Going for Gold –
Driving Positive Change to Improve the Health of Public Housing Residents

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At the end of the session, participants will:

i) be able to describe the PDSA cycle

ii) understand how, with minimal extra work, a successful QI program can be developed from performance measures already being collected for reporting purposes

iii) have plans to start at least one new, efficient and effective QI project at their health center


Prospect Av
05/23/2008

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Quality Assurance and Quality Improvement

The same thing?

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Some key concepts of quality improvement

Few examples requiring minimal extra work

Group exercise

Report back

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1. Structural

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1. Structural
2. Process

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1. Structural
2. Process
3. Outcome

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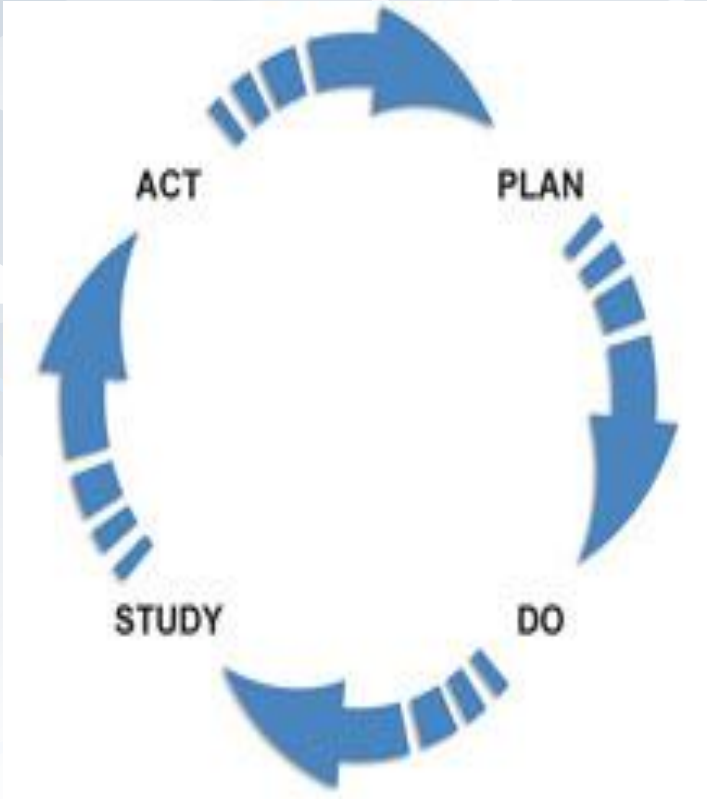
P D S A



1. PLAN:
Plan a change or test of how something works.

2. DO:
Carry out the plan.

3. STUDY:
Look at the results. What did you find out?

4. ACT:
Decide what actions should be taken to improve.

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P> Brainstorming – identify perceived problems, choose one

P> Name the team, name the team leader

P> Decide how to measure the perceived problem

D> Measure it

S> Decide if it is a problem

A> If it is not, go back to brainstorming

A> If it is, decide how to intervene to improve the measurement

P> Plan and do the intervention

D> Re-measure

S> Decide if it is a problem

A> If it is not, …… If it is, ……

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Team

Problem Statement

Measurement

Intervention

Re-measurement

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Your Turn !


6302
6303
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SBHCCF: Undetectable Viral Load on Antiretroviral Therapy in HIV+ Patients

Objective: Improve outcomes for patients with HIV

Measure: Percentage of established patients with VL <400 copies/mL on ART

Benchmarks*:

AIDS Institute 2007

Data Sources:

CareCast, chart review, MMG BCHN CICERO Program

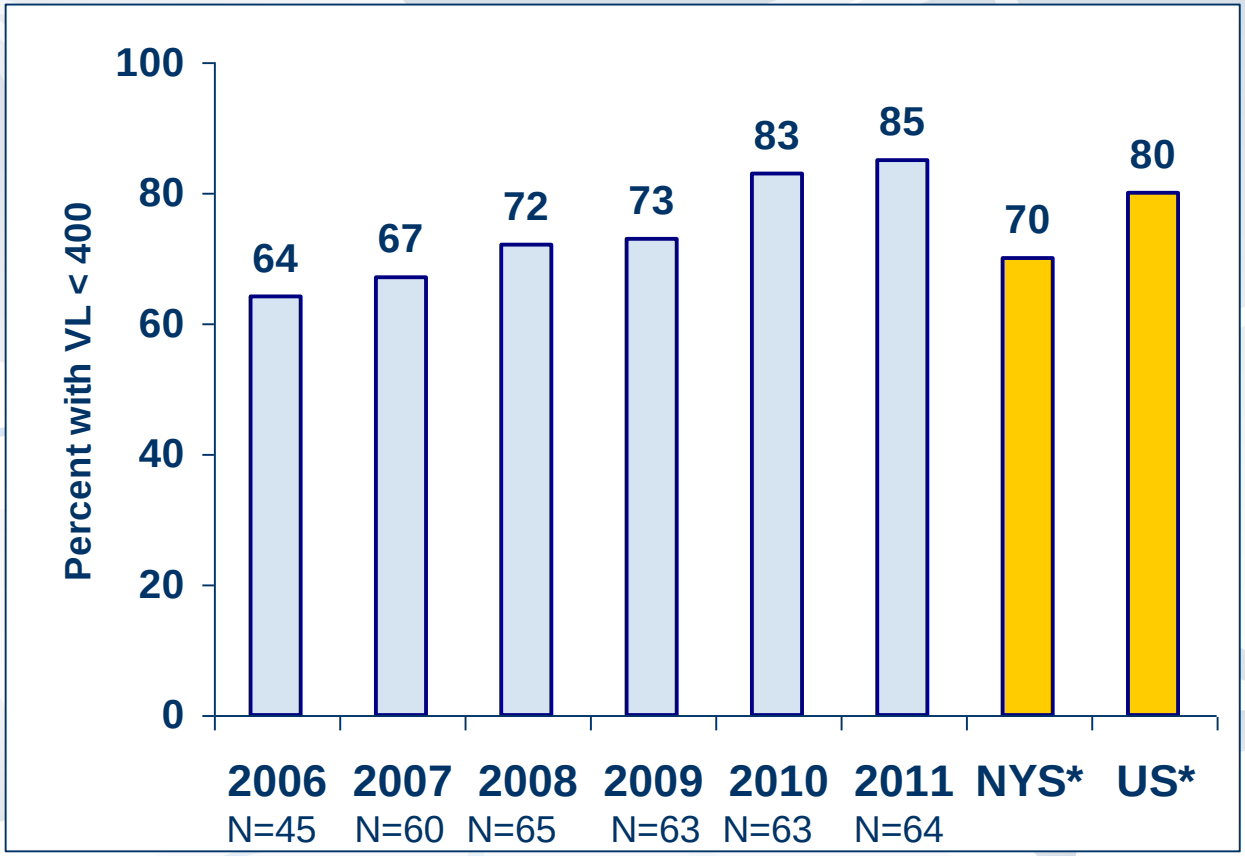
CD4 <350 on ART

2008: 83%

2010: 88%

(89% NYS*, 86% US*)

2011: 96%

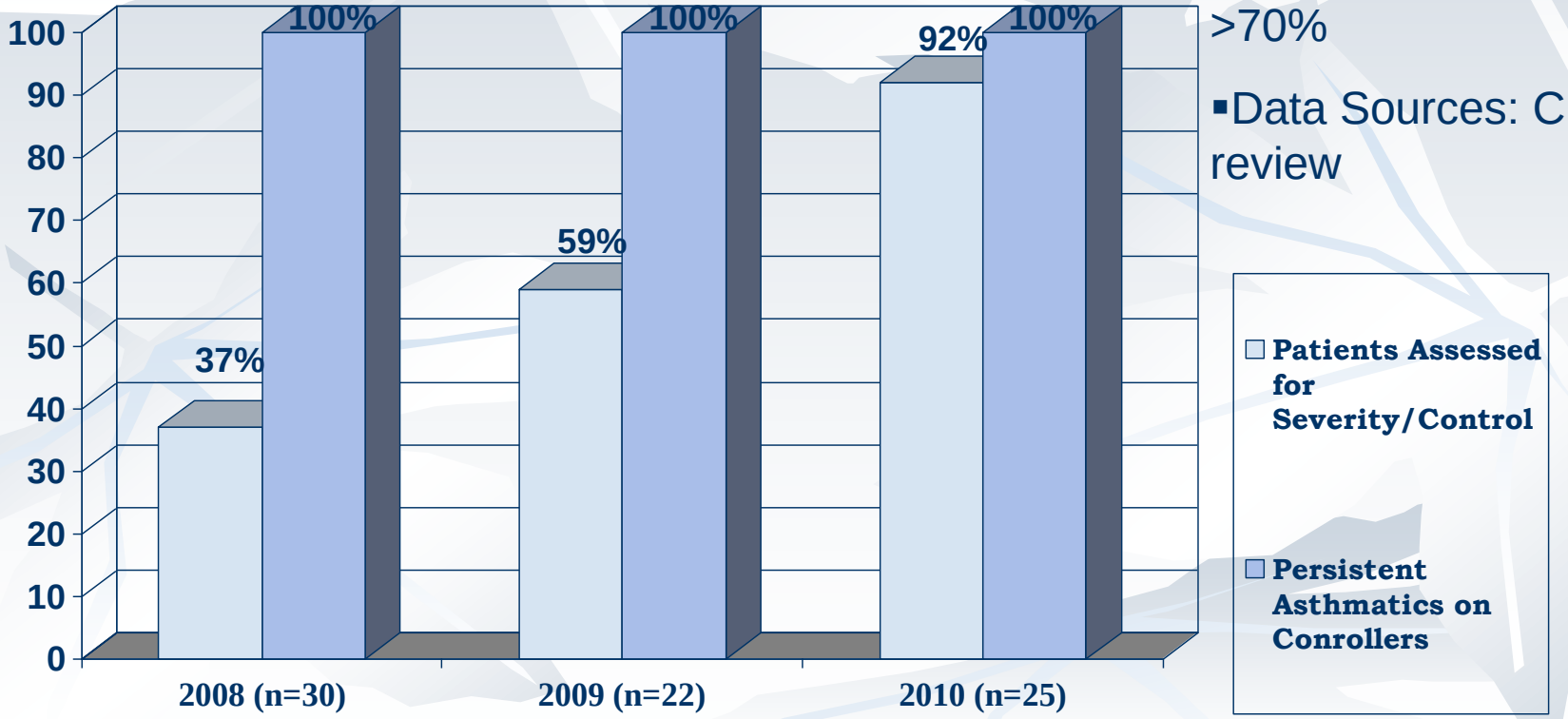


*Last VL <400 for patients on ART at non-hospital, non-drug treatment centers.

SBHCCF: ASTHMA ADULTS

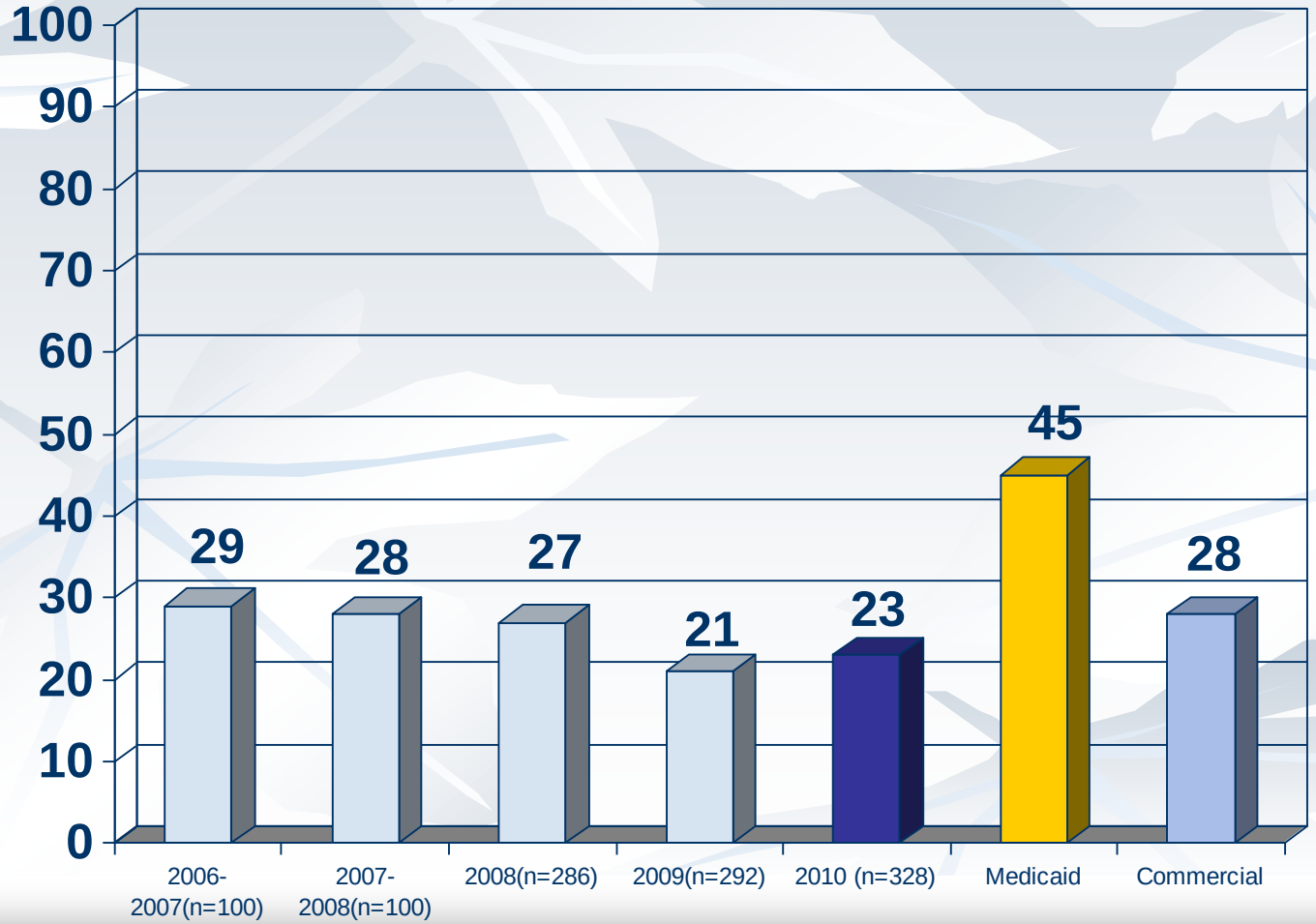
- Objective: Control patients with documentation of asthma
- Measure: Percent of patients with documentation of asthma severity/control and patients documented as persistent/uncontrolled asthmatics who were on controllers

- Benchmark: NCQA 2008
- Healthy People 2010: >70%
- Data Sources: CLG, Chart review

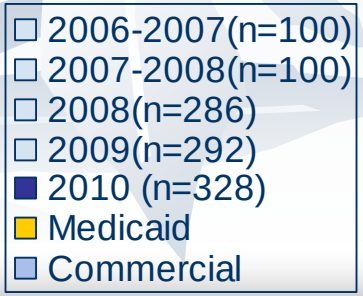


SBHCCF: Poor Glucose Control in Patients with Diabetes

- Objective: Improve outcomes for patients with diabetes by providing comprehensive care
- Measure: Percentage of diabetic patients (≥18 y) with HbA1c >9%

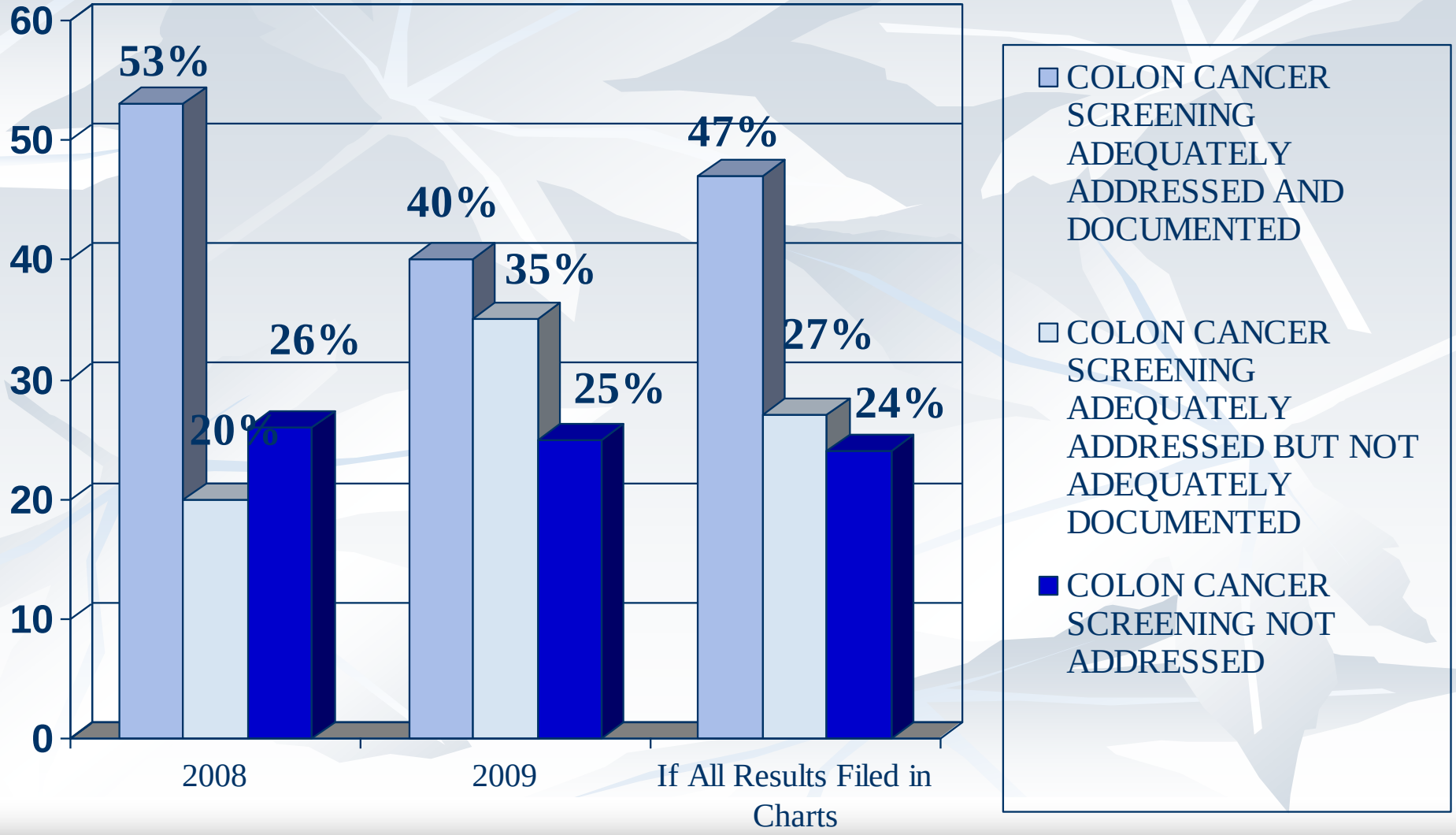


- Benchmark: NCQA 2008
- Data Sources: CLG, Chart review



Colon Cancer Screening

- Data Sources: Chart Review
- Measure: Patients >50 years with 3 visits in calendar year



SBHCCF: Bronx RHIO Consent Enrollment

- **Objective: Increase number of patients enrolled in the Bronx RHIO healthcare information sharing system**
- **Measure: Number of patients enrolled monthly**