

## Performance Improvement Committee

### Monthly Meeting – July 25, 2018

**Attendance:** Joshua Brusca, Jennifer Tate, Taylor Kasky, Amber Richert, Katie League, Tracy Russell, Ted Ramsay, Paul Beeker, Tyler Gray, Eric Fogt, Barbara DiPietro, Monita Hadley, Cyndy Singletary, Maria Martins-Evora, Tonii Gedin, Gabrielle Rehmeier, Adrienne Trustmann, Gabrielle Thacker, Kate Leisner, Meredith Johnston, Bilqis Rock.

#### Non-Presenting Goals Announcements

- Behavioral health: Coping is on a 3 month decline, possibly related to staff turnover? Anxiety is holding steady.
- Colorectal Cancer screenings on a 5 month above average streak, started mail-in FIT's recently.
- Missed appointments on a 5 month downward trend.

#### Presenting Goals

##### **Diabetes**

- Rates at off-sites were being hurt by clients not getting tested: Checking CRISP revealed that many of them had A1c tests elsewhere that could be updated into our records
- CRISP checking had a significant effect for Convalescent Care, and a moderate effect for Mobile Clinic
- Question: Can CRISP results automatically be uploaded into Centricity? Ted will investigate.
- Diabetes education at all staff occurred on 7/12/18, Diabetes team though it was wonderful
- Majority of staff feedback found it enjoyable, but some thought it was too long or too medical-focused
- Feedback: Setting for the educational session may have been too crowded
- Suggestion: Use staff meetings instead for more unit-specific focus
- Suggestion: Use care team platforms for these discussions
- Re-think your drink campaign has been underway with bottles on display in waiting areas and in provider rooms
- Providers have found benefit in using it as a tool for discussion with their clients
- 60 handouts have been taken unprompted
- Hope to spread the use of these bottles to all exam rooms beyond medical
- We have developed educational display tools for use at Our Daily Bread, waiting for their go ahead for use

##### **Cervical Cancer**

- Still exploring options at the Eastern Family Resource Center
- Fallsway and West Baltimore continue to exceed our goal
- West Baltimore using morning huddles to ask client to prepare for a PAP prior to their visit
- CMA's are initiating standardized practices across sites for offering PAP's (among other things)
- Providers have begun offering one week follow-up appointments for those clients who can't do them on the day of being offered
- Flags in EHR for follow-ups did not yield satisfactory results, considering revising for future PDSA's
- Focusing on streamlining records on file for referrals so that we are not duplicating work across sites
- Incentives for PAP completion are being considered

##### **Client Experience**

- Survey results are still being calculated, should be available by 8/1/18

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### *Monthly Meeting – July 25, 2018*

- Launched first monthly survey attempt on 7/23/18 at Fallsway only, results will be available soon for consideration by the PI subcommittee
- Subcommittee will be re-booting on 7/27/18 under new leadership from Malcolm Williams and others
- Suggestion: Have a behavioral health and medical provider join the subcommittee

#### **2019 Goal Planning**

- Timeframe for the remaining months reviewed
- Suggestions for goals will be expected at next month's meeting, come with your ideas!