

## Performance Improvement Committee

### Monthly Meeting – February 21, 2018

**Attendance:** Niles Kalyanaraman, Tracy Russell, Tonii Gedin, Tyler Gray, Maria Martins-Evora, Jan Ferdous, Meredith Johnston, Taylor Kasky, Bilqis Rock, Amber Richert, Crystal Lee, Kate Leisner, Eric Fogt, Aisha Darby, Cassie Ekstrom, Cindy Cabales, Cyndy Singletary, Margaret Flanagan, Jen Marsh, Joshua Brusca, Lisa Stambolis, Adrienne Trustman, Jan Caughlan.

#### Non-Presenting Goals Announcements

- HRSA data revealed that our Diabetes control data is in the top quartile for the country.
- Cervical cancer screening has been baselined at 52%.

#### Presenting Goals

- Colorectal Cancer Screening**
- Numbers peaked in September, have been on a slight decline since. This is likely due to one year FIT's needing renewal.
  - Veronica, Justine and Lenny are joining the subcommittee.
  - Found this past year that EHR-supported functions help remind staff of need for screenings. Using this information to create a preventative health tracking form.
  - Referrals to BCCP have been hampered by concerns regarding the requiring of ID. Currently exploring a separate referral process to BCCP for Convalescent Care.
  - Team is seeking ways to address concerns over untimely follow-up for abnormal tests.
  - Team is investigating getting a Health Informatics report on all screenings requiring action to address documentation errors.
- Behavioral Health**
- The team hit their symptom and function questionnaire compliance goal of 75% in January.
  - Team is now focusing on relationship building as a means of driving goal progress.
  - Examining individual mindfulness techniques to determine which are effective.
  - Also examining the use of therapeutic tools and environments.
  - Team is looking for ways to sustain their 75% compliance moving forward. (A member of our executive team enthusiastically suggested "More pizza!")
  - The behavioral health team is getting excited about PI!
  - Therapists will begin receiving individual reports on their metrics.
  - Team needs to consider how to distinguish between the effects of multiple PDSA's being run at once.
- Missed Appointments**
- Televox is continuing to have a positive impact.
  - Experimented with restricting Cassie's schedule. Utilization increase but other factors remained unaffected.
  - Trial may have been flawed due to lack of effective communication with scheduling. Will attempt to address this in a second round.
  - Inclement weather has been noted to drive up our missed appointment rate at times.
  - Team will be focusing on working with Baltimore County and West Baltimore to reduce their site missed appointment rates.
  - Team recognizes that cleaning up how pop-ups are used in Centricity may effect their goal, as well as other factors. Will consider how to make them more effective.
- Flu Vaccinations**
- Flu season year to date statistic is holding steady at 35%.

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- Focusing on advertising more, will hand out fliers at all staff.
- Hosted a competition the previous week for most flu shots given out. Waiting to collect the results of this.
- We hit 45% as an organization during the week of the competition.
- Mobile clinic has lost their CMA, contributing to a lower rate.
- Still trying to get TV advertisements.
- Looking to document declinations better, suspect this number is higher than the reported 2%.
- Scheduling team could benefit from having the Azara alerts when calling patients in for flu shots.