

# Performance Improvement Committee

October 16<sup>th</sup>, 2019



# October Agenda

## PI Dashboard

### Project Updates:

- Missed Appointments
- Child Weight Screening and Counseling
- Flu Vaccine Campaign
- Provider Communication

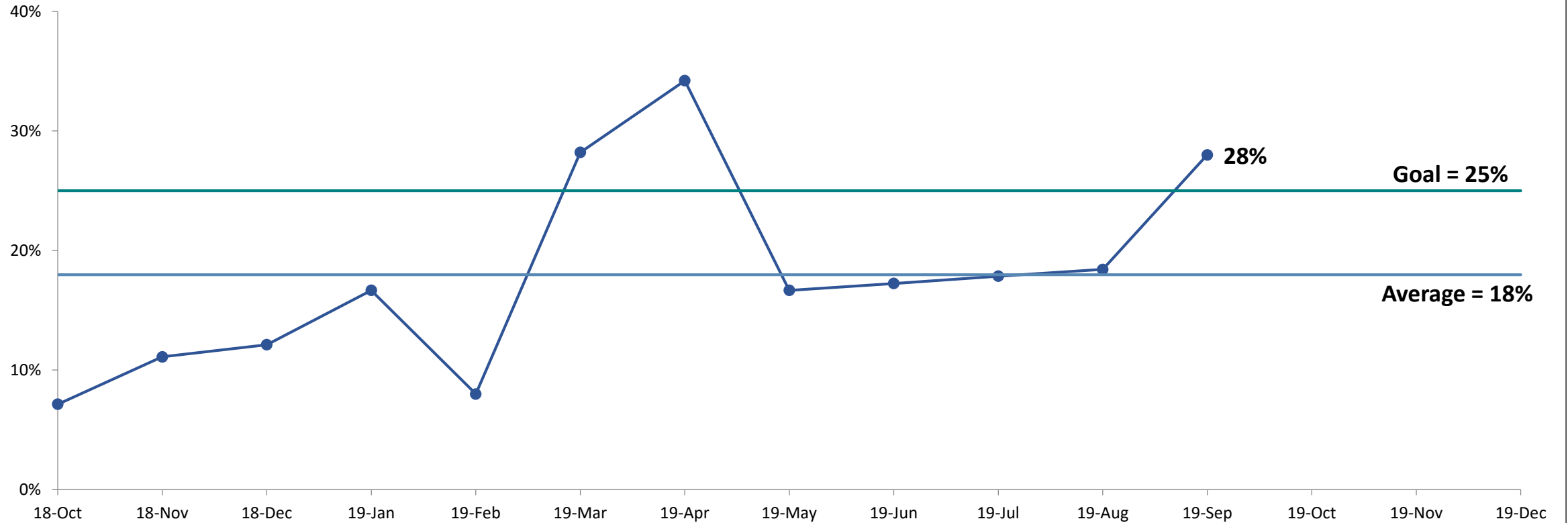
### Discussion:

- 5 Whys – Getting to the Root Cause

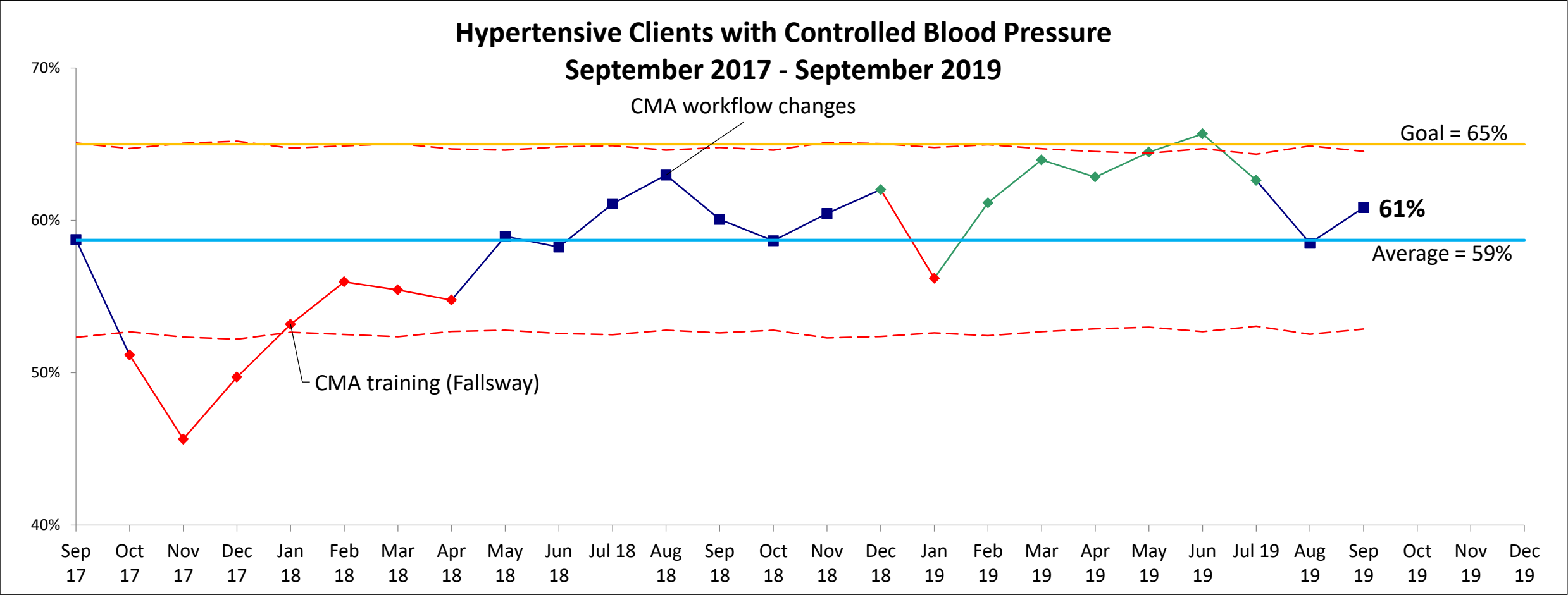


# PI Dashboard: Incident Reporting

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



# PI Dashboard: Blood Pressure Control for Clients with Hypertension

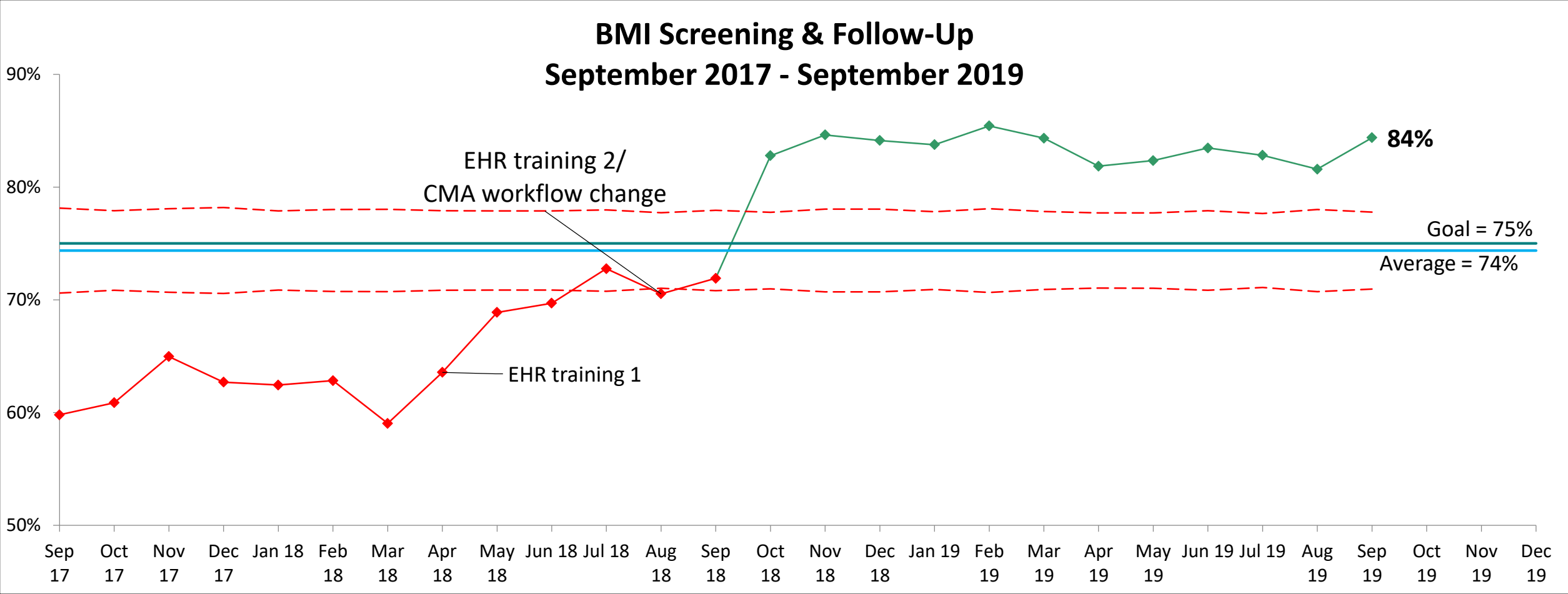


Trailing year: 58%



# PI Dashboard: Adult Weight Screening & Follow-up

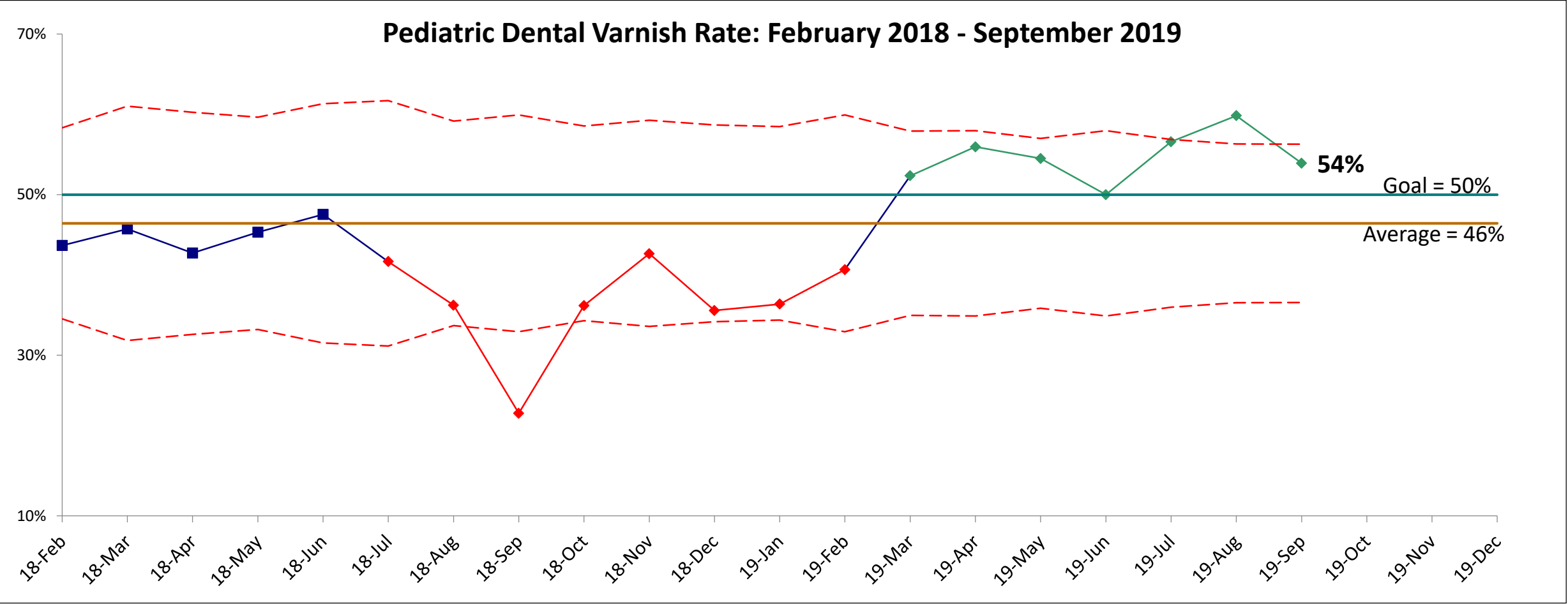
## BMI Screening & Follow-Up September 2017 - September 2019



Trailing year: 77%



# PI Dashboard: Pediatric Dental Varnish



Trailing Year: 34%

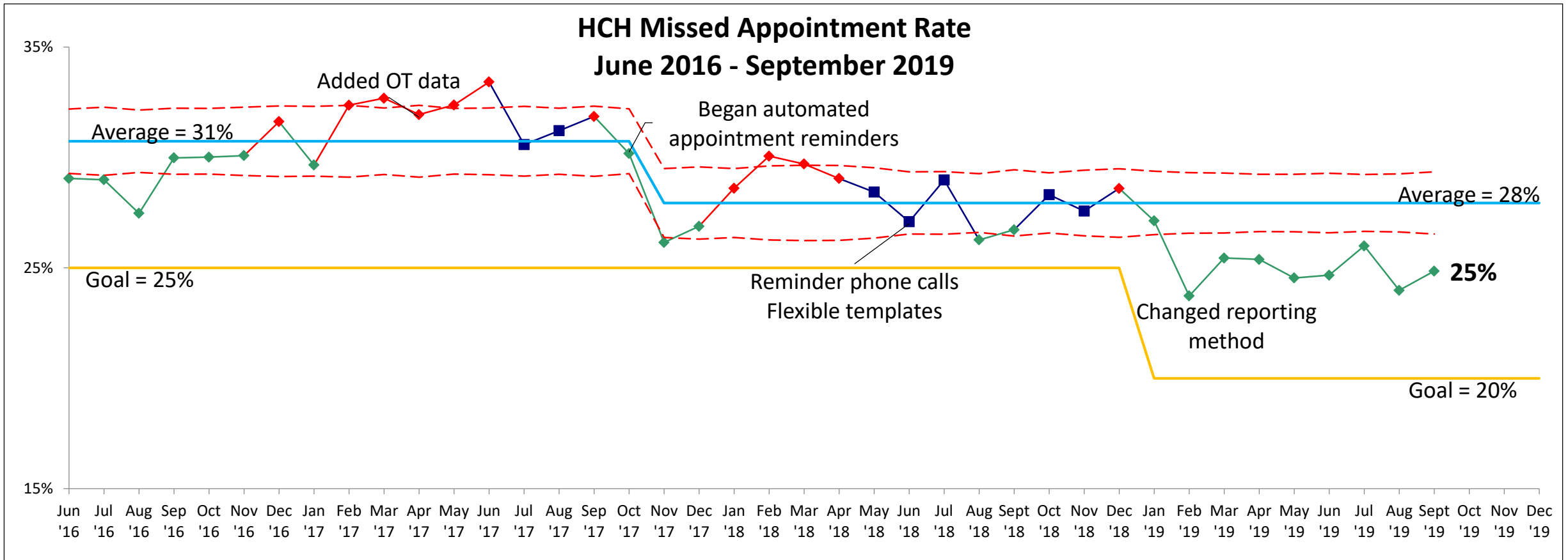


# Project Updates



# Missed Appointment Reduction

**Goal:** By December 2019, the organization will have a missed appointment rate at or below **20%**



**Subcommittee Members: Aisha Darby, Laura Garcia, Stephanie Ference, Kim Carroll, MaryAnn Rico, Meredith Johnston**



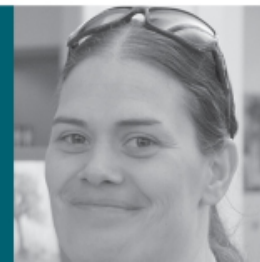
## Since we last met...

- Subcommittee has:
  - Tested the utilization needs of “Provider short term follow up” appointment types
  - Shifted our focus to supporting the new scheduling template in November



# Assessing the needs of “Provider Short Term follow-up” slots

- **A test conducted to determine the appropriate number of slots needed for providers to follow-up with clients**
  - Medical Staff tracked their expected need for a follow-up with clients for 1 week
  - Follow-ups were counted as either in two weeks or one month
  - Also tested Kristin’s walk-in follow-up need
- **Evaluative Measures:** How many of the clients seen during the test period needed a follow-up appointment in either two weeks or one month?



# Assessing the needs of “Provider Short Term follow-up” slots

All Medical Providers	Clients who need a follow-up	Total Clients Seen	Follow-up slot need
A.M. Sessions	17	125	14%
P.M. Sessions	13	78	17%
Total	30	203	15%

Kristin McCurnin	Clients who need a follow-up	Total Clients Seen	Follow-up slot need
Total	6	54	11%

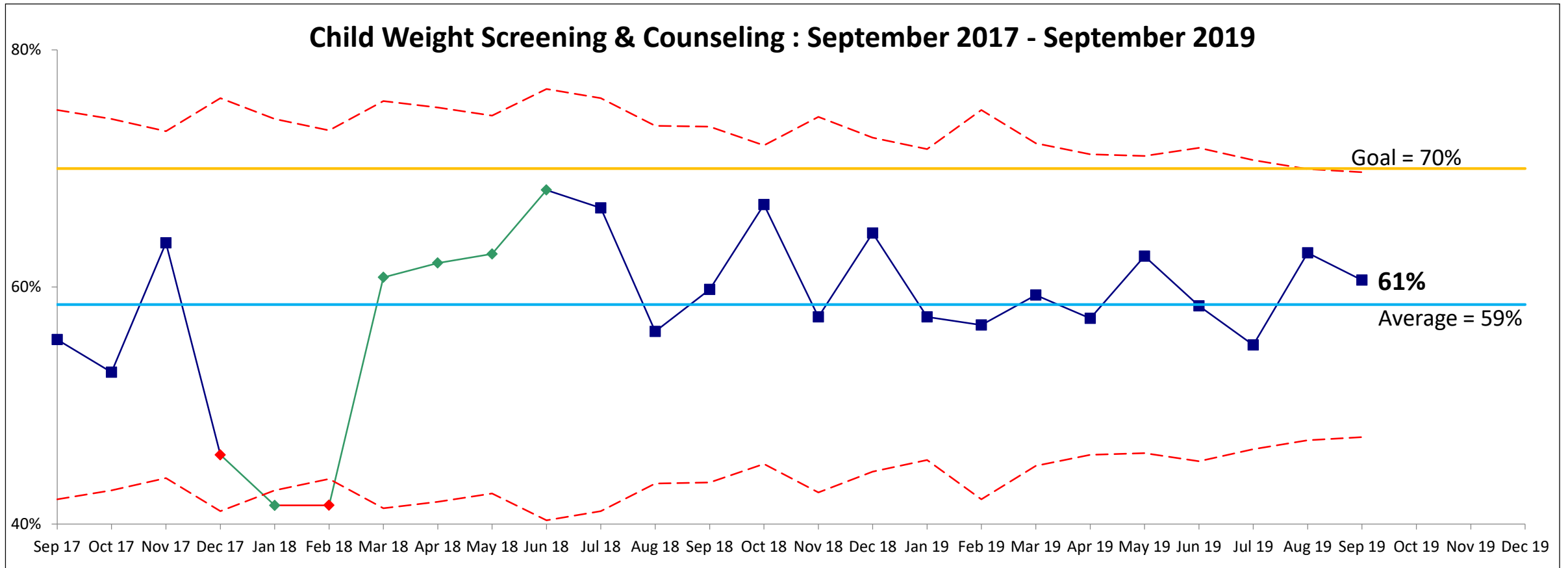


## Missed Appointments Next Steps:

- Tracking the success of the new template:
  - Time to Next Available appointment (established)
  - Same-day utilization
  - Internal Referral tracking and workflows

# Child Weight Screening and Counseling

**Goal:** By December 2019, **70%** of pediatric clients will have a documented BMI and counseling/follow-up plan.



**Subcommittee Members: Orange Team**



## Since we last met...

- Subcommittee has:
  - Identified 3 main approaches to meeting our goal:
    - Reducing the barrier to providing counselling
    - Increasing the number of well-child visits
    - Improving documentation accuracy and efficiency (EMR Changes)
- Developed a new multi-lingual counselling tool to distribute to clients



- **5-2-1-0 Counselling Tool**

- Easy and accessible tool addressing exercise, diet, reduced sugar intake, and screen usage in children
- Applicable to all aspects of the measure – targeting the necessary clinical “check-boxes” in the EMR
- Addresses the barrier to providing counselling – it is a quick counselling tool the clients can take home with them



## 5-2-1-0 Counselling Tool PDSA

- OBJECTIVE: to determine whether distributing 5210 handouts to clients at each visit, as well as putting up poster board, will increase the ease of council by providers.

PREDICTION: The tool and the brief explanation about the contents will allow providers to easily provide council to clients. This council will qualify for the appropriate clinical standards to meet the measure.

\*Potential Challenges:

- Resupplying the forms if implemented (color printer needs)





# 5-2-1-0 Counselling Tool Example

Follow

**5210**

every day!

- 5** or more servings of fruits & vegetables
- 2** hours or less of screen time
- 1** hour or more of physical activity
- 0** sugary drinks



Siga el programa

**5210**

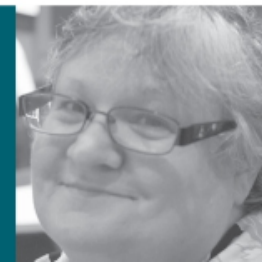
todos los días

- 5** porciones de frutas y verduras o más
- 2** horas frente a una pantalla o menos
- 1** hora de actividad física o más
- 0** bebidas azucaradas



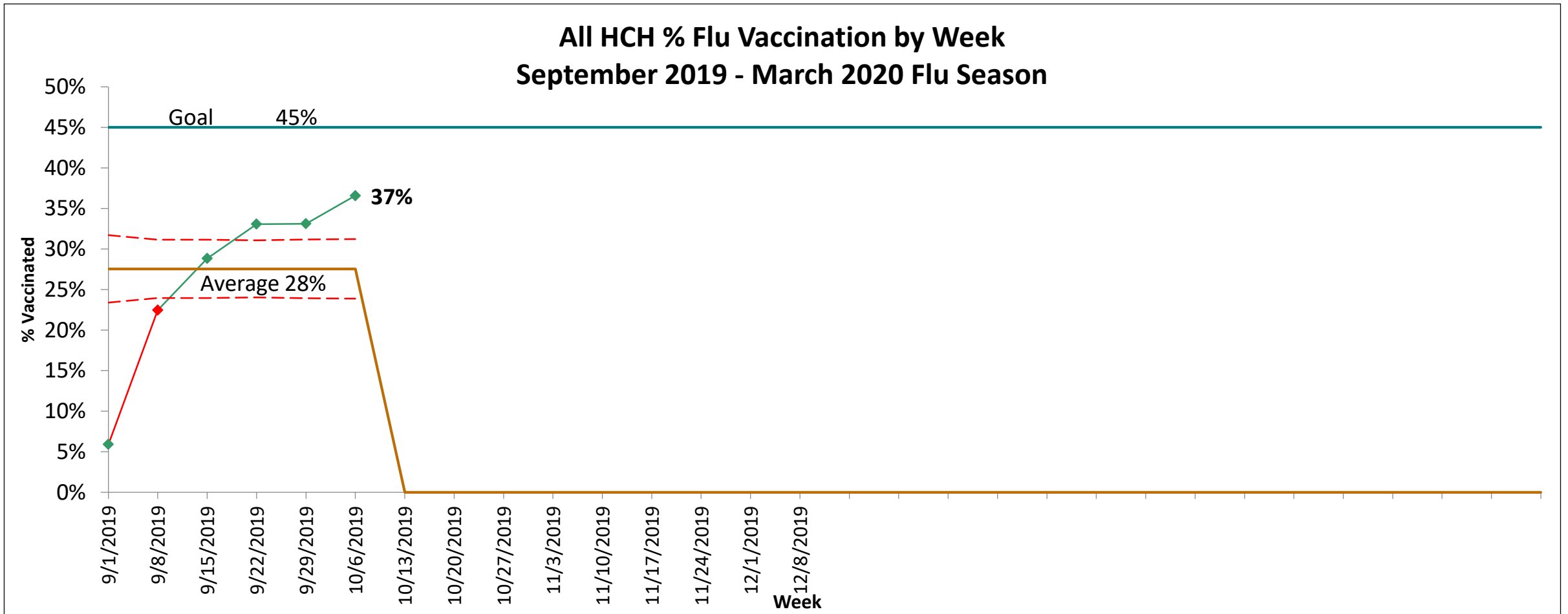
# Child Weight Screening and Counselling – Next Steps

- Complete the 5210 PDSA
- Begin to strategize the increase of Well-Child visits
- Develop EMR form specifically designed for CWS



# Flu Immunization

**Goal:** By March 21, 2019, 45% of eligible clients will have documentation of flu vaccine administration.



## 2019 – 2020 Flu Immunization Goals

- 45% of eligible clients will have documentation of flu vaccine administration!

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- 80% of clients who visit the clinic during the flu season will be offered the flu vaccine!

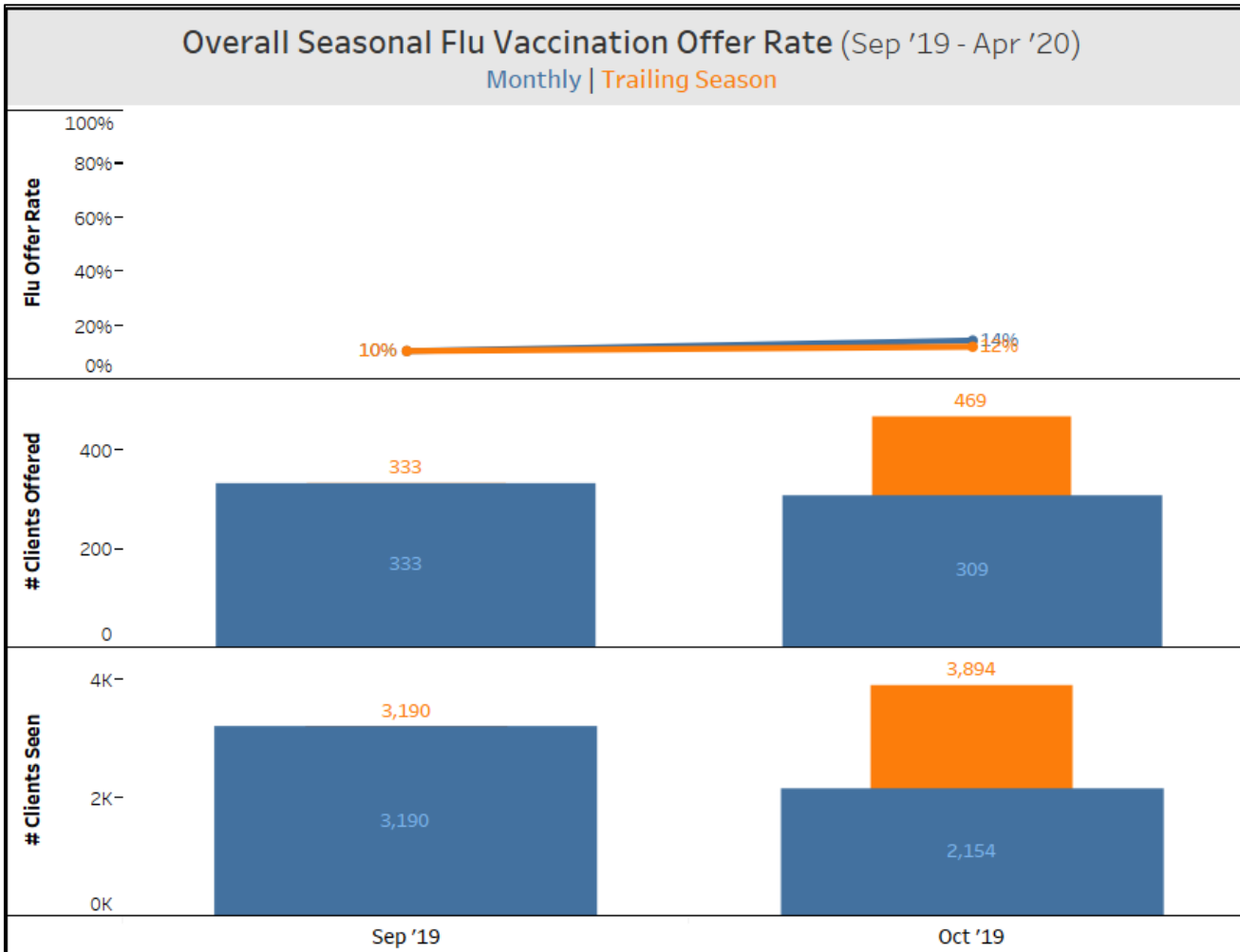


## Our Progress so far...

- A total of 1,697 clients have been vaccinated to date!
- Already 739 clients have been vaccinated in October
- However, we have a large discrepancy in our “offer rate” and “vaccination rate”



# Our reduced Offer Rate...



September Offer Rate: 10%

Vs.

September Delivery Rate: ~28%

- Many providers are not utilizing the Flu Administration page in Centricity
- The only way to capture offer rate data is through the “accepted”, “declined”, or “Qvera” buttons



## Flu Campaign Next Steps

- Reinforcement of workflow with all flu champions and departments
- Exploration of what is working well with some departments that can be shared across the agency
- Continued dissemination of flu data weekly to all department directors and flu champions



# Flu Coat Drive

OCTOBER 22<sup>nd</sup>

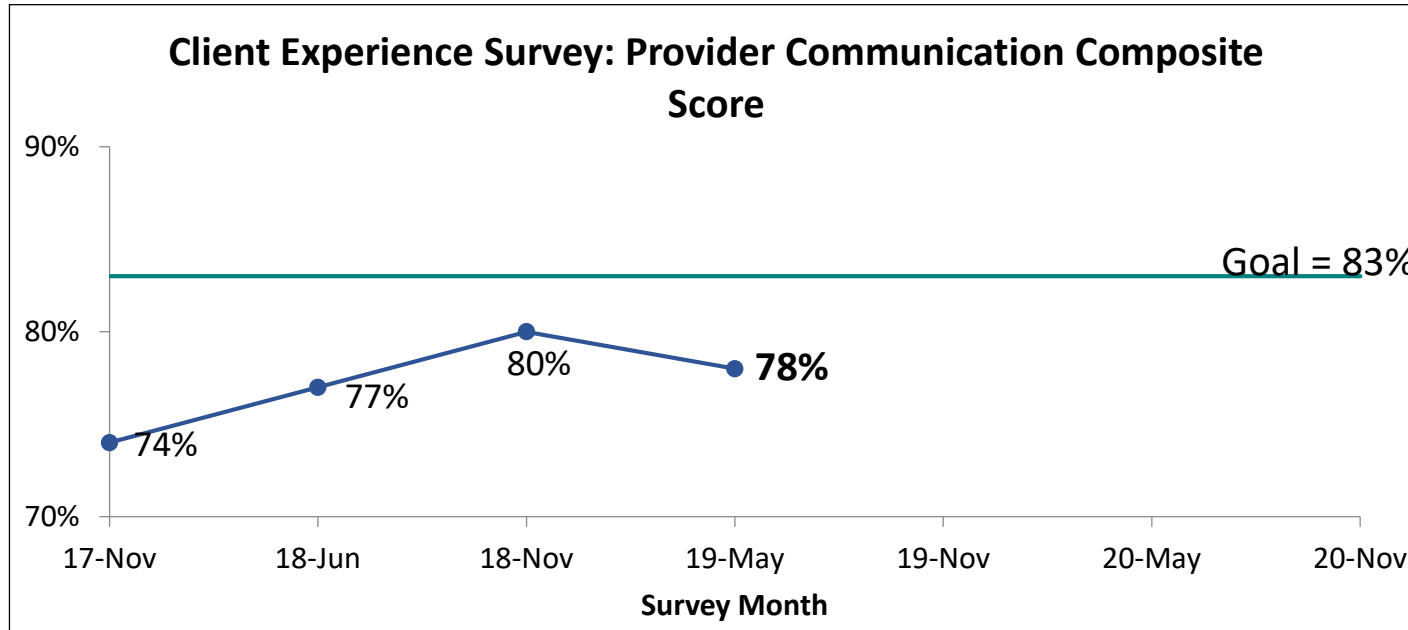
1. Nursing Students will administer the flu shots
2. Printed out list of clients who have had their flu shots
3. 300 vaccines set aside for coat drive





# Provider Communication

**Goal:** By December 2019, **83%** of clients will respond “always” on Client Experience Survey questions relating to good 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?*

**Subcommittee Members:** Chauna Brocht (Clinical Leader), Veronica Butler (Peer Advocate/ex-CMA), Darrell Richardson (Unit Clerk), Mara Schneider (Occupational Therapy), Phill Sheldon (Case Manager at CCP), Gretchen Tome (Behavioral Health), Malcolm Williams, (Client Engagement), Liz Goldberg (Psych), Greg Rogers (CHW)



## Since we last met...

- Subcommittee has:
  - Submitted the development of a Behavioral Health Face Sheet
    - A guide to our behavioral health providers to be distributed to clients in the event a provider leaves HCH
  - Received approval from Clinical Directors on the Provider Departure Procedure – with changes
  - Explored training options for staff



## Provider Departure Procedure Updates

If a client is changing care teams and has been assigned a new medical provider, one week prior to departure, the departing provider's CAA will update the color team and medical provider in the client's chart.



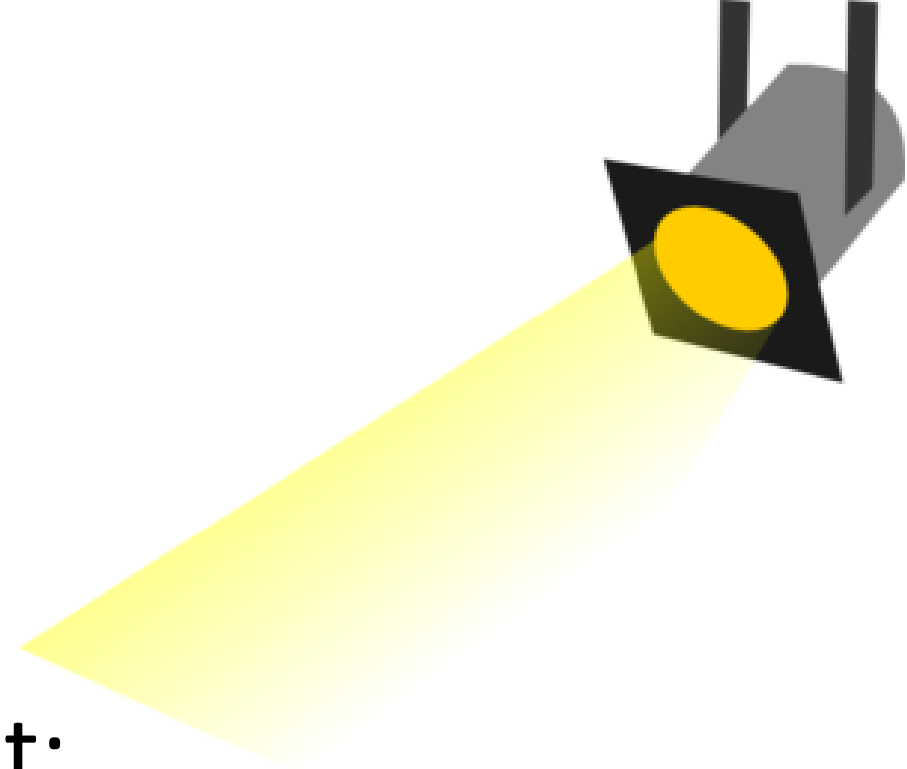
# Communication Trainings

- Healthsource provides more than 15 courses on provider communication – however we have found them to not be beneficial
- 2020 will provide more opportunity to offer in-depth and in-person trainings for providers and client facing staff
- The focus of our training search is:
  - Evidence based content
  - Trauma informed
  - Sustainable, including competency testing



# Discussion





# Improvement Science Spotlight: **5-Whys – Getting to the Root Cause**



# The 5 Whys

- The Five Whys is a simple problem-solving technique that helps to get to the root of a problem quickly.
- The Five Whys strategy involves looking at any problem and drilling down by asking: "Why?" or "What caused this problem?"



Problem: Ran through a red light.

Why?

Late for work.

Why?

Woke up late.

Why?

Alarm clock broke.

Why?

Didn't check if it worked.

Why?

Forgot to do it last night.

