

# Performance Improvement Monthly Meeting

May 19<sup>th</sup>, 2021



1. Wake-up Trivia
2. PI Updates
  - Changes in timing of Client Satisfaction Survey
  - 2021 PI Goals
3. Spotlight on a PI tool



# Trivia Questions!



## Question 1 of 5

Question: Which country consumes the most chocolate per capita?

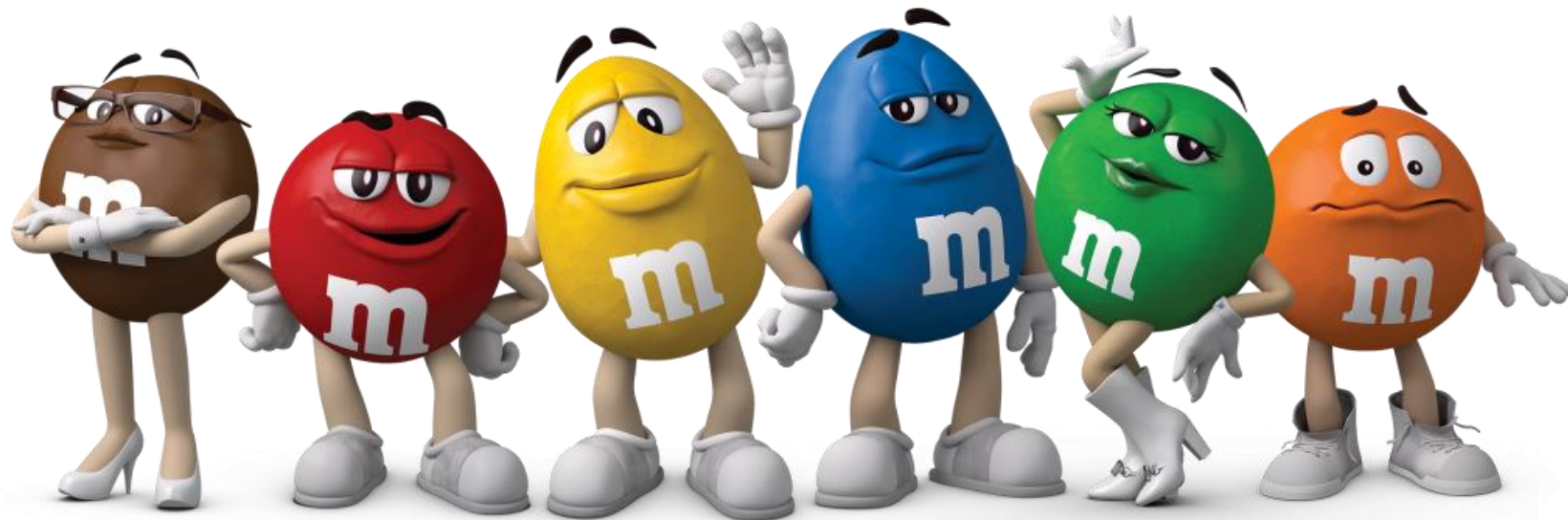
Answer: Switzerland



## Question 2 of 5

Question: What is the rarest M&M color?

Answer: Brown



## Question 3 of 5

Question: What is the loudest animal on Earth?

Answer: Sperm Whale



## Question 4 of 5

Question: What is the name of the professional ice hockey team based in Toronto, Canada?

Answer: Toronto Maple Leafs





## Question 5 of 5

Question: A group of ravens is known as?

Answer: An unkindness





# Client Experience Survey



# Client Experience Survey - Updates

- Changing from twice a year to once a year
- No longer in November – instead will be conducted in August
  - Allow for more time to incorporate results into 2022 PI Plan
  - Ability for faster turnaround time



# Project Updates



# Referrals Tracking

40% of referrals will be completed (specialist/radiology appointment completed and note scanned into EMR) within 3 months of referral initiation

Baseline Data: 7%

January Launch	Referral Tracking Committee	
	Champion	Mona Hadley
	HIT	Wynona China
	Members	Greg Myers Wanda Hopkins Max Romano Angela Robinson Lawanda Williams Adrienne Burgess Bromley Lisa Hoffman Tolu Thomas  <i>Eva Hendrix – consult</i> <i>Margaret Flanagan - consult</i>



## Since We Last Met...

- Developed “Client Referrals Instructions” in English + Spanish to give clients in real-time by CAAs
- Updated the electronic referral matrix
- Solidified workflow for CAA pilot

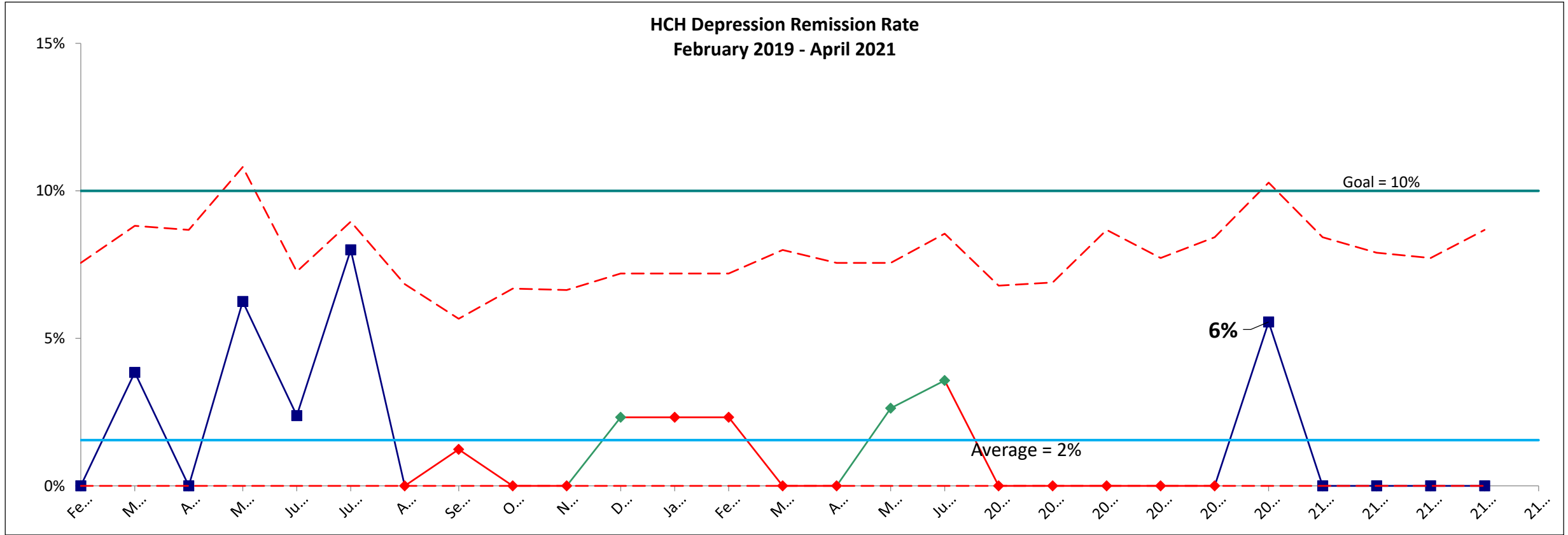


## Next Steps

- Conduct 4-week Pilot (Max Romano, Adrienne Trustman and Danielle Brodie → Danielle will utilize the matrix to process referrals ordered by Max and Adrienne at discharge for in-person client visits for 4 weeks (during the month of June)
  - Will also schedule f/u for clients requiring CM scheduling assistance
- HIT Identifying access privileges of CAAs → placing internal referrals



# Depression Remission



## Remission:

**10%** of adults diagnosed with major depression or dysthymia who scored positively on an initial PHQ9 (>9) will demonstrate remission *between 10-14 months*





## Since we last met...

- PI & HIT conducted a training with the BH team on the updated PHQ-9 form
- Set a timeline for the Supervision PDSA
- Continued to track repeat PHQ-9 screening data



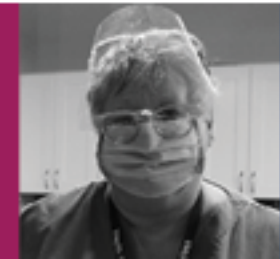
# Next Steps

## Change Idea:

- Supervision PDSA: Review treatment plans of clients with elevated PHQ-9 scores with BHTs during supervision

## Hypothesis:

- Improved communication between providers on treatment plans to provide better care
- Discussion of challenging cases may help providers update and change treatment plans
- Improved adherence to the PHQ-9 administration schedule



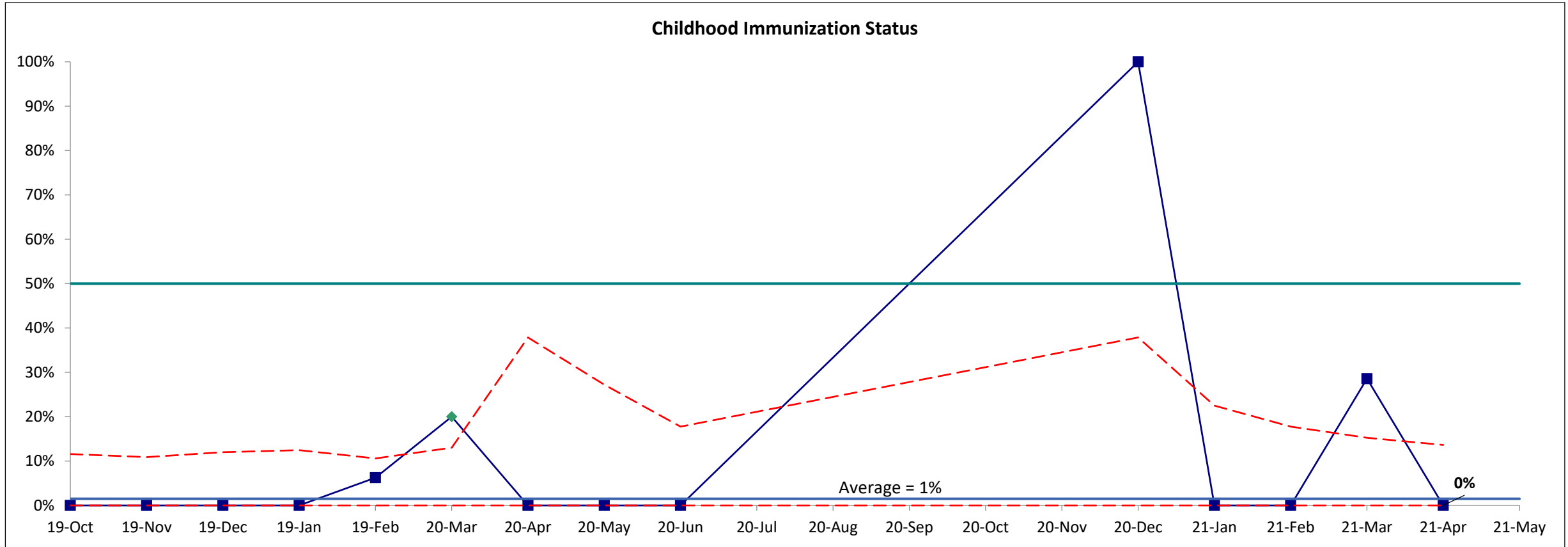
# Childhood Immunization

**Childhood immunization:** By December 31, 2021, 50% of children will have completed all the recommended vaccines by their second birthday.

Childhood Immunization	
Facilitator	Ziad/Tracy
Champion	Iris Leviner
HIT	Maia Gibbons
Members	Pam Ford
	Eva Hendrix
	Lilian Amaya
	CAA
	Peds RN
	<i>Family Providers - consult</i>



# Childhood Immunization



N = 9



## Next Steps

- Have a brainstorming session with the Peds team (including the Family Medicine providers) to identify additional barriers and change ideas
- Begin tracking clients <2 y.o. who are past-due for vaccines



# Diabetes

A. By December 2021, the proportion of clients across the Agency who have an A1C <9 or who are tested will increase to 87%.

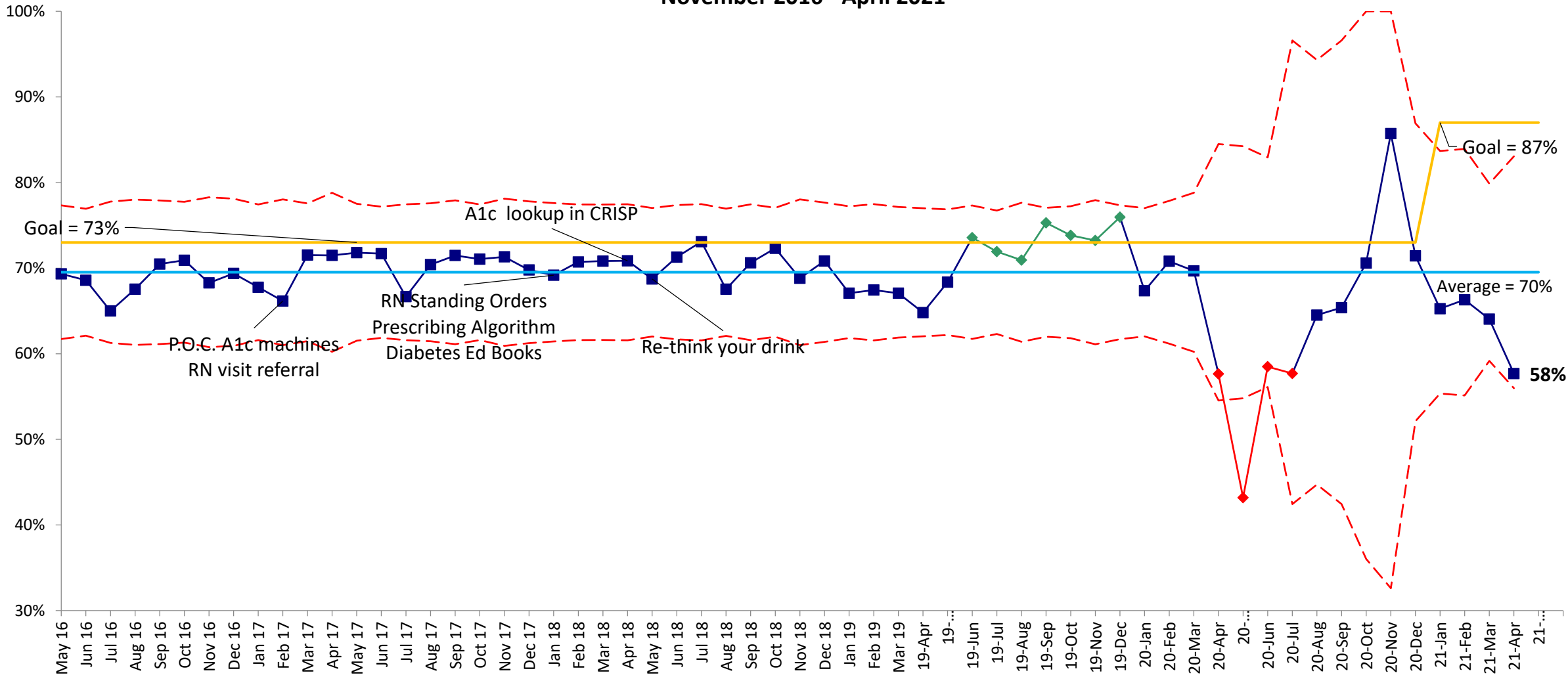
**Baseline Data:** 56%

B. Reduce disparities within racial and ethnic groups by **25%** for clients who have an A1C >9 or who were not tested compared to the agency average

Diabetes	
Facilitator	Tracy/Ziad
Champion	Laura Garcia (green team)
HIT	Maia Gibbons
February Launch	Members
	REI rep
	Julia Davis (green team)
	David Dexter
	Kelsey Nicks
Client Representative	
	<i>Lawanda Williams - consult</i>
	<i>421 nursing team - consult</i>

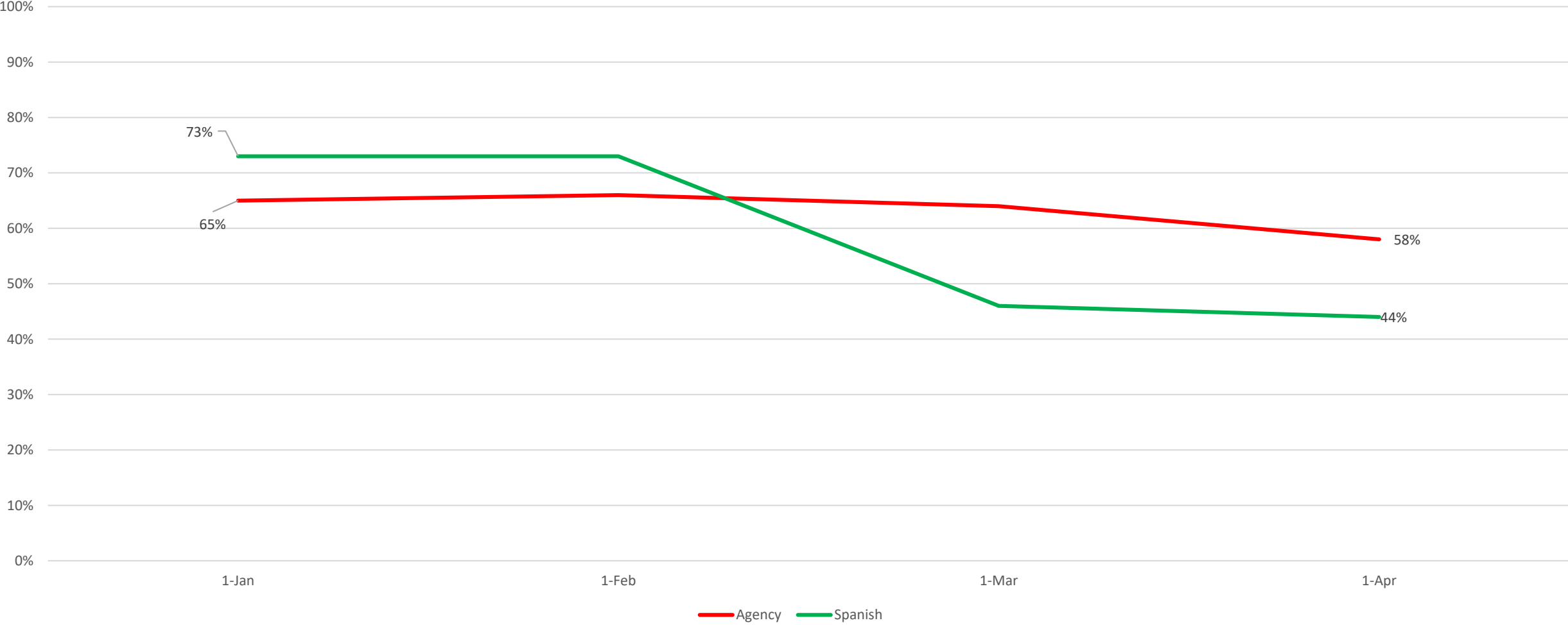


# HCH Diabetic Clients with A1c ≤9.0% November 2016 - April 2021





# Disparity of Controlled and Tested Diabetes Clients: Latinx and Agency Wide 2021



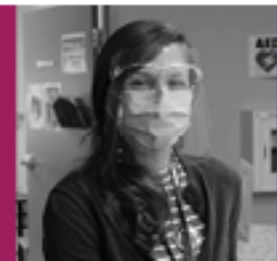
## Since We last met...

- Identified a health literacy tool – “REALM-SF”
  - PDSA testing TBD
- Finalized a PDSA plan: medical provider peer reviews of clients with diabetes to explore Diabetes treatment plans
- Continued to discuss RN standardized assessment/curriculum for DM education and management
- Care teams continued to discuss clients & CMAs/CHWs continued to make calls to clients who are past due for their A1c testing (monthly)



# Next Steps

- Debrief provider peer review
  - Lessons learned
  - Share best practices
- Obtain Client Feedback
  - RN Julia Davis to ask Latinx clients about their experiences on what is/isn't helpful to managing diabetes to inform our change ideas
- Nurse assessment/curriculum
  - Flesh out specifics of what this will look like
  - Begin compiling resources



# Social Determinants – Food Insecurity and Transportation Challenges

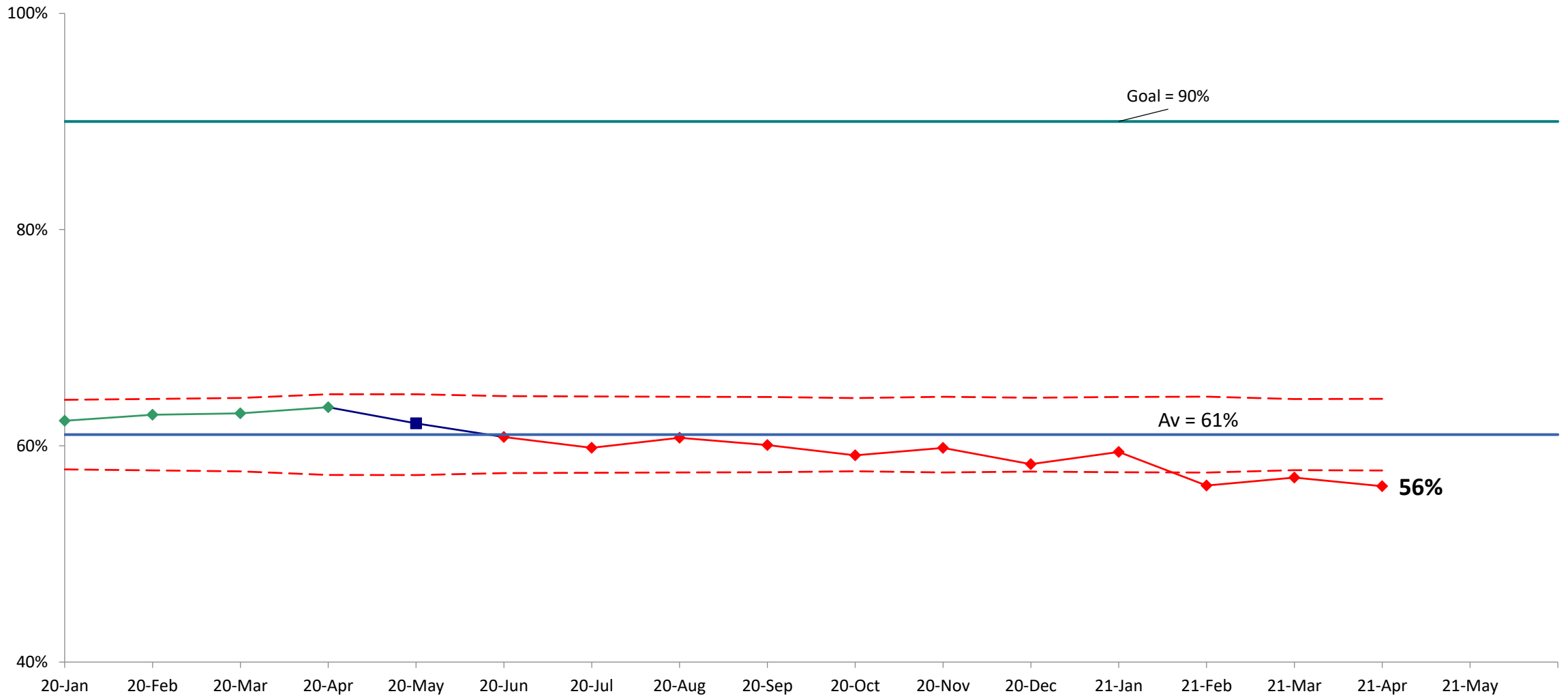
90% of clients who answer “yes” to food insecurity OR transportation challenges will be connected to a Case Manager or Community Health Worker

Baseline Data: 71% (2020 PI plan data)

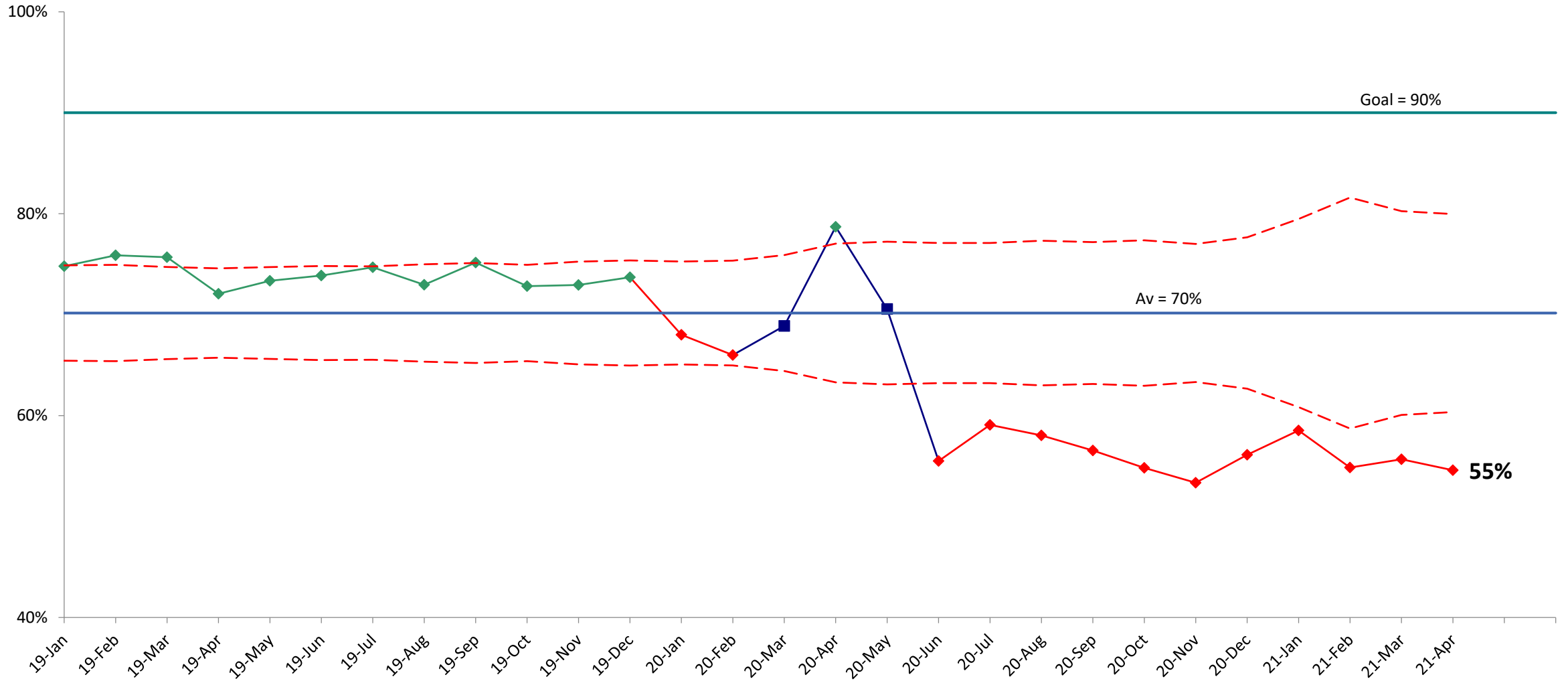
Food Insecurity and Transportation Committee	
Facilitator	Ziad/Tracy
Champion	Kim Carroll
HIT	Maia Gibbons
Members	Adrienne Burgess Bromley
	Kiana Johnson - consult
	Lawanda Williams
	LaVeda Bacetti
	<i>Tyler Gray - consult</i>
	<i>Meredith Johnston - consult</i>
	<i>Margaret Flannagan - consult</i>
	<i>Client Representative</i>
	<i>Lilian Amaya - consult</i>



# Percentage of clients identifying Transportation Challenges who are connected to Case Management



# Percentage of clients identifying food insecurity who are connected to Case Management



## Since we last met...

- The CAAs completed a PDSA x 1 day: during reminder calls for upcoming appointments, CAAs asked clients about transportation challenges and food insecurity





## Next Steps

- Encourage staff to ask the SDH questions
- Encourage staff to review SDH responses and refer to CM when assistance with food or transportation is needed
- Come up with new staff workflows + training around SDH questions (open to ideas!) + have EMR forms better support staff in new workflows



Questions?

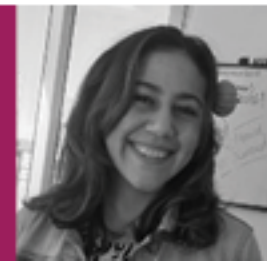


# Spotlight on PI Tool: Spaghetti Diagram



# Types of Waste: Lean Six Sigma

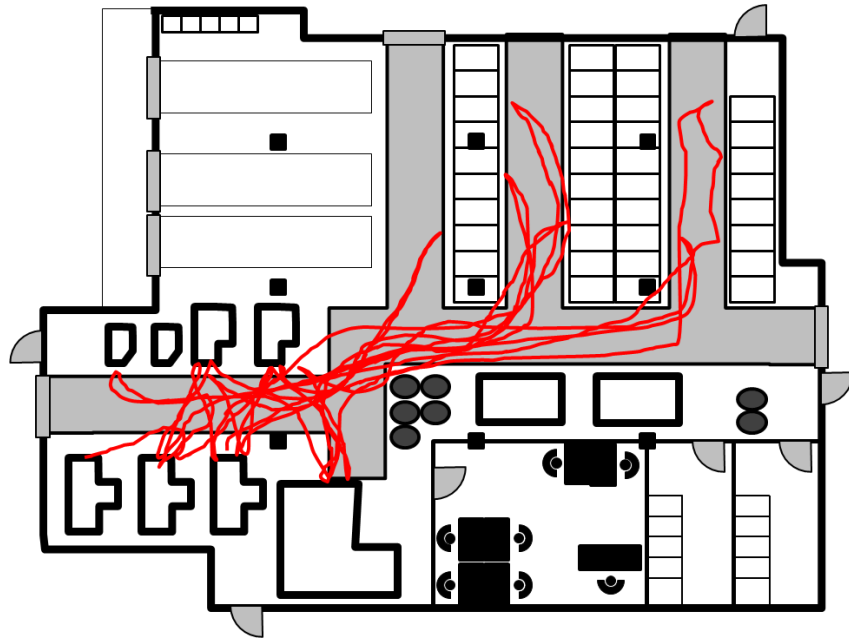
- Inventory
- Motion – Reduce motion & energy required to move from point to point during a workflow process
- Over-Processing
- Overproduction
- Waiting
- Transport
- Defects



# Spaghetti Diagram

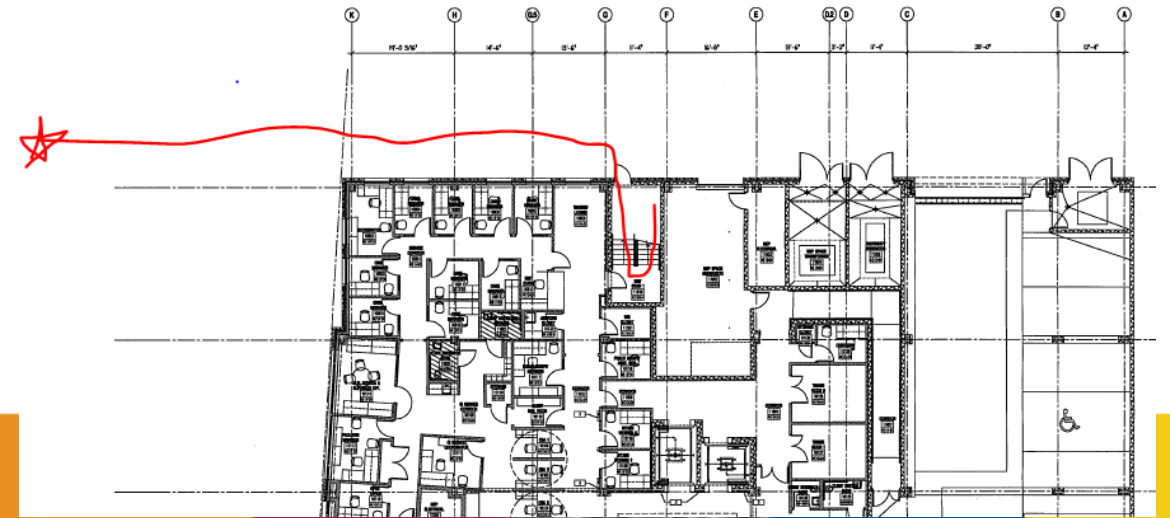
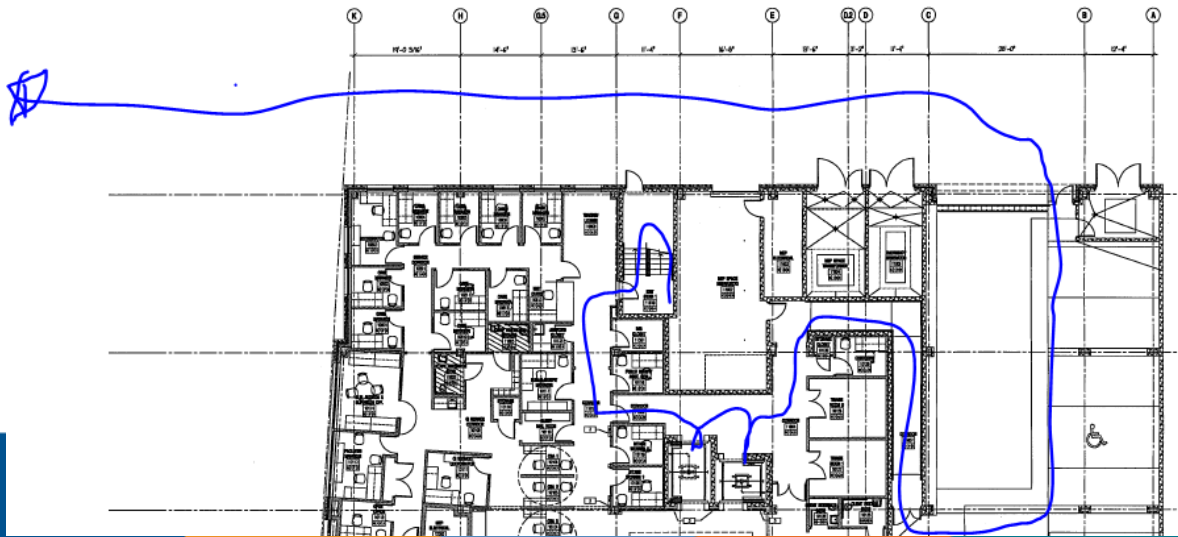
[5-minute video](#)

<https://www.youtube.com/watch?v=ol3i-GiWAM0>



# Other Examples

1. Reducing the waste of motion in your personal space @ home/work
2. Reducing the waste of motion @ HCH: Fobbing the back door, workflows around administering COVID vaccines
3. We'd love to hear about any changes you make in reducing waste through motion that you make over this next month!



**Questions/Comments?**

**PI Tools/resources you'd like to see in the future?**



**HEALTH  
CARE** for  
the  
**HOMELESS**