

Performance Improvement Committee

Monthly Meeting – May 23, 2018

Attendance: Katharine Mehl, Jen Tate, Joshua Brusca, Monita Hadley, Aisha Darby, Kate Leisner, Theodore Ramsay, Lisa Stambolis, Lawanda Williams, Taylor Kasky, Tonii Gedin, Meredith Johnston, Mara Schneider, Chauna Brocht, Tracy Russell, Gabrielle Thacker, Bilqis Rock, Adrienne Trustmann, Amber Richert, Jan Caughlan, Nilesh Kalyanaraman, Maria Martins-Evora, Kevin Lindamood, Jannatul Ferdous.

Non-Presenting Goals Announcements

- Behavioral health goals are moving in the right directions.
- Colorectal Cancer screenings are holding steady.
- Missed appointments on a 3 month downward trend.

Presenting Goals

Diabetes

- Sitting at 71% 3 months in a row.
- Testing rates correlate with overall measure rate by site, looking to work with smaller sites to improve their testing rates.
- Prototype shared of “Rethink your drink” billboard – To be placed at Fallsway and Baltimore County. Pediatrics requested one for their waiting area.
- Met with Our Daily Bread to discuss opportunities, focusing on reducing carbs, sweet tea and desserts offered to clients. Also providing educational information and nutritional awareness classes to clients. Suggested: To look at and revise their recipes.
- Met with Weinberg Housing and Resource Center to review their use of Diabetic snacks.
- Currently evaluating the use of standing orders for A1c testing and medication titration algorithms.
- Adding A1c tracking to the Preventative Health Tracker.
- Small grant being given by City Health Department based on good work with diabetic population.

Cervical Cancer

- Met 60% goal in April!
- Use of the preventative health tracker helped significantly.
- Had a training session for medical staff to share best practices for documentation, and refreshed on the workflow.
- Client input: Clients sometimes can not spare time for additional procedures as they need to leave for a meal or to get to shelter on time. Feelings of safety for female clients effect their willingness to agree to the procedure.
- Baltimore County experimenting with calling ahead to clients who are eligible.
- Fallsway experimenting with setting up PAP’s ahead of appointments.
- Client incentives to be explored.

Client Experience

- Since the end of March, the after-hours phone number has been on the front of the appointment cards at Fallsway in an attempt to better advertise it.
- The usage of the after-hours phone line has been stable, with spikes on weeks where the clinic has an unexpected closure (weather delays, etc.)
- A client has joined the subcommittee, and is giving his feedback about why there are low scores on the survey measure.

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- The semi-annual Client Experience Survey will take place June 4-29th at Fallsway, West Baltimore, and Baltimore County.
- PI is working with Volunteer services to have this survey question asked monthly rather than every 6 months.
- The committee was asked about what can be done to notify clients of an emergent change in hours, as happens with weather emergencies. Suggestions included notifying Sound Telecom of when we are delayed/closed, calling shelters to let them know and inform clients, and changing our business voicemail.

Client PI Involvement

- Current PI involvement review.
- Learned that we need to be mindful of HIPAA concerns when clients join us.
- Involvement of clients at PI meetings should be planned around their presence to maximize use of their time.
- Client lens provides new insights.