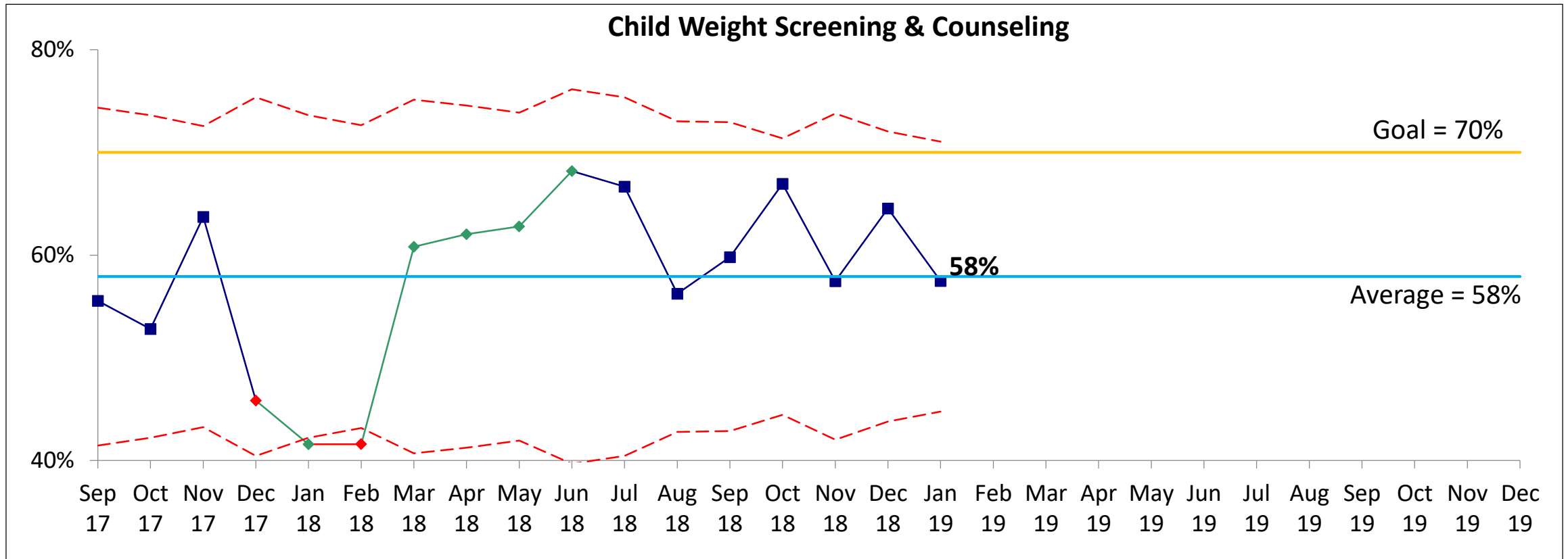


PI Dashboard: Adult Weight Screening & Follow-up



Trailing year: 76%

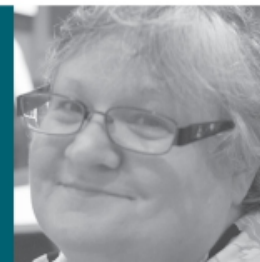
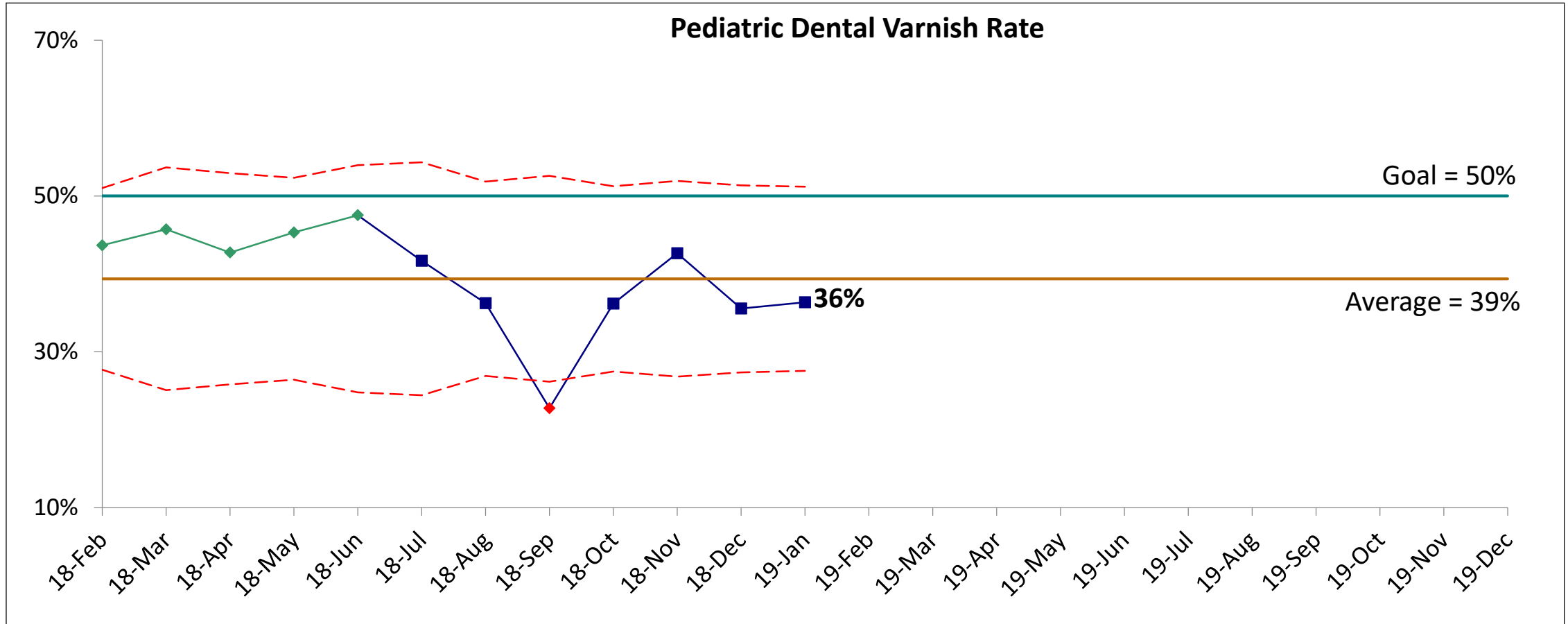
PI Dashboard: Child Weight Screening & Counseling



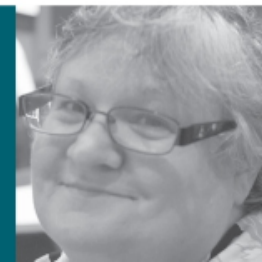
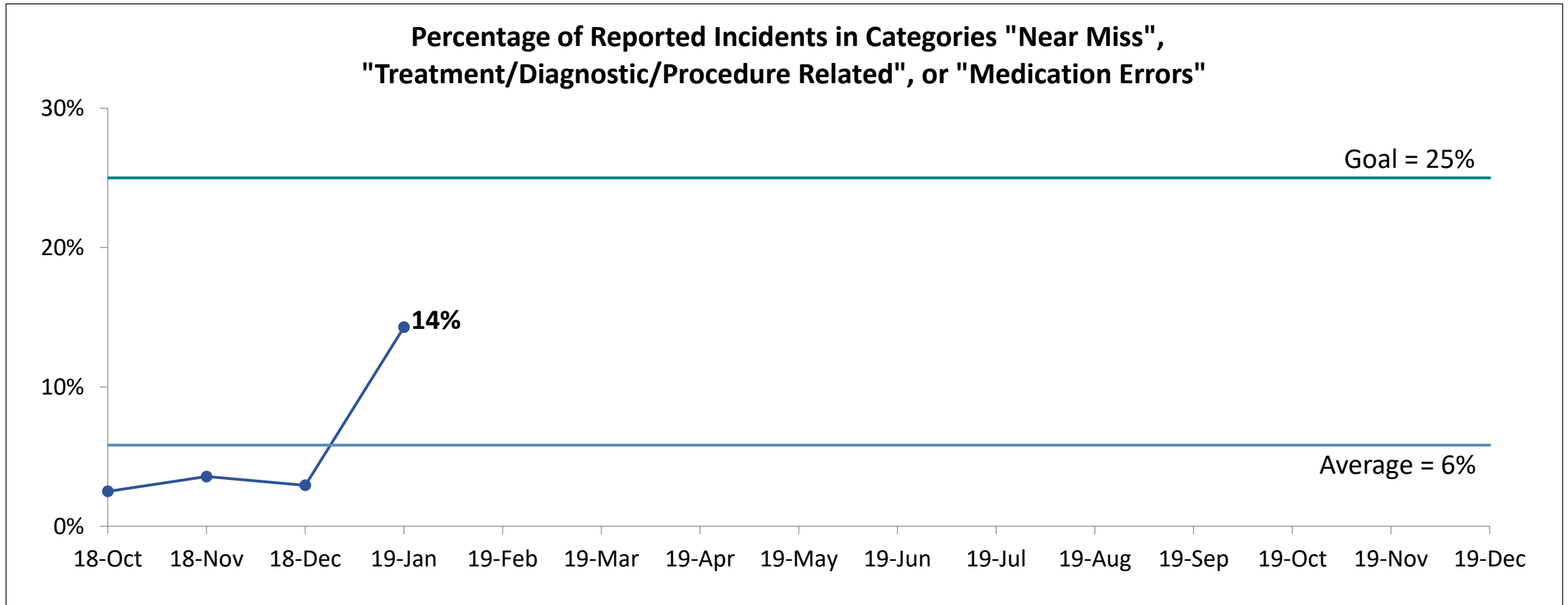
Trailing year: 55%



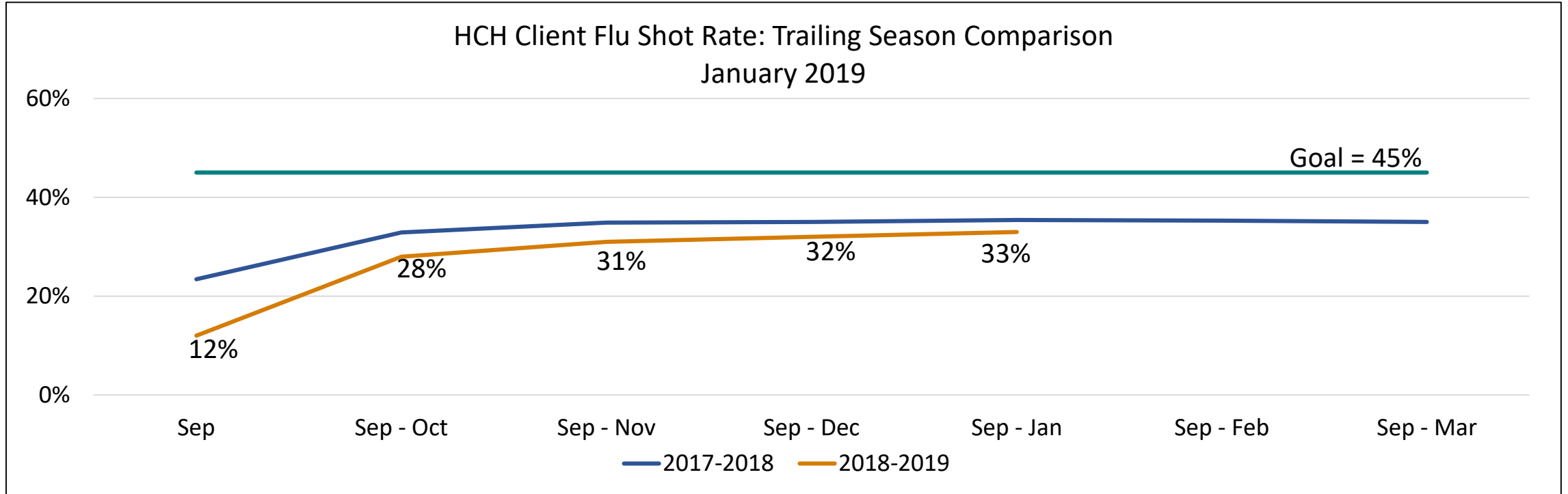
PI Dashboard: Pediatric Dental Varnish



PI Dashboard: Incident Reporting

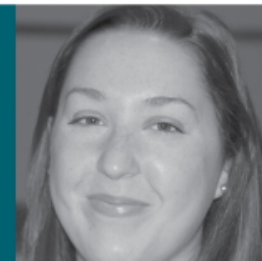


Project Update: Flu Immunization

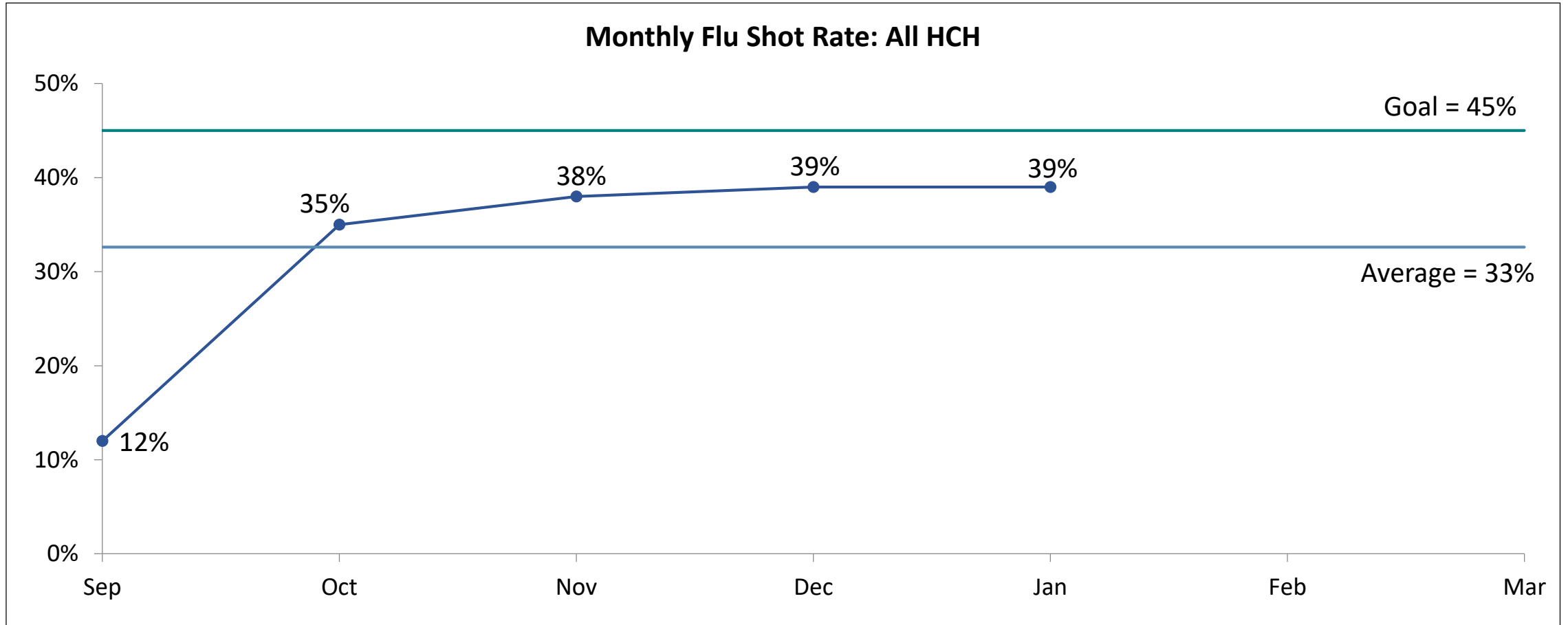


Flu shots given out:

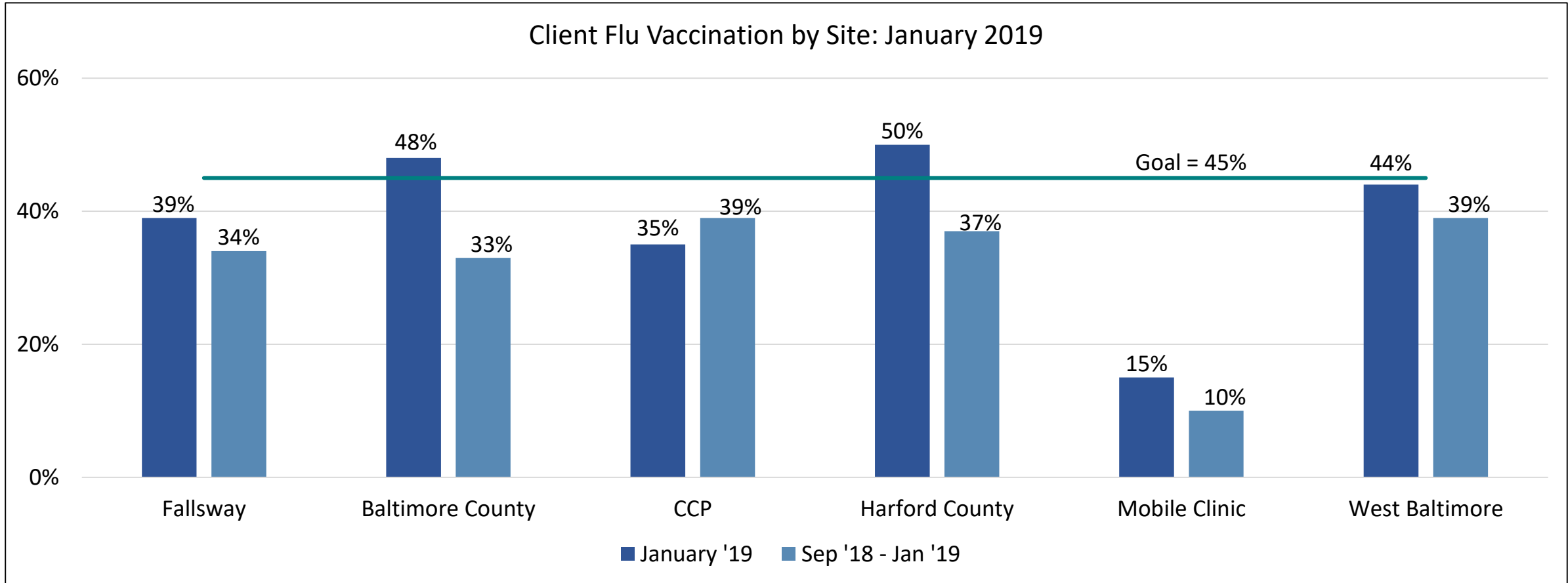
Fallsway: 2300+ Balt Co: 200 West Balt: 300



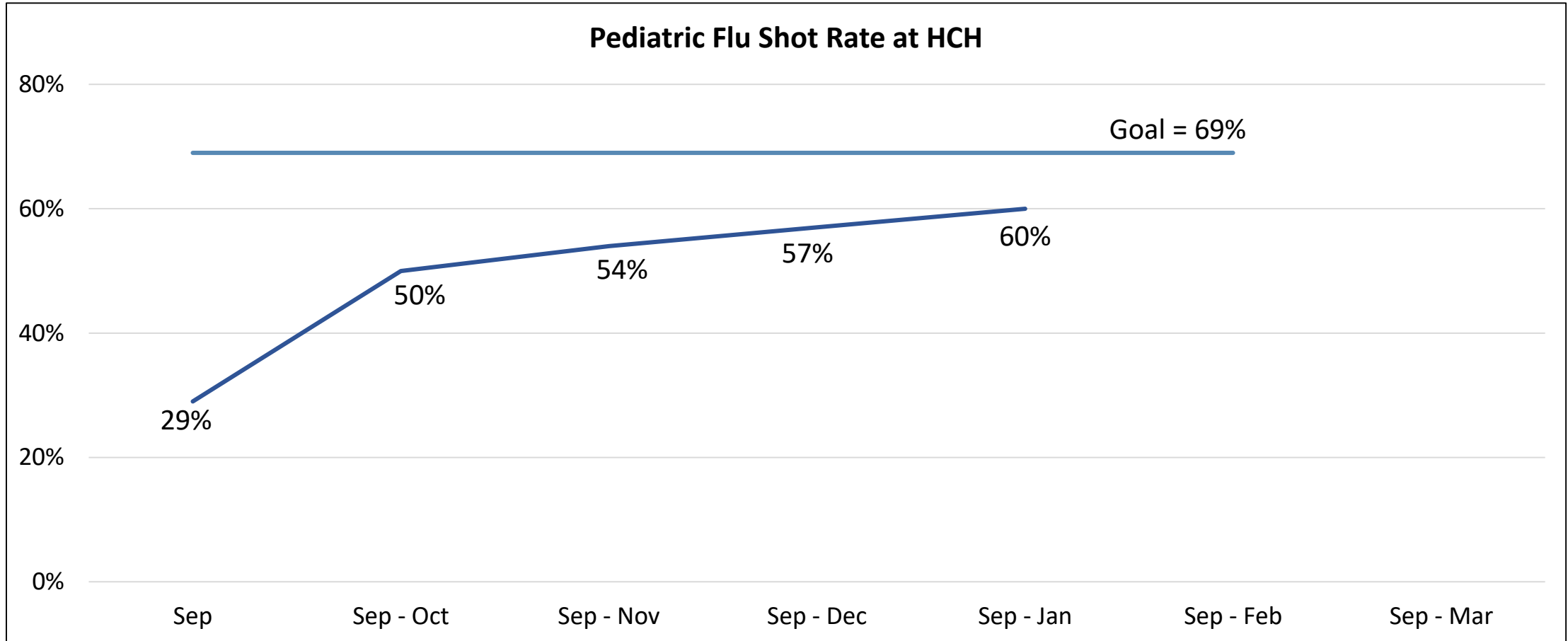
Project Update: Flu Immunization



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Project Update: Flu Immunization



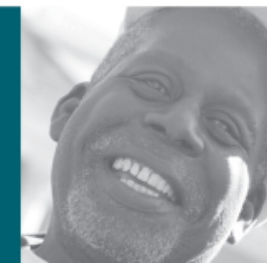
Flu Immunization: Changes tested (since December)



- Buttons given out to staff members to wear and stickers for clients
- Department champions sent out personalized encouragement to their teams (Behavioral Health & Case Management)
- Clarification that flu shots should still be offered to every client through (at least) March 31st

Flu Immunization: Lessons learned

- Need intermediary measure of “offer rate” in order to tell where improvement opportunities lie (are staff not offering flu shot 100% of the time or do we have a high decline rate)?
- Need more systematic approach to roll-out for next season, to include the following elements:
 - Staff competency training: Flu season length, Flu vs Cold, Flu shot facts vs myths, workflow at HCH (for all sites, disciplines, & outreach)
 - Communication campaign:
 - Signs & buttons for all staff members & exam rooms starting in September
 - Flu shot stickers for staff & clients



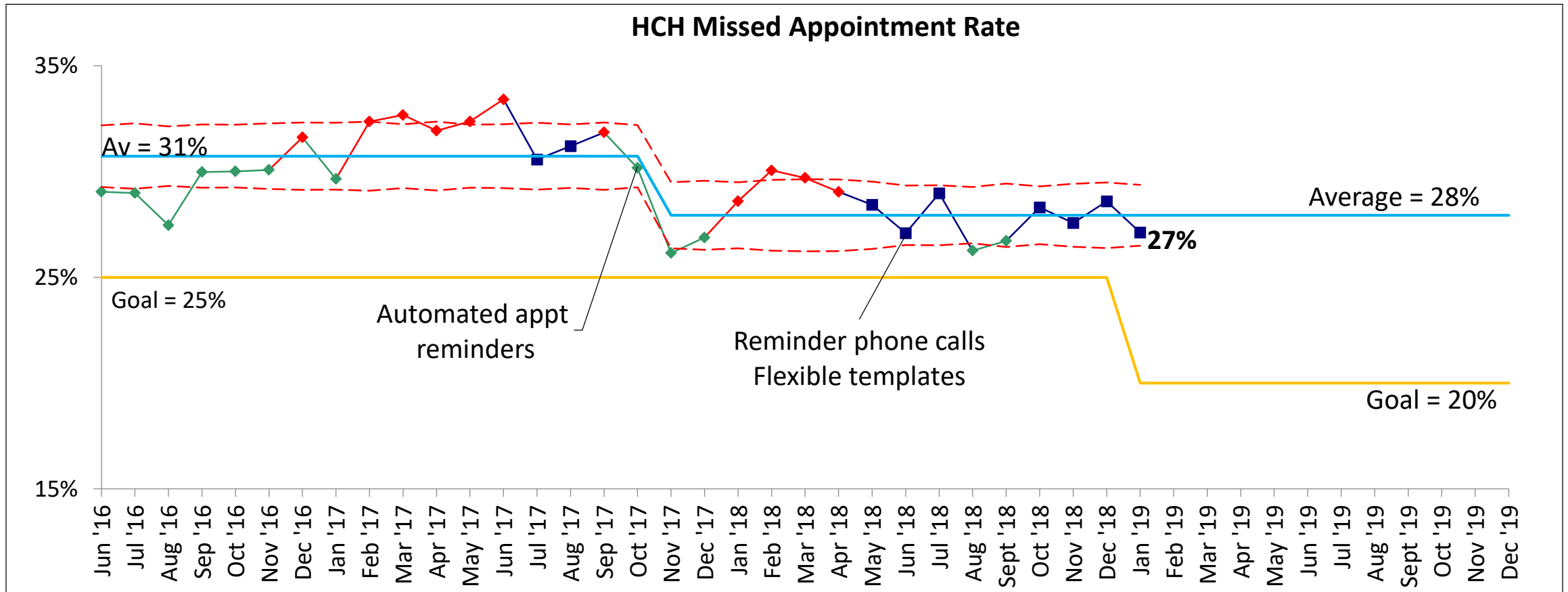
Flu Immunization: What's next

- PDSA: March check day. Test prediction that check day will be an effective time to administer flu shot to clients.
- All-staff training at August 29th In-service*
- Develop reporting for “offer rate” for 2019-2020 season*
- Create schedule for flu shot outreach at groups for next October – March*

**planning will begin early June*



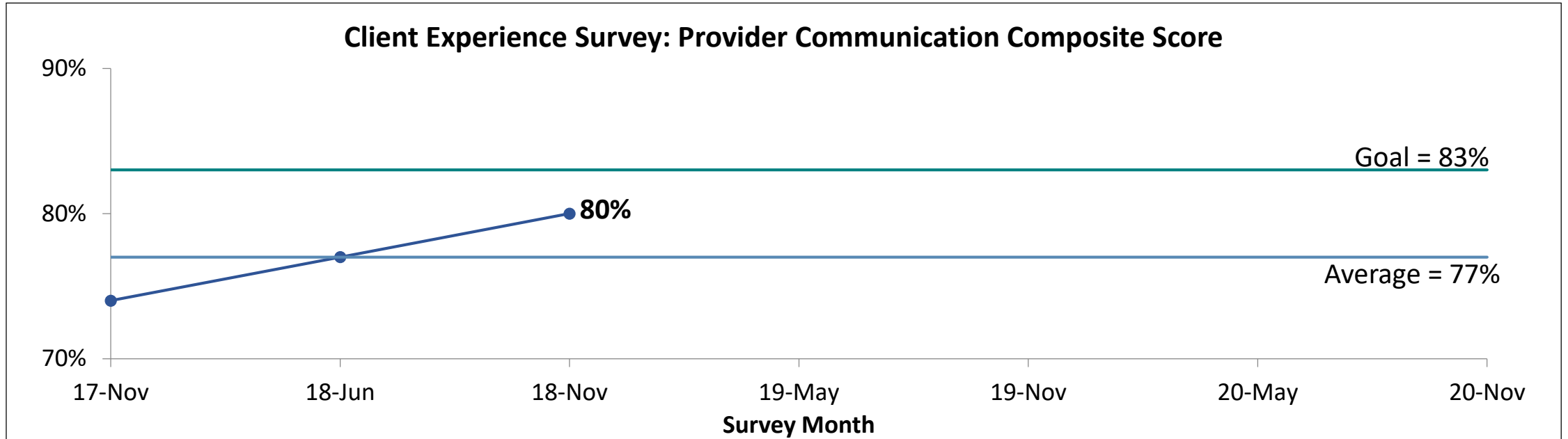
Project Update: Missed Appointments



Missed Appointment Updates

- Root Cause Analysis Exercise at January In-Service
- Diversified subcommittee to include a clinical co-lead (Laura Garcia), a case manager (Kim Carroll), a behavioral health therapist (Rena Card), a nurse (Stephanie Ference), and the yellow team unit clerk (MaryAnn Rico).
- In next two months, subcommittee will be focusing on analysis of the problem using data from last year's work and this year's in-service and planning the order of changes to test

Project Update: Provider Communication



Score = % of times clients answered **“always”** to the following survey questions:

- *Does your provider explain things in a way that is easy to understand?*
- *Does your provider listen carefully to you?*
- *Does your provider show respect for what you had to say?*
- *Does your provider spend enough time with you?*



Provider Communication Updates

- Root Cause Analysis Exercise at January In-Service
- Subcommittee members:
 - Chauna (clinical lead)
 - Phil Sheldon (CCP Case Manager), Veronica Dennis (Medical Assistant), Malcolm Williams (Client Engagement), Gretchen Tome (Behavioral Health Therapist), Sharron Bazemore (Community Health Worker), Lindi Hobongwana (Medical Provider), Sherry Golden (Clinic Admin)
- In next two months, subcommittee will be focusing on analysis of the problem and planning the order of changes to test



Discussion: Communication of PI to Staff & Clients

Currently, the following mechanisms are used for communicating PI work to staff:

- Portal
- Bulletin Boards (Fallsway break room, Fallsway Med, 201 break room). Sent to Tyler for West Baltimore and Baltimore County.
- Weekly updates via Laura's email to providers
- Monthly emails to medical providers with individual data
- Monthly PI Committee Meetings, Management Team Meetings
- Ad-hoc department meetings, all-staff meetings, in-service opportunities

Questions: Is this sufficient? If not, what other ways would you like to see information communicated? What information would you like communicated?

Discussion: Communication of PI to Staff & Clients

Currently, the following mechanisms are used for communicating PI work to Clients:

- Website (same information as the portal)
- Fliers with results of Client Experience Survey at Fallsway, Baltimore County, & West Baltimore
- Ad-hoc Community Relations Committee Meetings
(used to have a bulletin board in the Fallsway lobby)

Questions:

Is this sufficient?

If not, what other ways should information be communicated?

What information should be communicated?

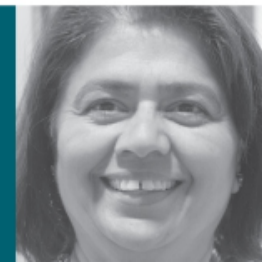


Discussion: Future PI Committee Agendas

Every meeting to feature the following components:

- PI Dashboard Review
- Bi-monthly Project Updates
- **Discussion (open for topics)**
- **Bonus PI work**

Question: What else would you like to learn/do at this meeting? What discussion topic would you like to have?

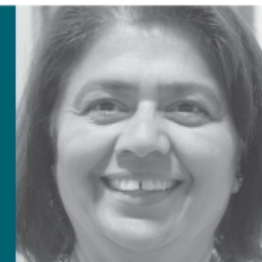


Discussion: Future PI Committee Agendas

Possible Discussion Categories:

- PI Key Performance Indicators: Quarterly report
- Innovation Challenge
- Client Experience Survey Results
- Annual PI Plan
- PI in depth: Measurement, Root Cause Analysis, PDSA cycles, Implementation

Question: What else would you like to learn/do at this meeting? What discussion topic would you like to have?



March PI Committee Meeting: March 20, 2019

Project Updates:

- Pediatric Dental Varnish
- Incident Reporting
- BP Control for Clients with Hypertension

Discussion:

- Innovation Challenge

