

PI Committee Minutes

Date:	9/19/18
Attendees:	Jennifer Tate, Joshua Brusca, Katherine Parker, Malcolm Williams, Gabrielle Thacker, Chauna Brocht, Margaret Flanagan, Ted Ramsay, Lauren Ojeda, Amber Richert, Christina Bauer, Jannatul Ferdous, Tyler Gray, Kevin Lindamood, Barbara DiPietro, Lawanda Williams, Bilqis Rock, Hanna Mast, Catherine Fowler, Adrienne Trustman, Cynthia Singletary, Maria Martins-Evora, Tracy Russell, Katelyn Leisner, Jan Caughlan, Nilesh Kalyanaraman
Non-presenting goal updates:	<ul style="list-style-type: none"> - Colorectal Cancer Screenings remains above average at 52% - Missed Appointments tied all time low at 26%, investigating drivers for this

Presenting goal:	Behavioral Health
Updates:	<ul style="list-style-type: none"> - We are ending use of the SFQ and moving towards use of the PHQ and GAD beginning in September SFQ results summary: - Led to an increased awareness on the part of therapists to be able to start conversations around their client's struggles - Pop-ups proved to be helpful to increase regularity of doing the assessments - Individual data given to providers proved helpful to get them to consider their own trends - Mindfulness techniques are better understood, including which are more beneficial to our clients - Environmental changes to provider's offices improved client interactions and attendance - Snacks are now readily available for clients
Questions:	How does regular attendance relate to possible outcomes with the new proposed scoring systems?
Presenting goal:	Diabetes
Updates:	<ul style="list-style-type: none"> - Up and down data trends continue, changes in client outcomes are often 3 months delayed beyond treatment/intervention - Re-think your drink boards are now up at 3 sites (Fallsway, Baltimore County and West Baltimore) and a new one is being made specifically for Pediatrics - We are tracking the A1C levels of 5 clients walked through the Re-think your drink campaign by Dr. Trustman - Exploring developing/finding health educational materials for clients, but having difficulty spreading this information - Communications will be testing putting educational materials on the staff portal beginning in October

Presenting goal:	Cervical Cancer Screenings
Updates:	<ul style="list-style-type: none"> - Have instituted practice of 1 week follow-up visits specifically for PAP's when client is unable/unwilling at that visit - Rolling out a campaign to increase staff awareness of planning for asking clients to take the PAP - EHR updates, such as the preventative health tracker, have increased staff knowledge of when a client is due - PAP append procedure has been updated and staff have been trained on its use - We have observed site variation in rates and will be working with Baltimore County and Mobile Clinic to increase their rates
Presenting goal:	Client Experience
Updates:	<ul style="list-style-type: none"> - 3.6 in August monthly survey, Fallsway holding back organizational score while Baltimore County and West Baltimore exceeded it - The site of collection may be influencing the Fallsway score, we will modify accordingly moving forward - Awareness of the number is observed to be driving the score, with people who are aware giving a higher score - Fallsway participants who are aware are still not giving an average score of above 4, need to assess for how to improve the service - We are exploring capacity for doing follow up calls to clients who call the after hours providers - A Televox campaign aimed at new clients is being planned to increase awareness of the number
Suggestions:	At West Baltimore one entry/exit point allows for more focused communication of the after hours numbers.

Closing Discussion:	<ul style="list-style-type: none">- 2019 proposed goals were reviewed- Depression Remission: Goal is present in keeping with our strategic plan, need to stabilize this measure in comparison with a normal population- Missed Appointments: Goal is being lowered to 20% or less, we will be re-focusing on chronic no shower's- Incident Reporting: New measure, we need to baseline and create a goal for ourselves based on data from the GRC <p>Measure Transition: For goals not continuing onto the 2019 PI plan, how do we maintain success?</p> <ul style="list-style-type: none">- Population Health is taking a lead with these efforts, ensuring ongoing PDSA's are not lost- We will be making sustainability plans in subcommittees where applicable- Administration will ensure monitoring of rates continues <p>- Next month we will be reviewing the PI committee and subcommittee structures</p>
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