February PI Committee Meeting
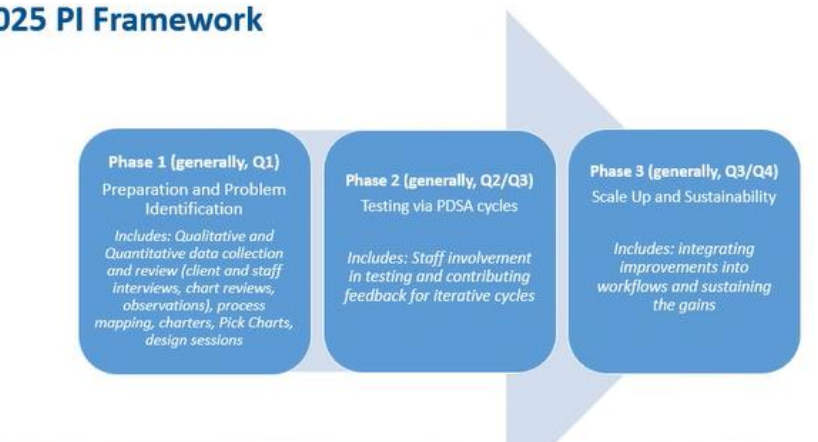
2/19/2025

Attendees: Tolu Thomas, Laura Garcia, Lisa Hoffmann, Lisa Smith, Andrea Shearer, Hanna Mast, Barbara DiPietro, Margaret Flanagan, Maureen Harvie, Malcolm Williams, Muhammed Mamman, Juanita Peterson, Adrienne Burgess-Bromley, Samir Zahid

1. **Reviewed PI framework**
   a. Build on successes and make changes
   b. **Reviewed plan for the year in a three phase approach: currently in phase 1**

   c. Outlined goals and who are the champions
   d. Use lean teams; use of clinical champions and staff to test changes and provide feedback to ensure staff feedback is incorporated into the work

2. **Reviewed CQM data (full data breakdown in slides)**
   a. YTD data so small sample size, but starting the year strong
   b. Highlighted that 100% for dental sealants
   c. Saw slight increases for most measures
   d. Saw referral (39%) and SDH ask rate (32%) increase
3. **Reviewed PI measures**
   a. Saw improvement in breast cancer, depression screening, flu offer, HTN disparity decrease
   b. Breast cancer screening – up to 46%; 5% away from goal for Black and AA women and 1% for white women
      i. Currently doing process mapping, lit review, outreach to mercy to collaborate better with Mercy
      ii. Next up: data analysis, interviews, design sessions, testing and iterating PDSA, and scale up and sustain
   c. Depression screening and follow-up plan - up to 54%

i. Currently doing data analysis, barrier identification (as most missed screening in medical), piloted an intake packet in Spanish and English; felt challenging to complete screenings independently. Use a cover sheet to circle any that have questions on

ii. Next up: roll out coversheet, process map, interviews, design interventions, testing and iterating, scale up and sustain

d. Flu: seen great progress in this flu season; will focus again in 25-26
   i. Next steps: close flu with successes and challenges; begin prep work, conduct lit review, testing and iterating

e. HTN disparity – targeting work to improve HTN control for Black/AA women. Did see a 1% improvement!
   i. Currently doing lit review, BP observations, client interviews, current state process map and medication algorithm review. Currently analyzing client interviews, with more to come.
   ii. Next up: design interventions, testing and iterating via PDSA, and scale up and sustain

f. Third next available app
   i. Currently had learning session on template changes, call center observations, kick off meeting with operational champions
   ii. Next up: literature review, process mapping, testing and iterating PDSA and scaling up

g. Client Experience: TBD

4. PI tool of the month: **Process Maps**

PI Tool of the Month

Process Maps

- Allow for person to see and understand the flow of information or material as it makes its way through the process/visual representation from start to finish
- Drawn in current state to help inform future state (minimize waste and achieve value in each step)
  - Shows waste/gaps in process for targeted intervention
- Shows interrelationships between activities and information in end-to-end way
- Provides a common language
- Helps ensure all elements of a process are working together

- Provided example of dental referrals process map
- Recommend using a whiteboard to start getting ideas; also recommend multiple meetings to ensure that we are covering all pieces and getting it right
- Always include title, owner, when last updated, can put in key players
- Use cloud signals for challenges, gaps, waste so easily identifiable
- Dependencies and other routes = diamond (with yes or no)
- Use www.drawio.com (free) process maps or org charts
- Walked through with the committee on the flow of their morning routine

Next meeting: March 19th at 8:30am