

# Performance Improvement Committee

January, 2020



# January Agenda

2019 Year in Review

2020 PI Goals

## Discussion:

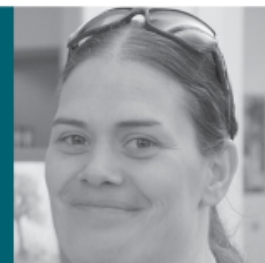
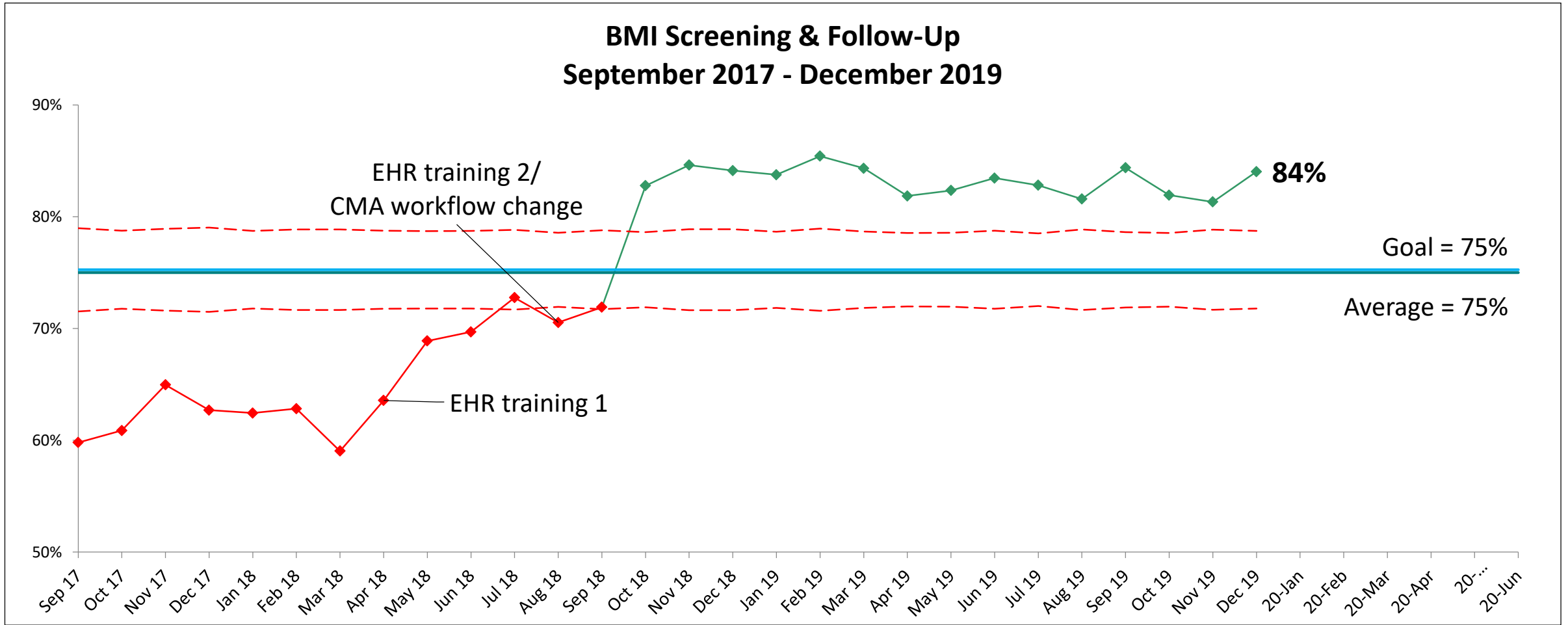
- CQI Survey Results



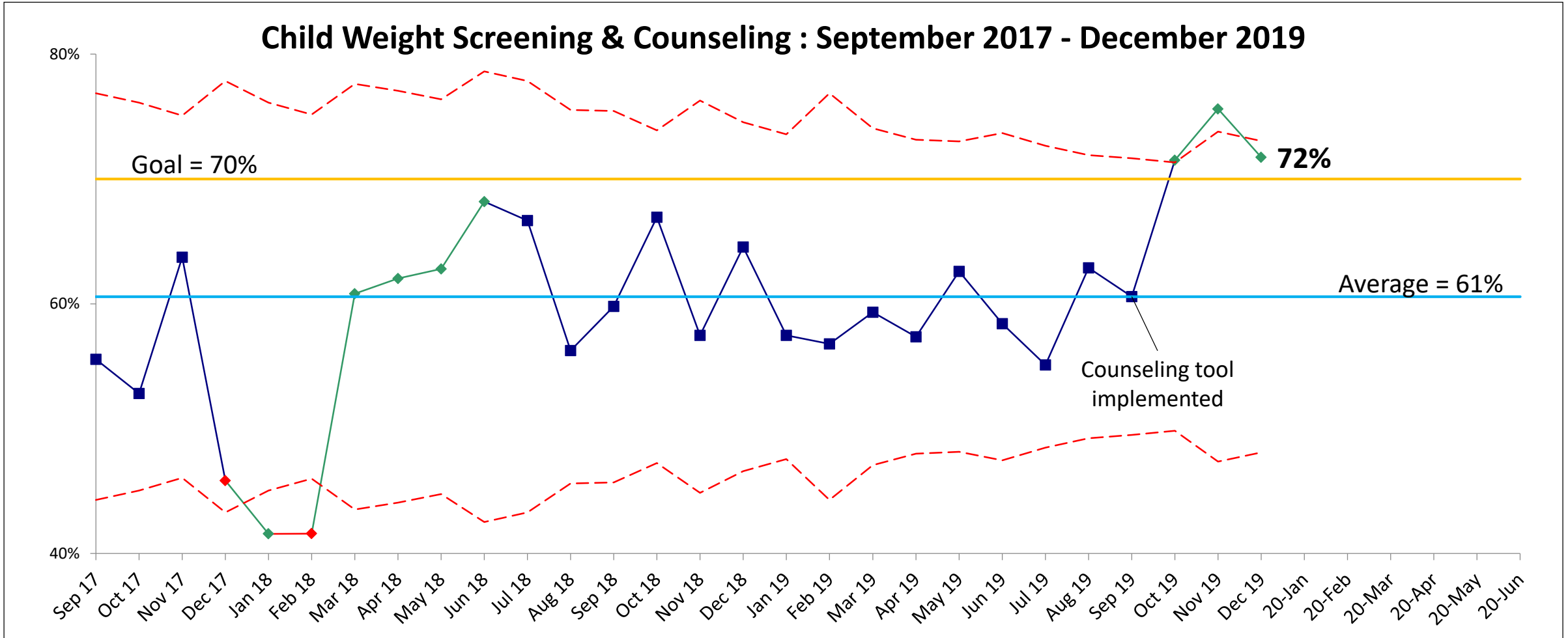
# 2019 Year in Review



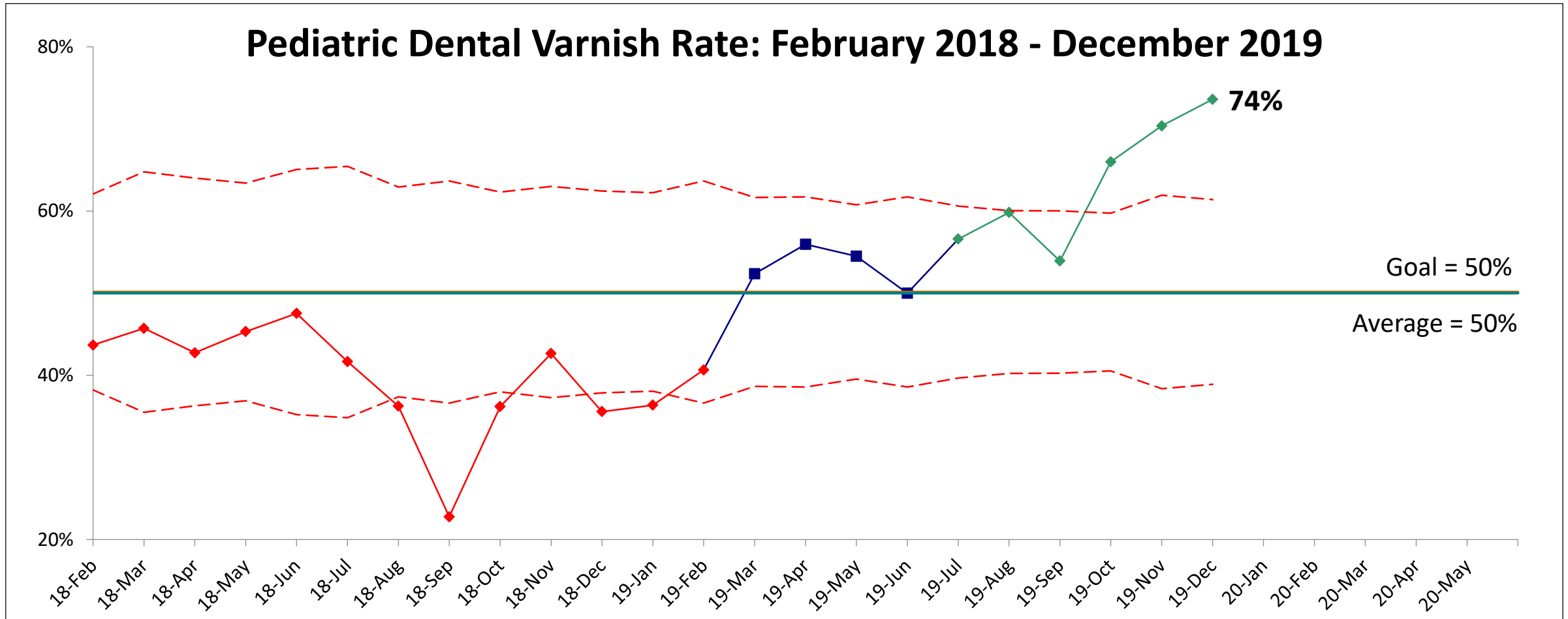
# Adult Weight Screening & Follow-up



# Child Weight Screening & Counseling



# Pediatric Dental Varnish

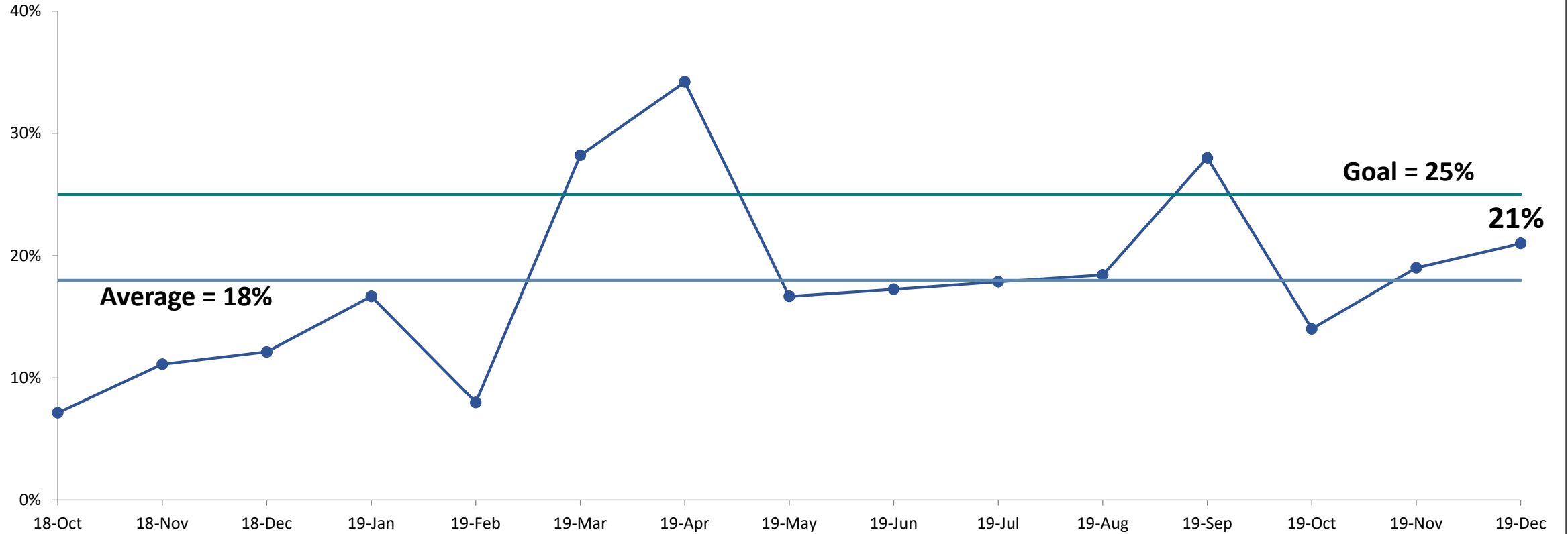


Trailing Year: 56%

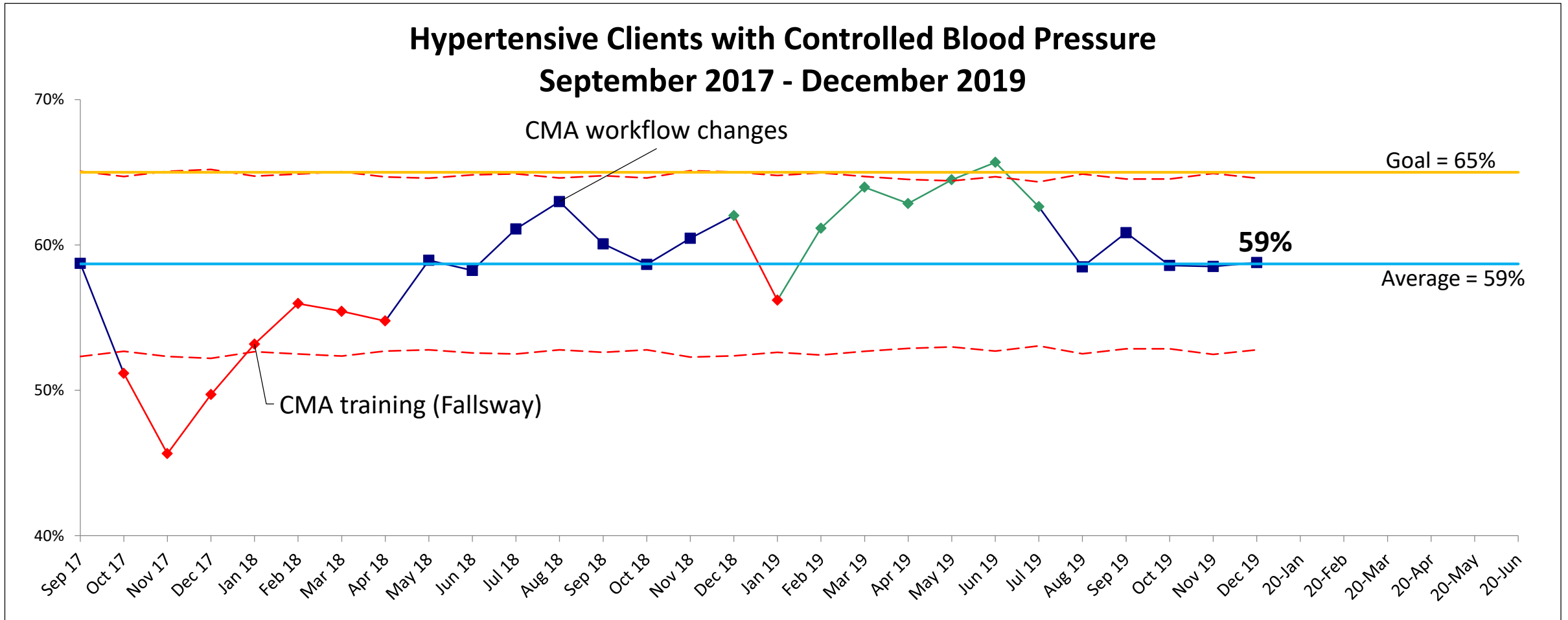


# Incident Reporting

Percentage of Reported Incidents in Categories "Near Miss", "Treatment/Diagnostic/Procedure Related", or "Medication Errors"



# Blood Pressure Control in Hypertensive Clients:

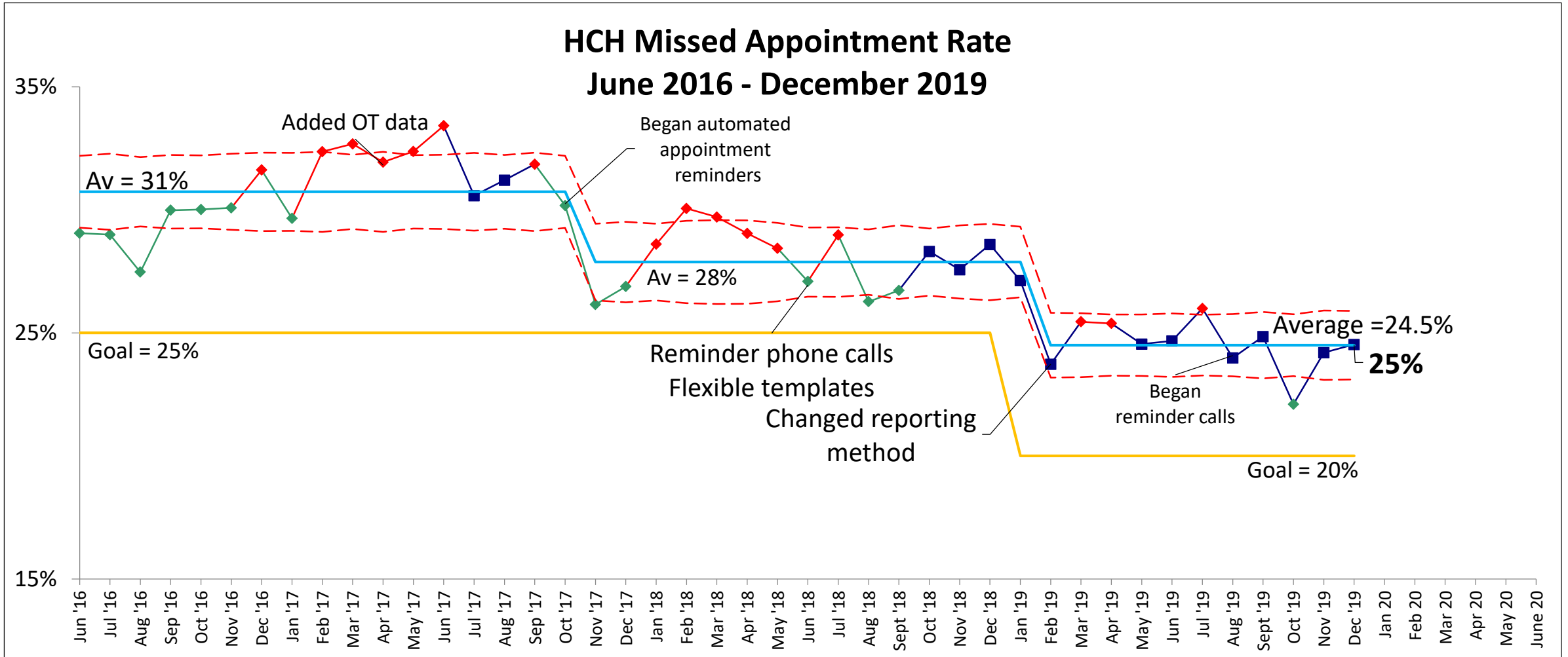


Trailing year: 56%





# Missed Appointment Reduction

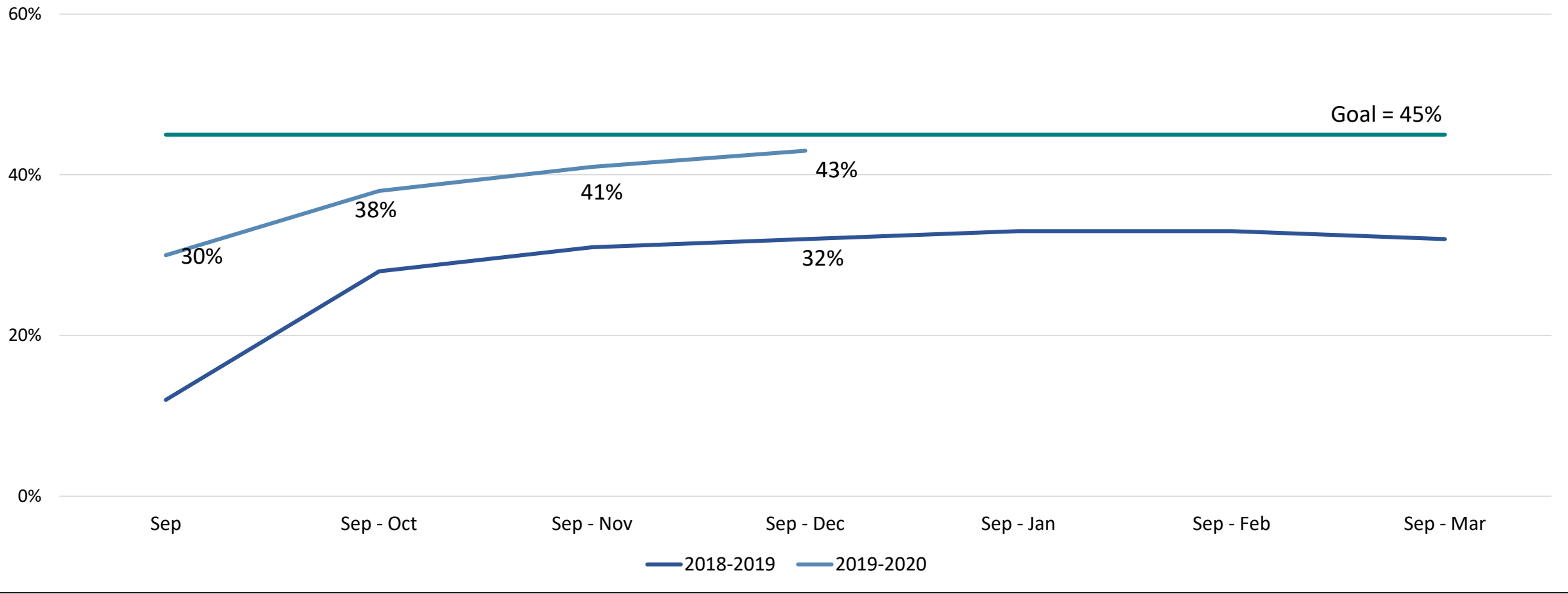


# Continuing Projects



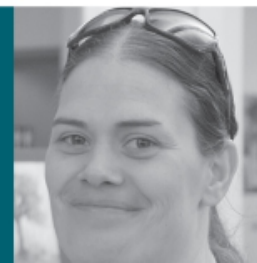
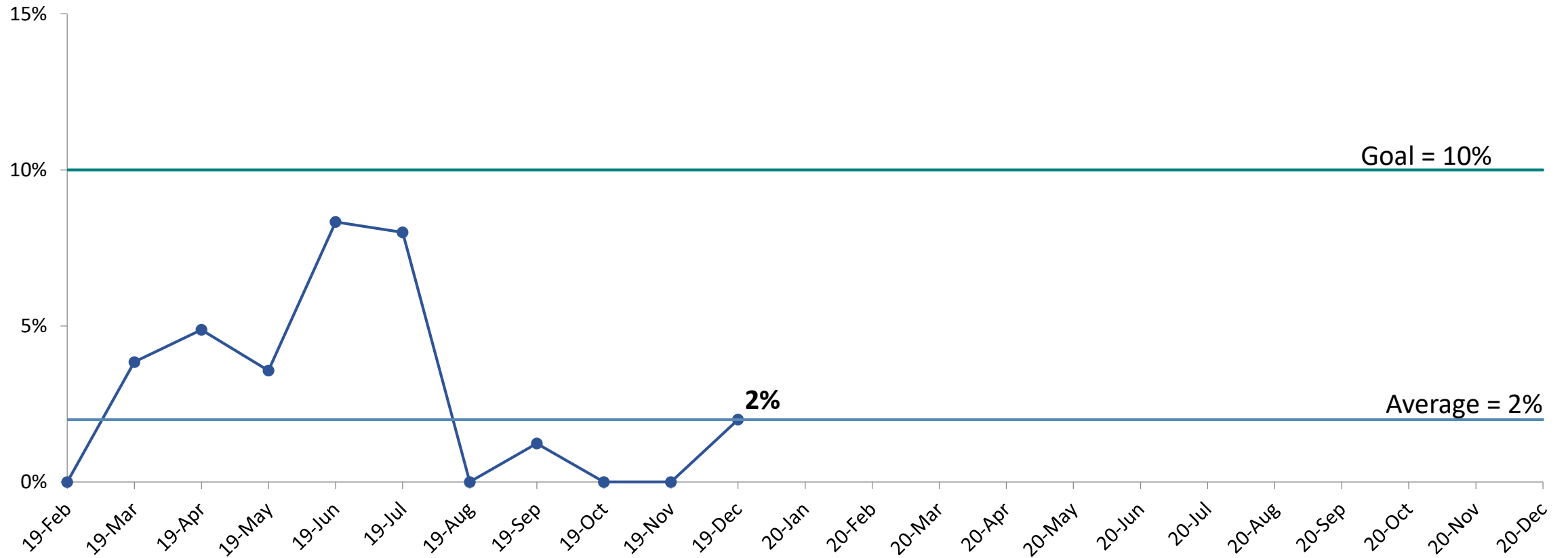
# Flu Vaccine Campaign

## HCH Client Flu Shot Rate: Trailing Season Comparison



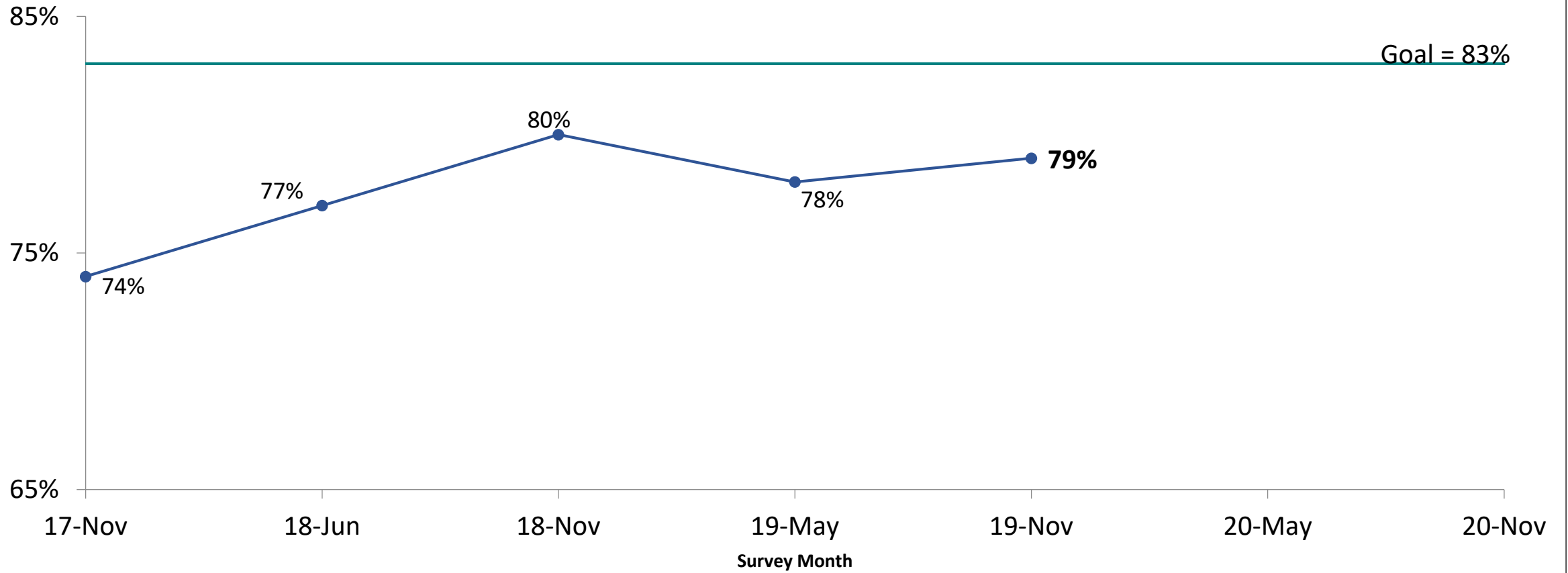
# Depression Remission

Depression Remission Rate at 6 months for clients engaged in Behavioral Health Services at HCH



# Provider Communication

Client Experience Score on Provider Communication: Agency Wide

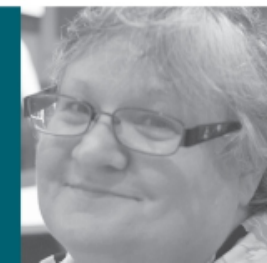
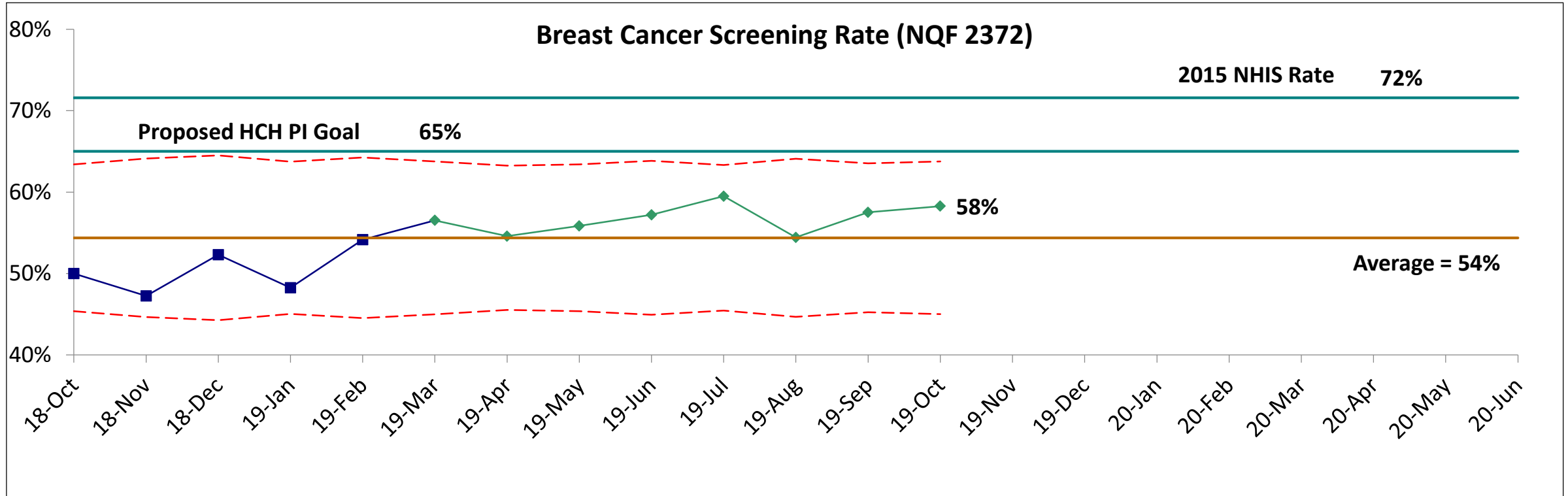


# 2020 Projects



# 2020 PI Plan: Clinical Goals: Mammogram Completion

**Mammogram Completion:** By December 2020, 65% of women recommended to have a completed mammogram will have documentation of screening



## 2020 PI Plan: Population Health & SDOH Goals

**Medication Adherence:** By December 2020, 80% of eligible clients will be screened for medication adherence barriers using a validated tool.

**Food Insecurity Challenges:** By December 2020, 90% of clients who identify as having food insecurity challenges on the PRAPARE tool will be connected to Case Management.





## 2020 PI Plan: Client and Staff Engagement Goals

**Joy in Work:** By December 2020, the agency's level of Joy in Work will improve by 20%.

### Why It Matters

- Burnout is common & can have severe consequences to safety and organizational health.
- Joy is instrumental. “You can't give what you don't have.”
- “Joy is possible” – scientifically
- PI/IHI methods are a way to address Joy in Work

# 2020 PI Plan: Patient Safety Goal

## Medication Errors in 2019:

- administration to wrong client
- double dose given
- incorrect medication prescribed
- incorrect vaccine administered
- medication mix-up from pharmacy

**Patient Safety PI Goal:** By June 2020, Medication Administration Errors will decrease by 20%.



## 2020 PI Plan: **Clinical Operations Goal**

**Phone Access:** By December 2020, 80% of call center business hours calls will be answered by a human and 80% of voicemails will be returned within 1 business day.



# Discussion



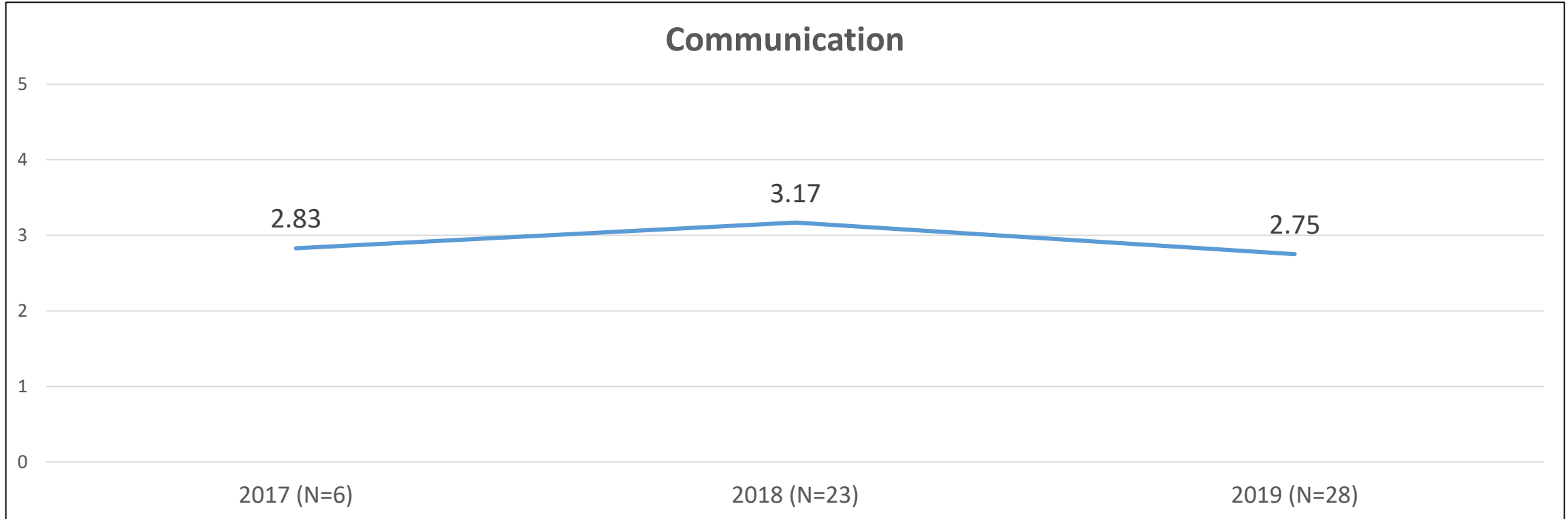
# CQI – Annual Culture of Improvement Survey

- An assessment tool designed by NC State University to help organizations identify cultural factors that can support continuous improvement
- 3<sup>rd</sup> year the survey has been conducted at HCH
- 28 respondents in 2019 (up from 23 in 2018)



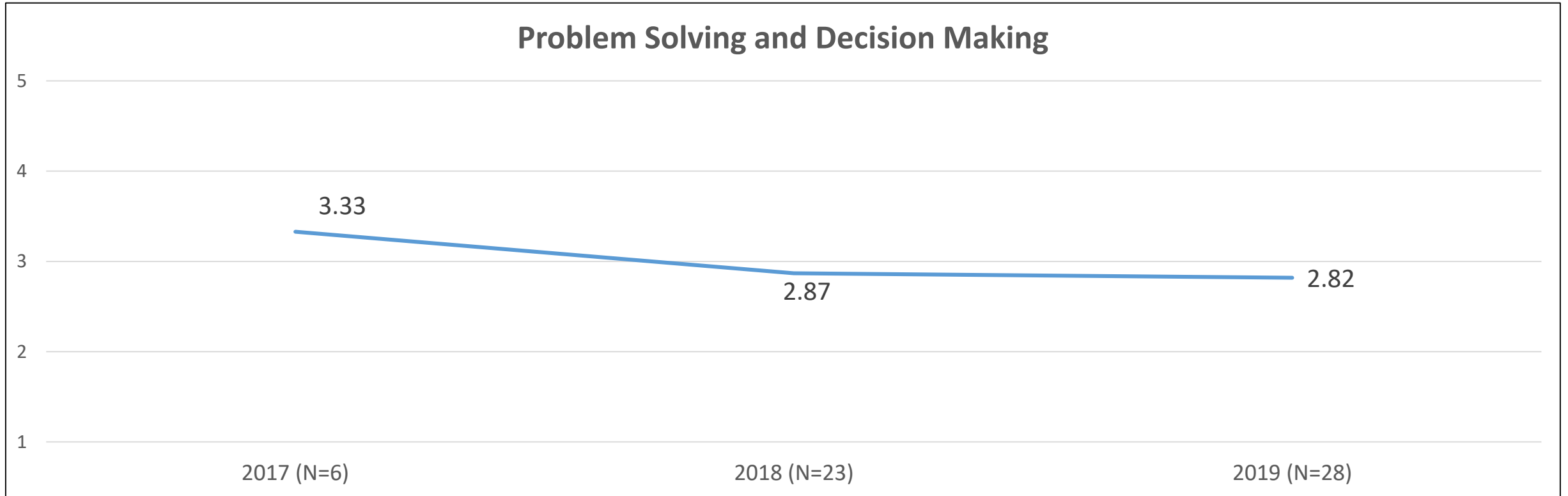
# CQI Results – Communication

- 1 – Our Agency only has crisis communication – top down
- 3 – People are informed about what management thinks they need to know
- 5 – People are well informed and they freely inform others



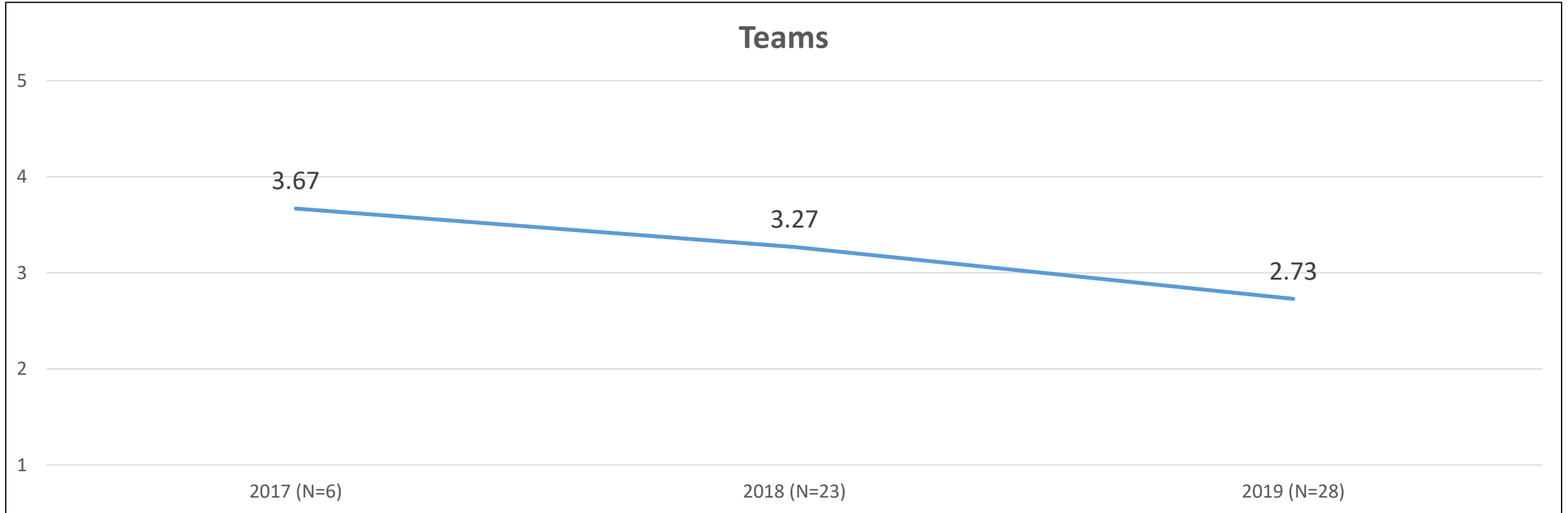
# CQI Results – Problem Solving and Decision Making

- 1 – Leaders identify problems and solutions
- 3 – Everyone identifies problems; leaders make decisions
- 5 – Everyone identifies and solves problems



# CQI Results – Teams

- 1 – Managers assign individual jobs
- 3 – Managers appoint teams for special projects
- 5 – Cross-functional teams are empowered to identify problems and take action





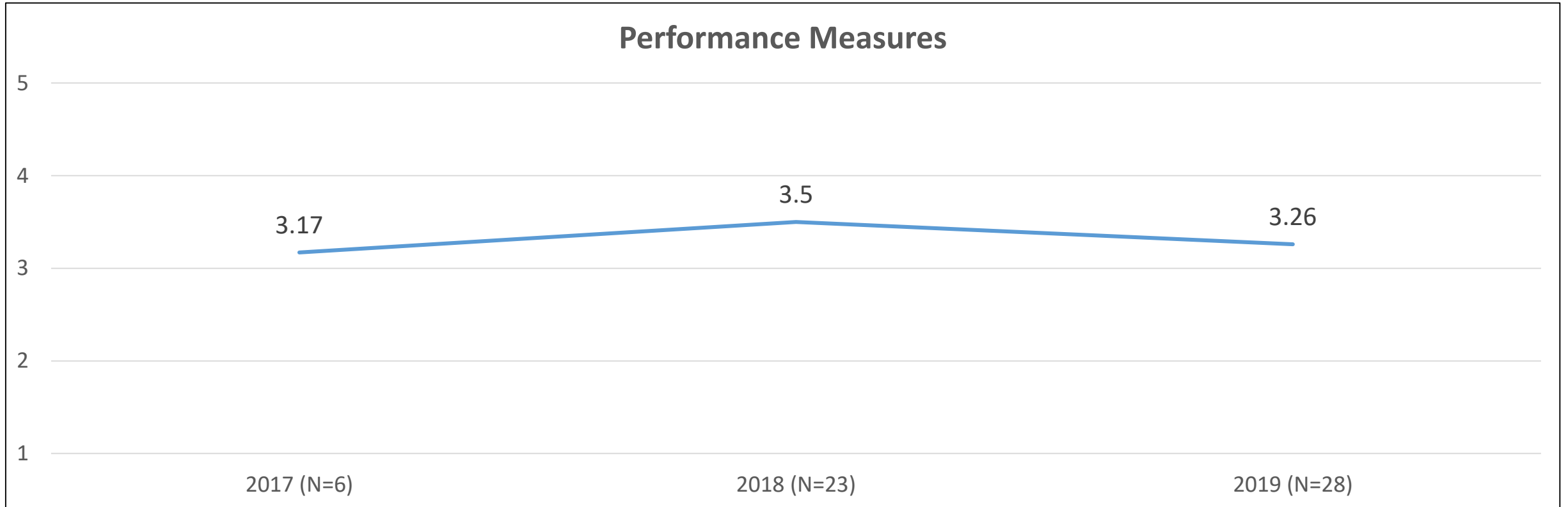
# CQI Results – Vision and Business Strategy

- 1 – Our Vision is known only by a few select leaders
- 3 – Our vision is communicated, but isn't well understood or supported
- 5 – Our people know how the agency is performing in relation to the vision



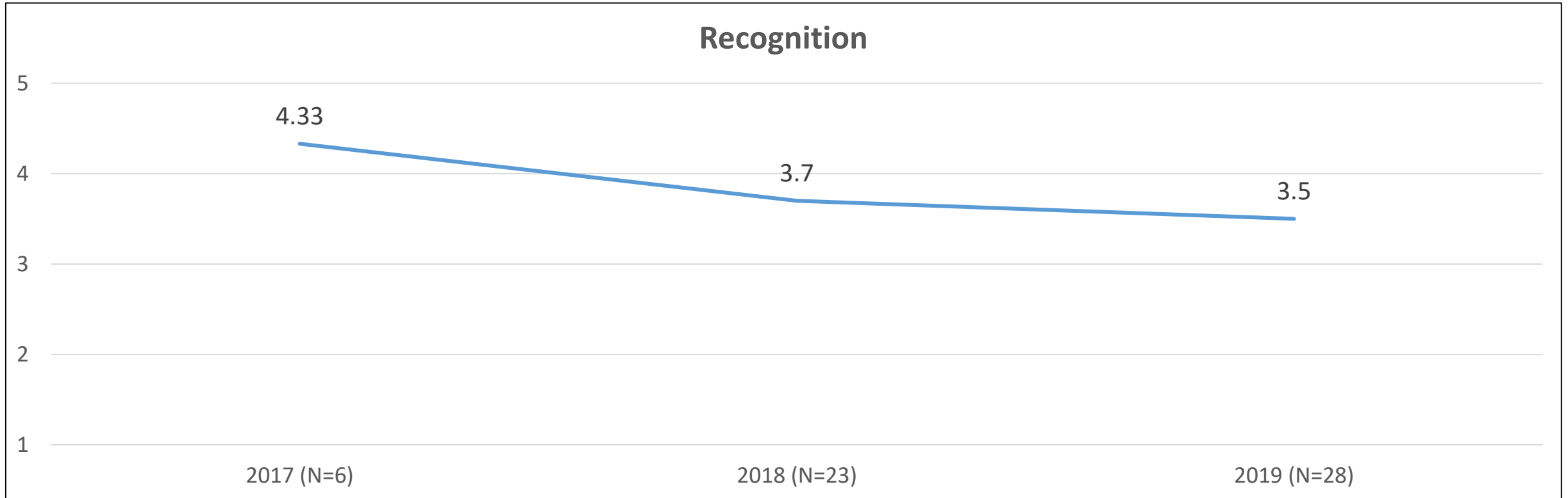
# CQI Results – Performance Measures

- 1 – We measure individual efficiency
- 3 – We measure individual performance and contributions to the agency
- 5 – We measure team accomplishments



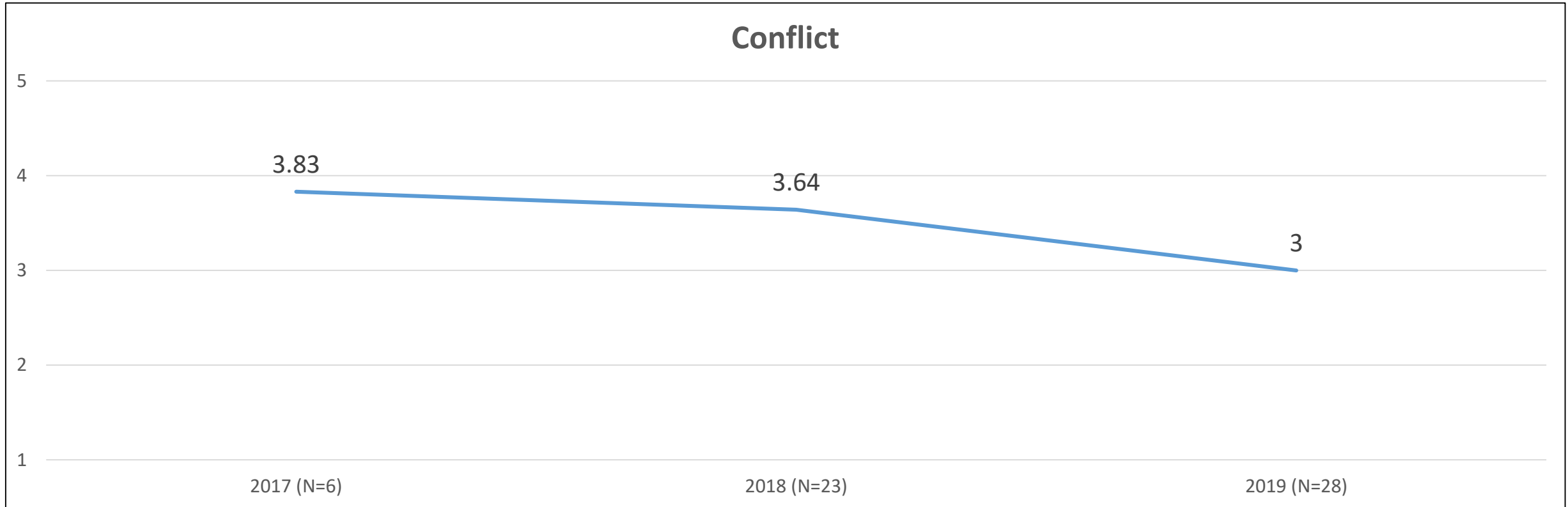
# CQI Results – Recognition

- 1 – Our people are paid for their work; that's enough recognition
- 3 – Our people are recognized for exceptional behaviors only
- 5 – Our people are recognized and praised freely at all levels



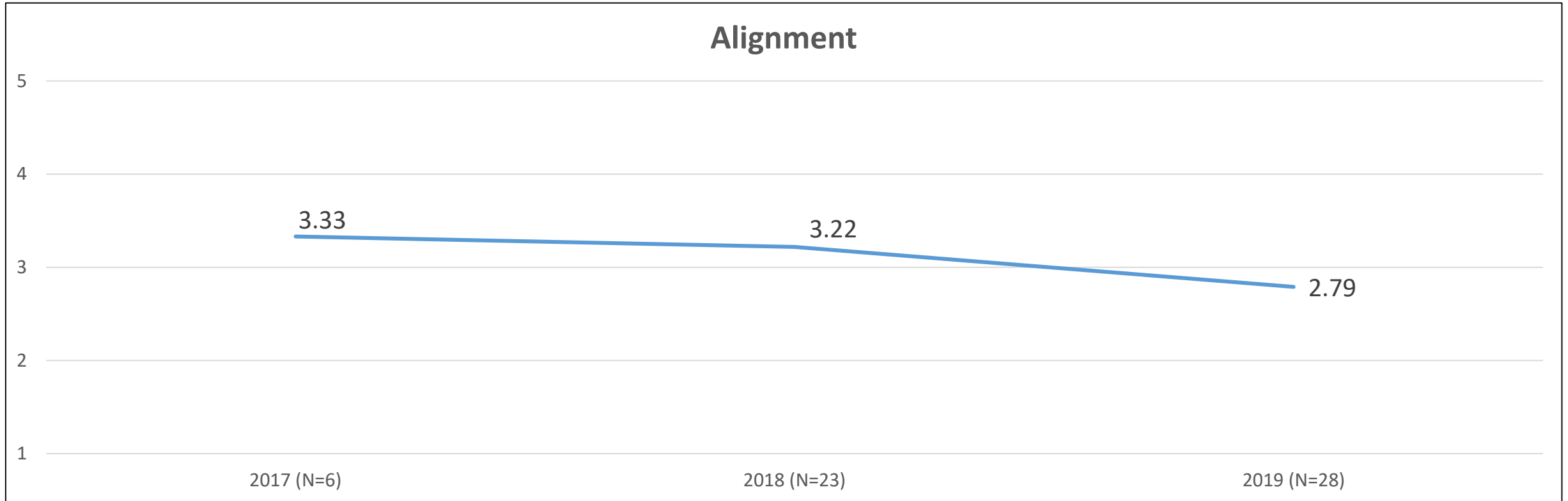
# CQI Results – Conflict

- 1 – We avoid or ignore conflict until it explodes
- 3 – We usually focus on blaming the person instead of correcting the process
- 5 – We see conflict as opportunity for improvement & use a process to resolve & prevent



# CQI Results – Alignment

- 1 – Each person and unit in our agency tries to succeed separately
- 3 – We function interdependently
- 5 – Everyone’s priorities and actions are consistent with agency goals



## CQI Results - Questions

- What can we do to improve on these cultural elements in the new year?

