

PI 2019 Performance Improvement Plan

PURPOSE:

To prioritize the short term goals (6-12 months) of the Performance Improvement (PI) program at Health Care for the Homeless (HCH).

CURRENT PLAN:

Clinical Goals

1. **Chronic disease management: Blood Pressure Control in Hypertensive Clients.** By December 2019, 65% of Hypertensive Clients will have adequately controlled blood pressure (<140/90mmHg) at their most recent medical visit.
2. **Preventive care: Weight Screening and Counseling.** By December 2019, 75% of adults and 70% of children will have a documented BMI, counseling and/or follow-up plan.
3. **Behavioral health: Depression Remission.** By December 2019, 10% of adults diagnosed with major depression or dysthymia who scored positively on an initial PHQ-9 (>9) will demonstrate remission at 6 months (PHQ <5).
4. **Infectious Disease: Flu Immunization.** By March 31, 2019, 45% of eligible clients will have documentation of flu vaccine administration.
5. **Oral Health: Pediatric Dental Varnish.** By December 2019, 50% of eligible pediatric clients will have received fluoride varnish applications.

Client Experience Goals

6. **Provider Communication:** By December 2019, 83% of clients will respond “always” on Client Experience Survey questions relating to good provider communication.

Client Safety Goals

7. **Incident Reporting:** By December 2019, the proportion of incident reports in the following categories: near misses, treatment/diagnostic/procedure related, or medication errors will increase to 25% of all reported incidents.

Clinical Operations Goals

8. **Missed Appointments:** By December 2019, the organization will have a missed appointment rate at or below 20%.

Signed by:

Position (HCH staff):

Date:

Board approval (Chair):

Date:

Reviewed every 1 year