Performance Improvement Committee

November 18, 2020

HEALTH CARE for the HOMELESS

November PI Committee Agenda

Monthly Dashboard

- Medication Errors
- Food Insecurity
- Depression Remission
- Phone Access
- Flu Update

PI Discussion

- 2021 PI Plan

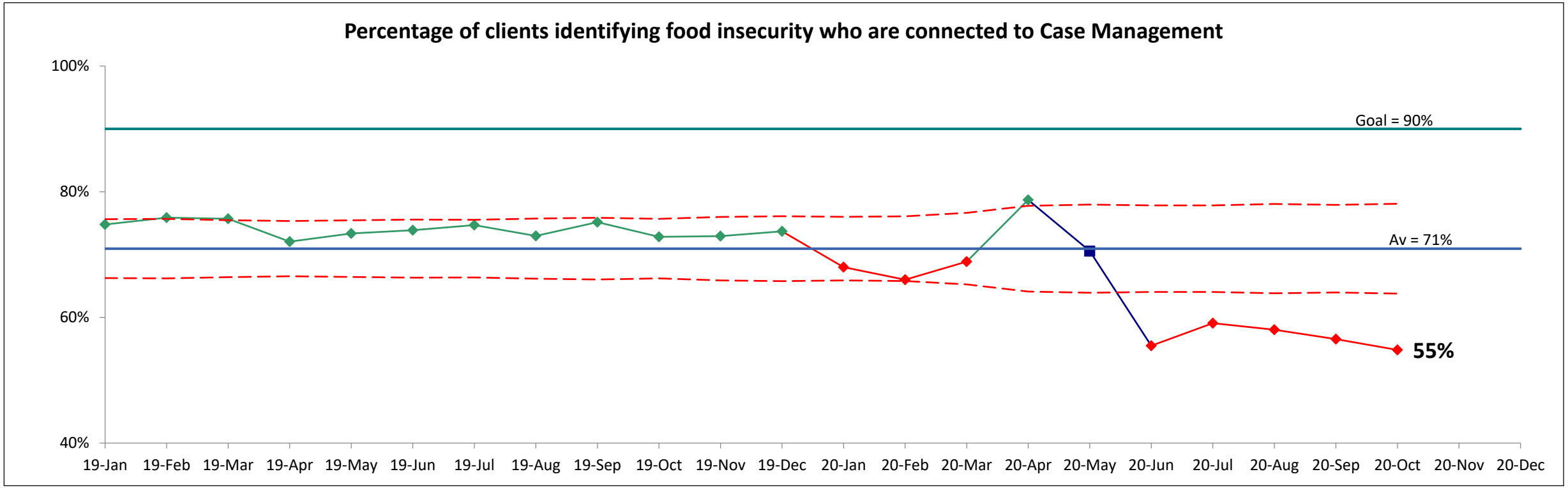
Population Health Updates

- Cancer Screenings
- Diabetes
- DMEs

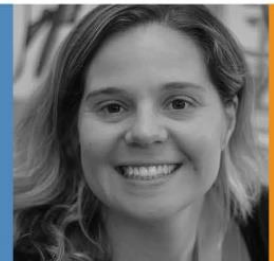
Monthly PI Dashboard

Food Insecurity

Food Security Goal: By December 2020, 90% of clients who identify as having food insecurity on the PREPARE tool will be connected to Case Management*

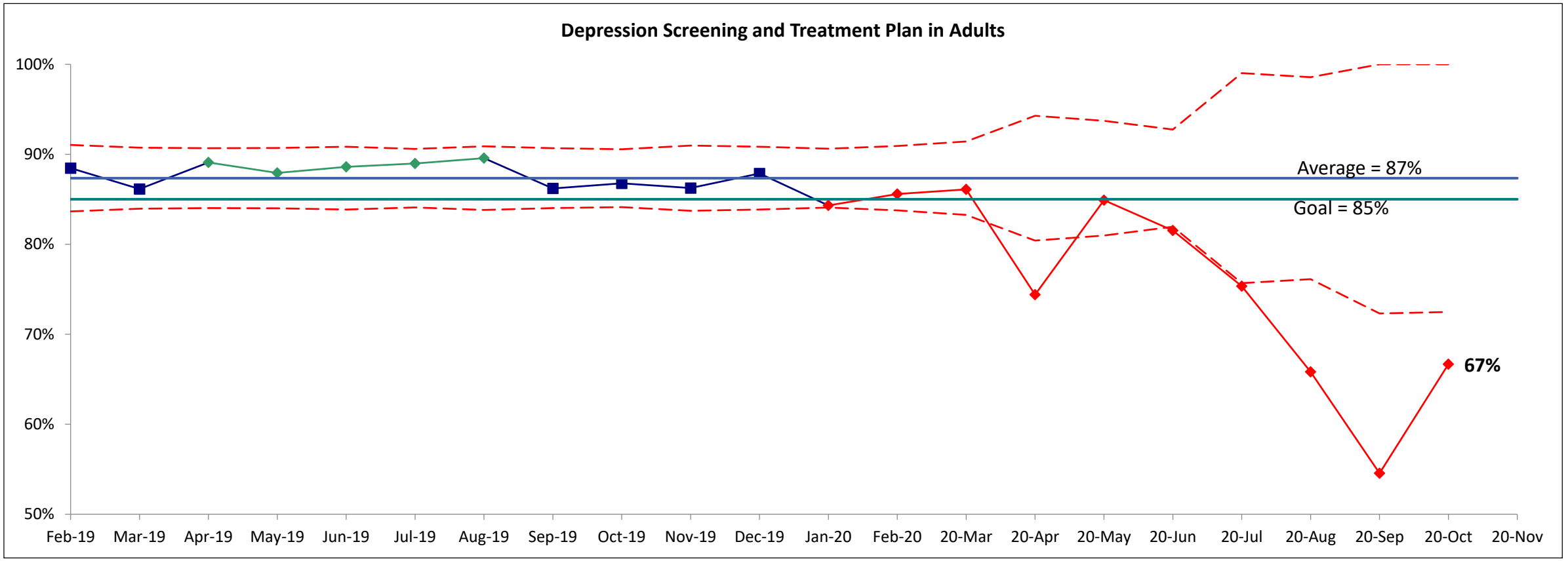


*Includes Community Health Workers



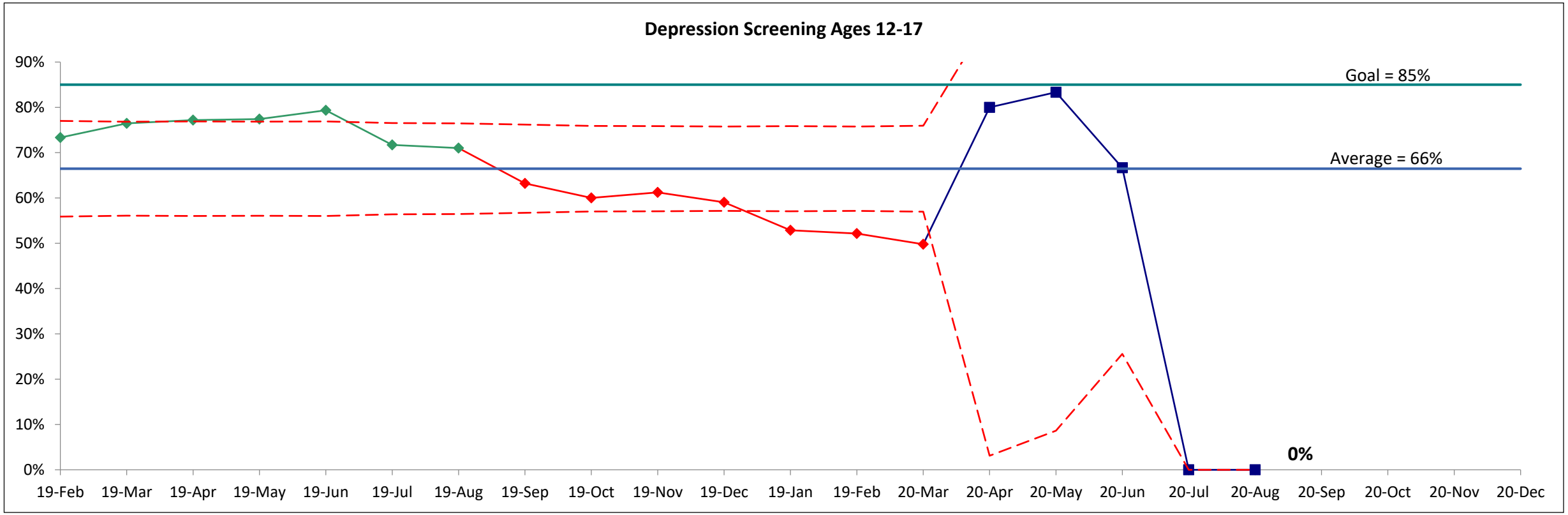
Depression Screening and Treatment - Adults

Depression Screening Goal: By August 2020, 85% of clients over 18 years of age will be screened for depression using a validated tool.

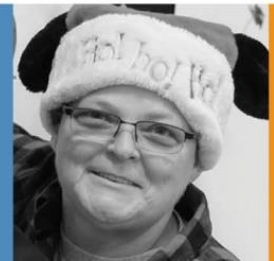


Depression Screening and Remission - Adolescents

Depression Screening Goal: By August 2020, 85% of clients ages 12-17 will be screened for depression using a validated tool.

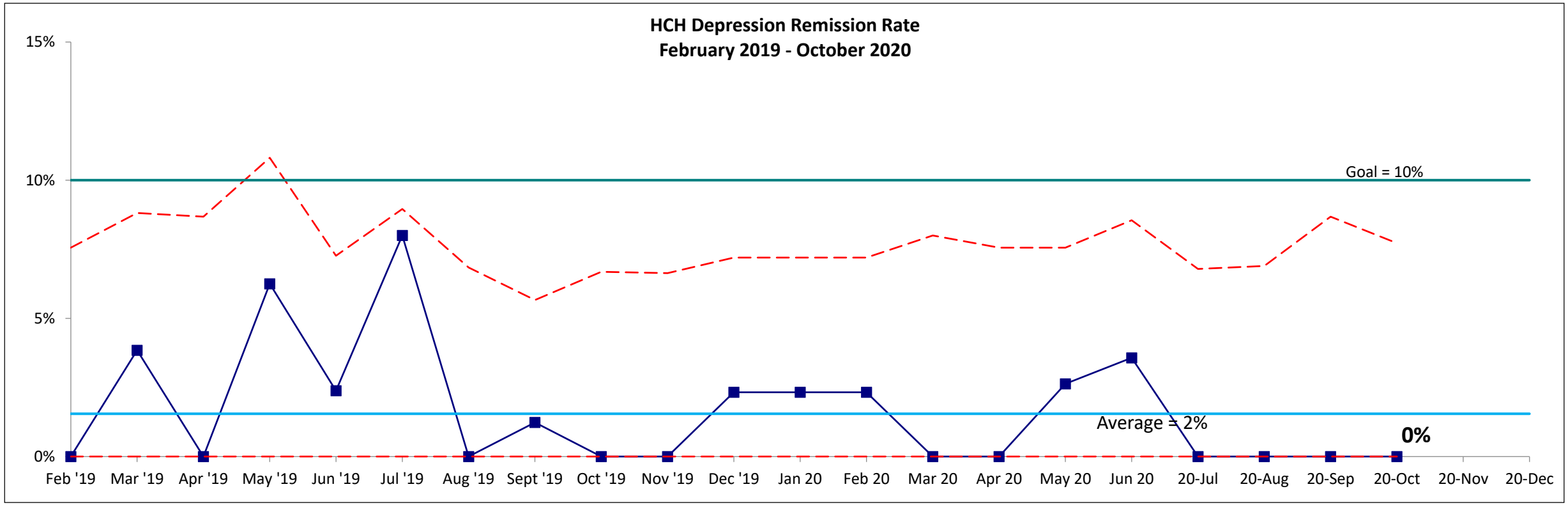


Note: The denominator for September and October is 0.



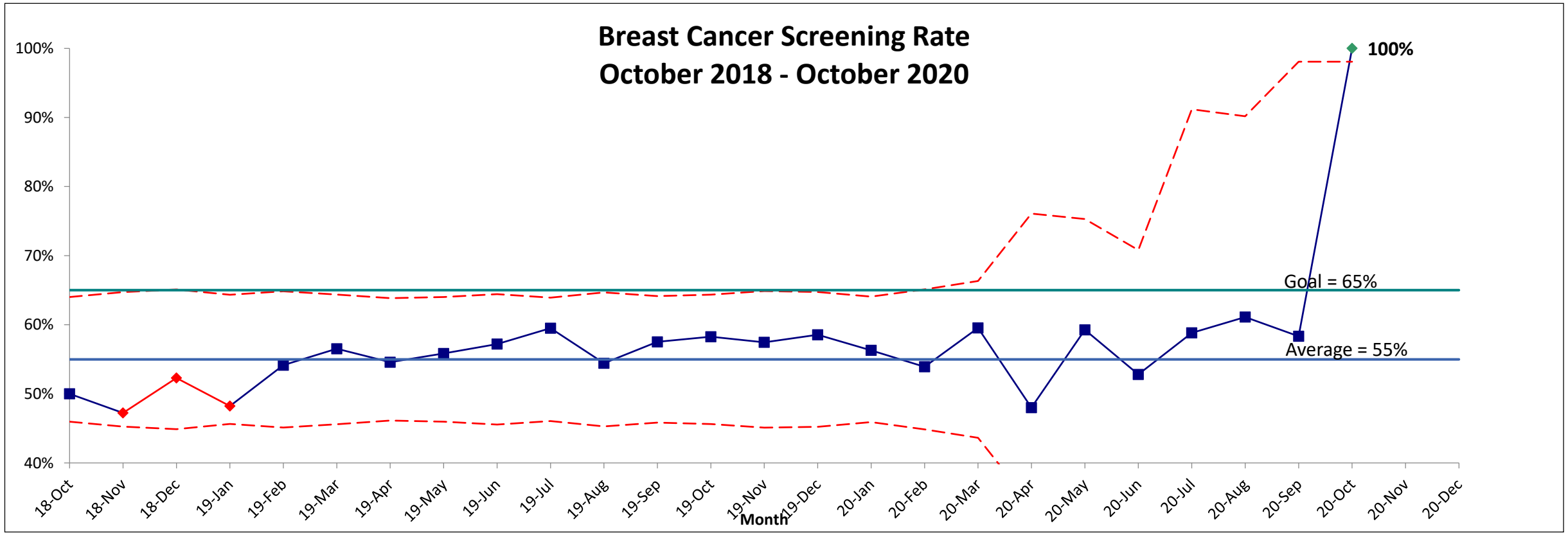
Depression Remission

Depression Treatment Goal: By December 2020, 10% of adults diagnosed with major depression or dysthymia who scored positively on an initial PHQ-9 (>9) will demonstrate remission at 6 months (PHQ <5)



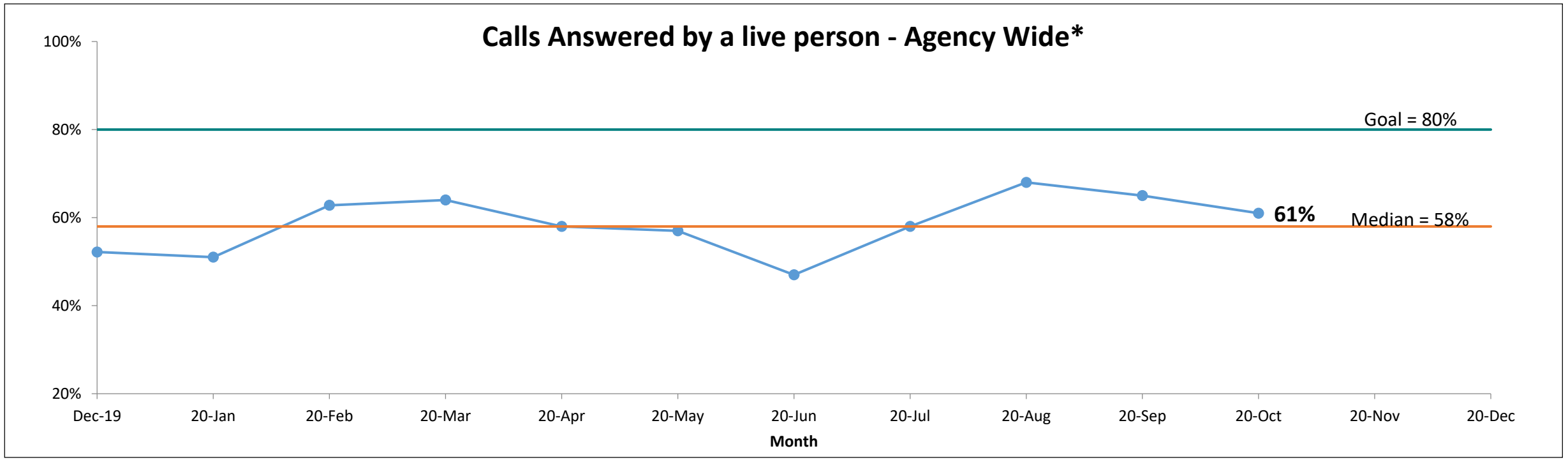
Breast Cancer Screening

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



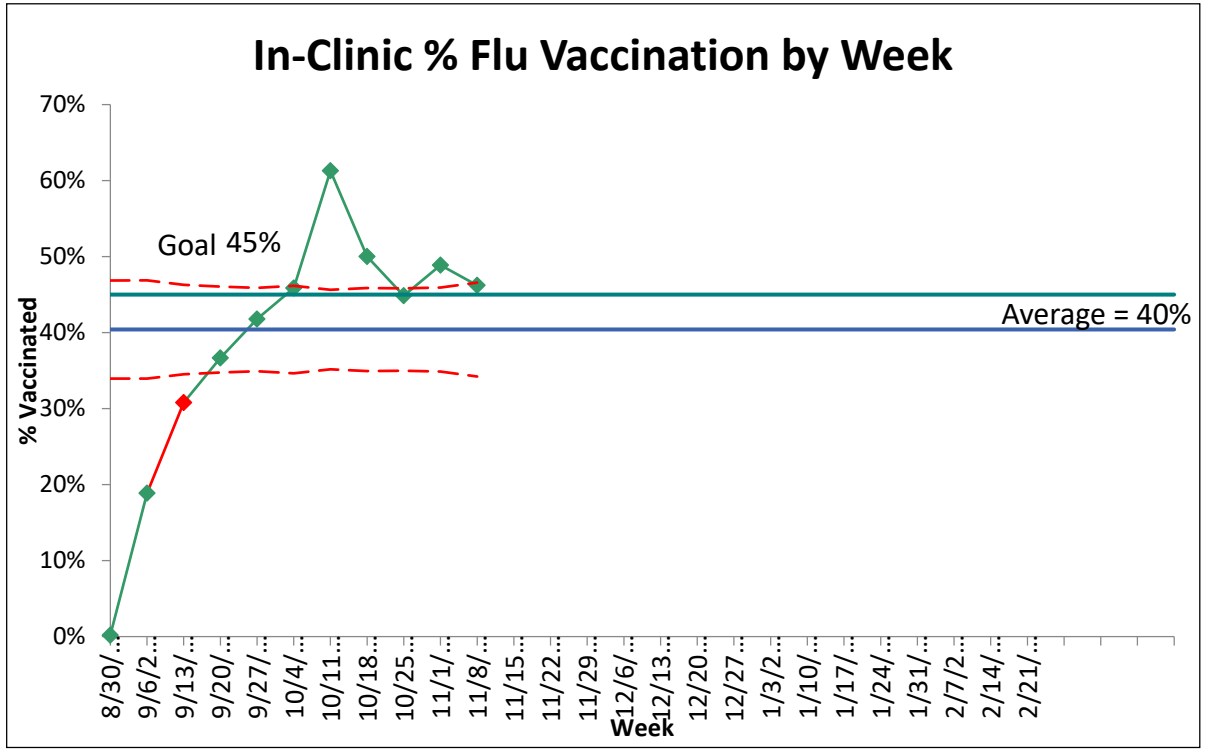
Phone System Access

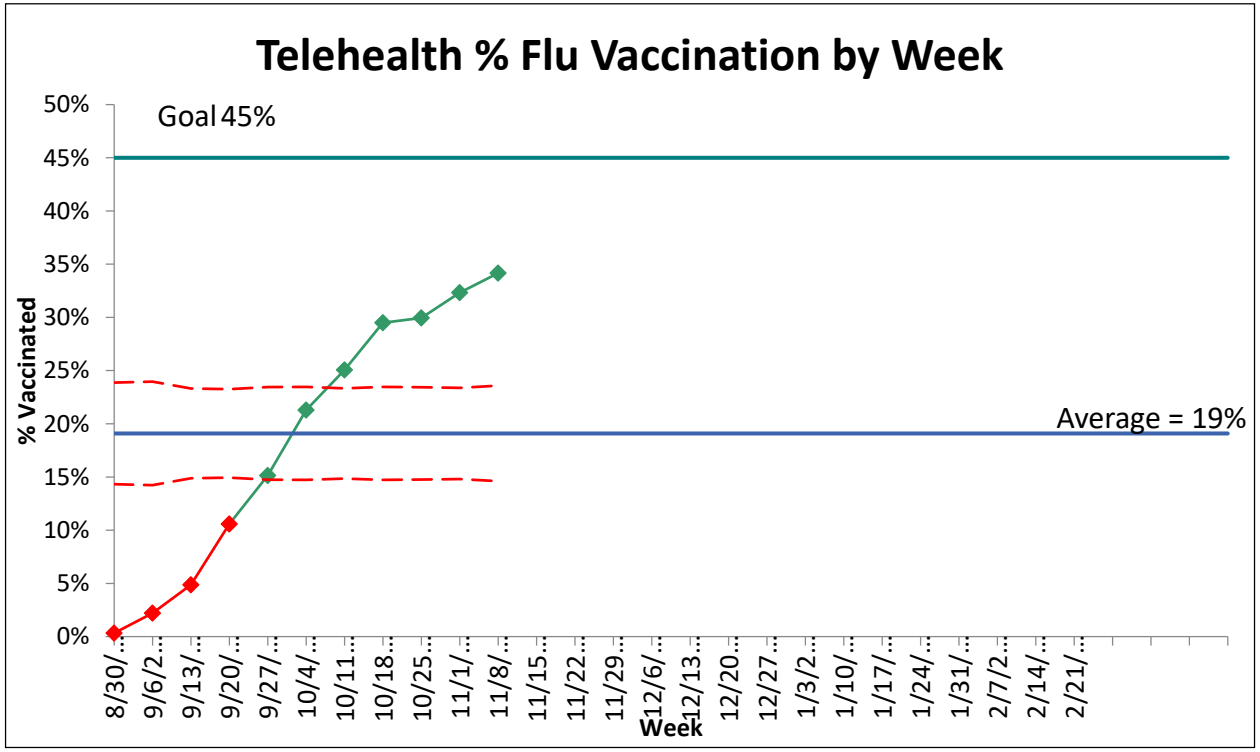
Client Phone Access Goals: By December 2020, 80% of calls will be answered by a human and 80% of voicemails will be returned within 1 business day.



Data includes Scheduling line, Medical Records, Referrals, Medical Triage line, West Baltimore Main*, Baltimore County Main*, & Fallsway Front Desk. Data excludes weekends

Flu Vaccine Rates*

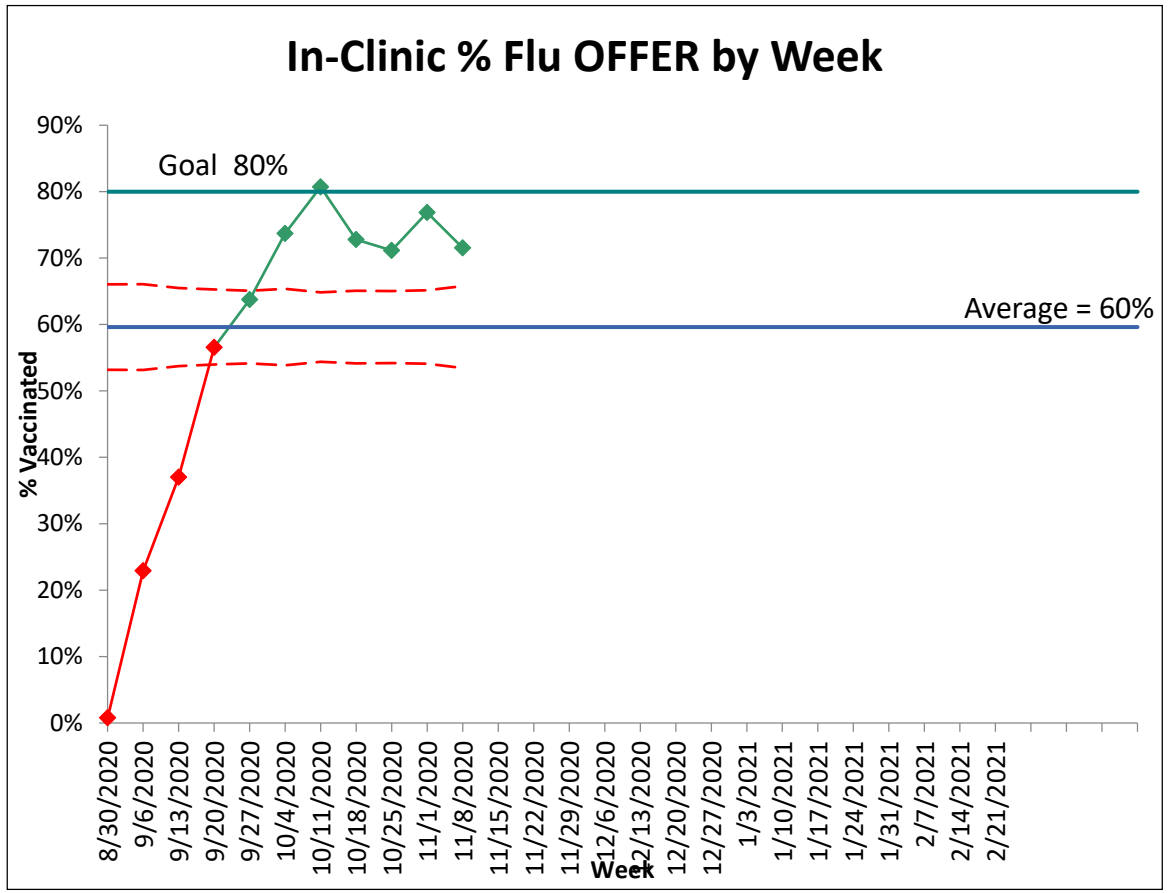


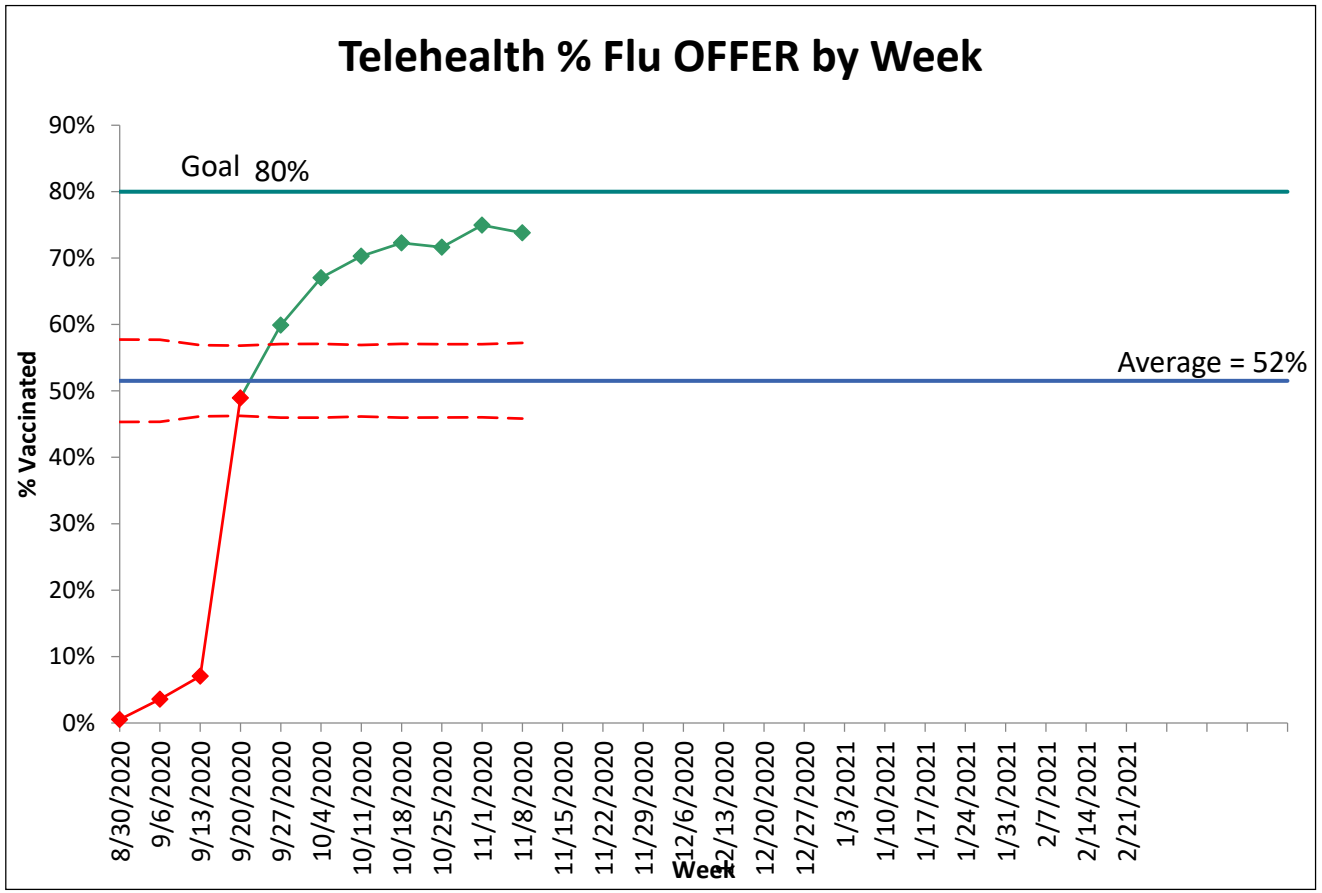


*Includes anyone seen during a particular week who was vaccinated this flu season (in-house or outside)

Flu Vaccine Offer Rates*

*Anyone offered the flu vaccine at all this flu season (could be counted in both in-clinic and telehealth if the client had both appointment types)





Flu Vaccines Administered by Week

- The most vaccines were administered/documented the week of the coat drive!
- Total of 4,448 vaccines administered total this flu season thus far!

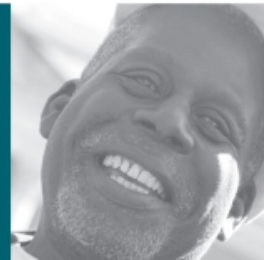
Week	# of Vaccines Administered
8/30/2020	3
9/6/2020	111
9/13/2020	231
9/20/2020	334
9/27/2020	413
10/4/2020	455
10/11/2020	680
10/18/2020	577
10/25/2020	552
11/1/2020	593
11/8/2020	499

Discussion

2021 PI Plan: Behavioral Health Goals

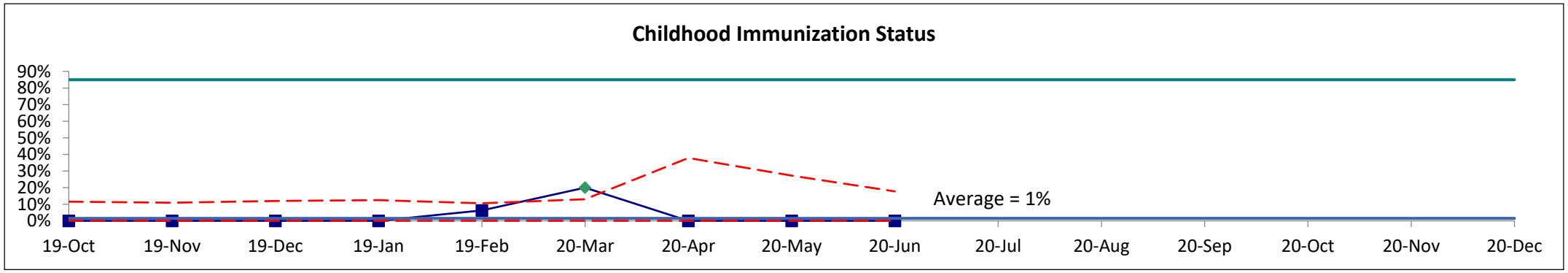
Depression Remission: By December 2021, 10% of adults diagnosed with major depression or dysthymia who scored positively on an initial PHQ9 (>9) will demonstrate remission between 5-7 months (PHQ <5)

a. **Follow-up Screening:** By December 2021, 2021, 85% of clients who score >9 on a PHQ9 will receive a follow-up screening within 5-7 months.
b. **Remission:** By December 2021**,** 10% of adults diagnosed with major depression or dysthymia who scored positively on an initial PHQ9 (>9) will demonstrate remission between 5-7 months (PHQ <5)



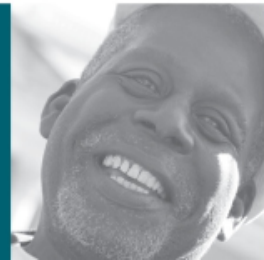
2021 PI Plan: Population Health & SDOH Goals

Childhood immunization: By December 2021, 50% of children 2 years of age will have recommended vaccines by their second birthday.



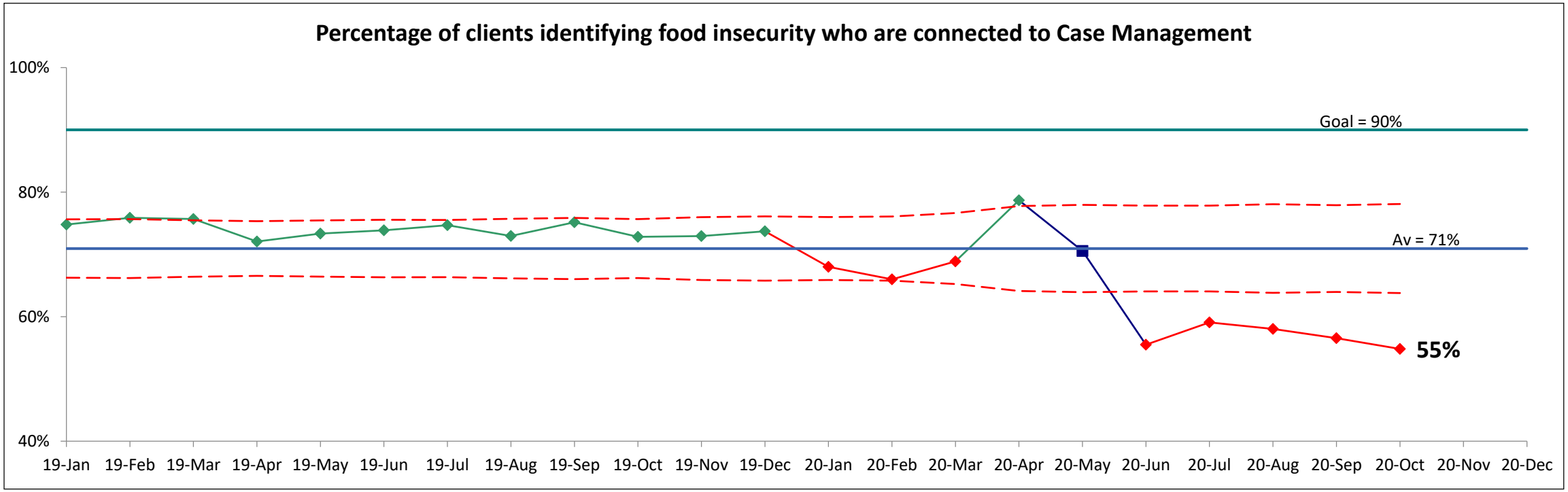
Chronic Disease/Diabetes: By December 2021, reduce disparities within racial and ethnic groups by 25% for clients with an A1C >9 or who were not tested in the measurement period compared to the Agency average.

a. By December 2021, reduce the number of clients across the Agency who have an A1C >9 or who were not tested to 25%
b. By December 2021, 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



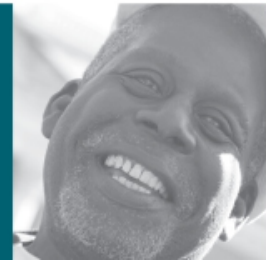
2021 PI Plan: Population Health & SDOH Goals

Social Determinants: By December 2021, 90% of clients who answer yes to experiencing food insecurity **OR** transportation challenges on the PRAPARE tool will be connected to Case Management or Community Health Workers.



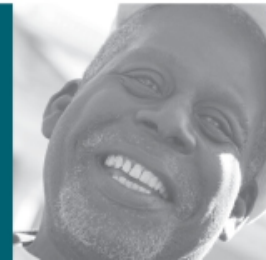
2021 PI Plan: Patient Safety and Quality Goal

Referral Tracking: By December 2021, 40% of referrals will be completed within 3 months of referral initiation.



2021 PI Plan: Clinical Operations Goal

Phone Access: By December 2021, the Agency will reduce disparities across departments and for clients with limited English proficiency to achieve an answer rate of 85%.



Population Health Updates

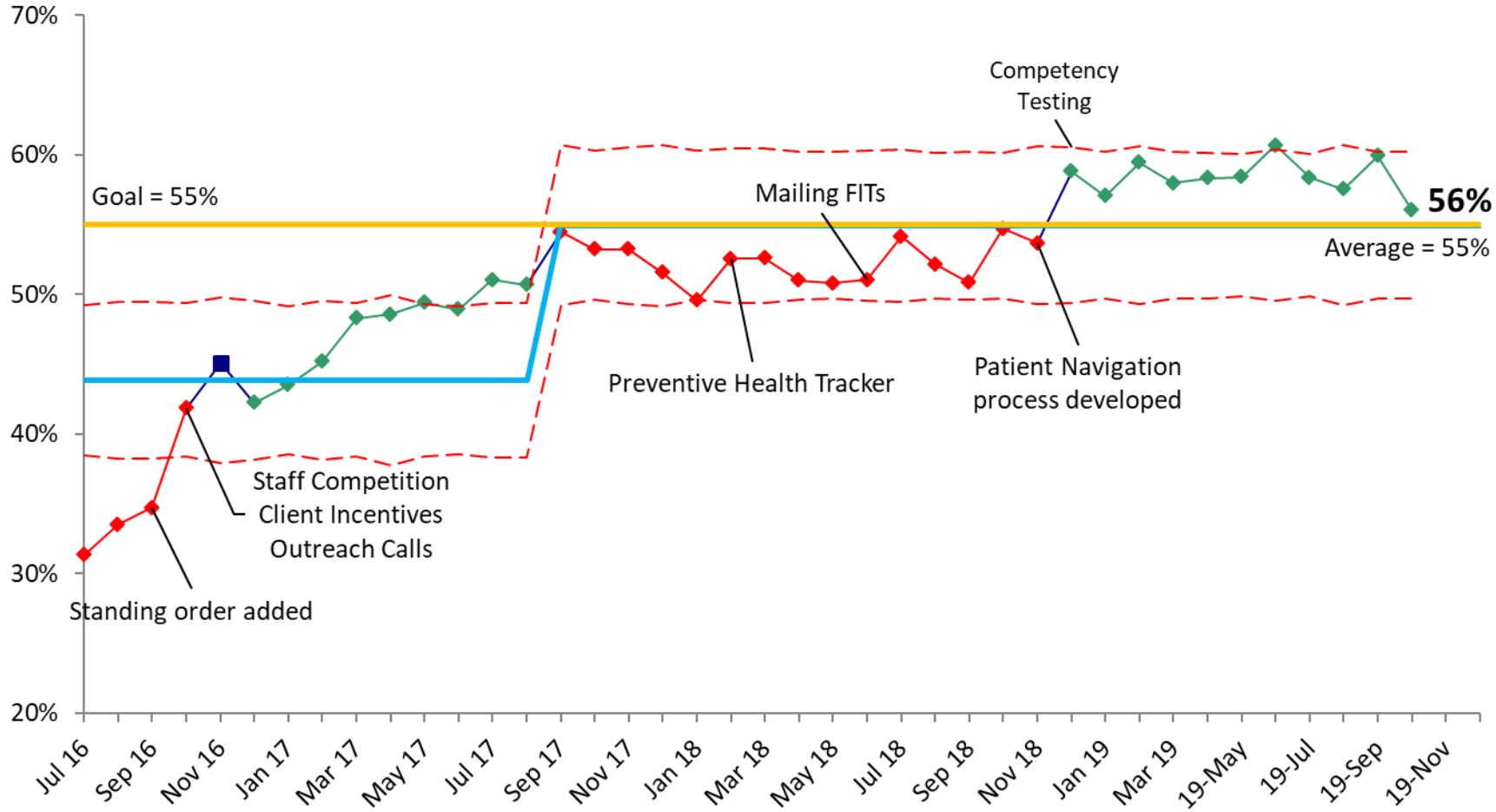
November 2020

Cancer screenings

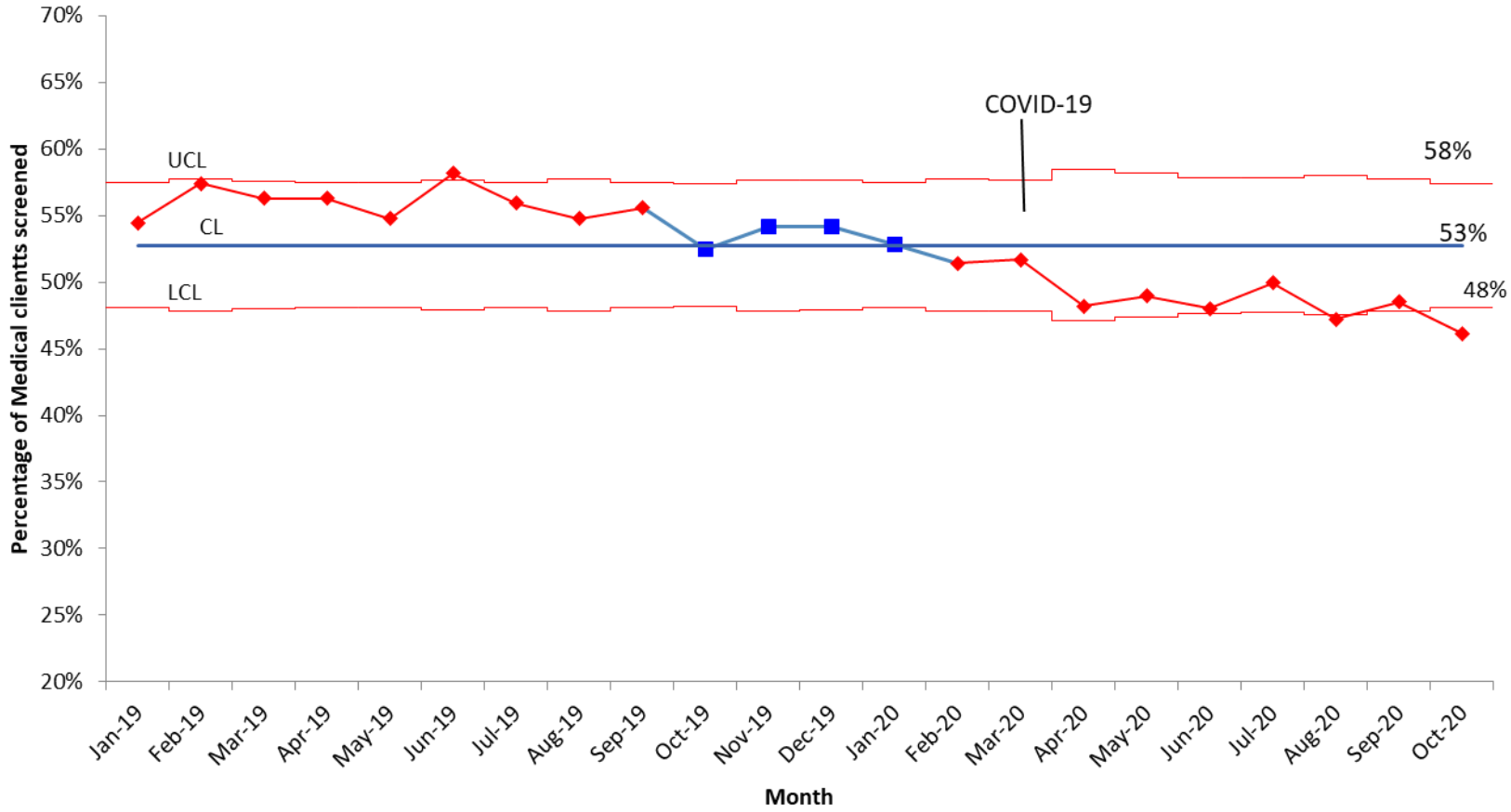
Diabetes

DME

HCH Colorectal Cancer Screening Rate
July 2016 - October 2019



HCH Colorectal Cancer Screening Rates
January 2019 - October 2020



FIT mailings!

- The best test is the one that gets done!

Diabetes

- CMAs have re-started A1C Calls to clients past due
- Steel Team continuing to pilot discussion of clients with uncontrolled diabetes
  - Initially started out discussing clients out of care – not effective use of care team time since discussion centered around CHW work
  - Now discussing clients engaged in care – difficult due to lack of team alignment
  - Other ideas to promote good care team discussion and better client care?

Food insecurity

- Large food donation from Calvert Hall College Campus Ministries yesterday!
- Workgroup to come up with a proposal for in-house food pantry
- Space group figuring out if we have space for things like food storage
- We have funds from a donor that could be used to stock a food pantry

Durable Medical Equipment (DME)

- Pilot with home BP cuffs and scales went well!
- Criteria for client engagement with medical team members was achieved
- Given out all 25 BP cuffs and most of scales
- Placing a bulk order of more supplies soon