

# QTIP

Quality through  
Technology and Innovation in Pediatrics

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**Shiann Bradley, MSHS**  
**QTIP Project Director**

**South Carolina Department of Health and Human Services**

# Who is Shiann?



- From Denmark, SC
- Bachelor's degree in biology with a chemistry minor
- Master's degree of health science in clinical operations and healthcare management
- Previous Experience
  - ER scribe
  - ENT call center manager
  - contact lens technician
  - Director of research & evaluation in the cancer division of South Carolina Department of Health and Environmental Control

**Let's Talk - QTIP**

# QTIP Practice Profiles – August 2023

## Business Models

Academic = 3

Private = 15

Hospital Affiliation = 8

FQHC = 4

## # of Clinicians

Small  
1-4 clinicians = 12

Medium  
5-9 clinicians = 6

Large  
10+ clinicians = 12

## Cohort Year

2011 = 11

2015 = 5

2016 = 3

2017 = 2

2019 = 2

2020 = 1

2021 = 1

2022 = 2

2023 = 3

WELCOME TO  
OUR NEW  
PRACTICES

Hope Health –  
Manning

MUSC – Moncks  
Corner

Palmetto Pediatric  
Center - Aiken



Welcomes



Charlene F. Chalmers, MD  
Elizabeth A. McCants, MD  
Symerah Scott, MA  
Dedra Gibson, Pediatric OM



**HOPEHEALTH PEDIATRICS**  
**MANNING OFFICE**





Welcomes



### Moncks Corner Pediatrics 5000 Epson Plantation Drive

- ESTABLISHED IN 2004.
- TWO PEDIATRICIANS AND ONE PHYSICIAN ASSISTANT SERVING ABOUT 8500 PATIENTS.
- MERGED WITH LOCAL PEDIATRICIAN IN AUGUST OF 2022.
- FULL WORKING LAB
- BILINGUAL STAFF
- COMMUNITY SERVICES ON SITE:
  - PASOs
  - Healthy Steps/First Steps
  - Nurse Family Partnership



Luke E. Edmondson, MD



Katlyn Quallen  
Medical Lab Technician

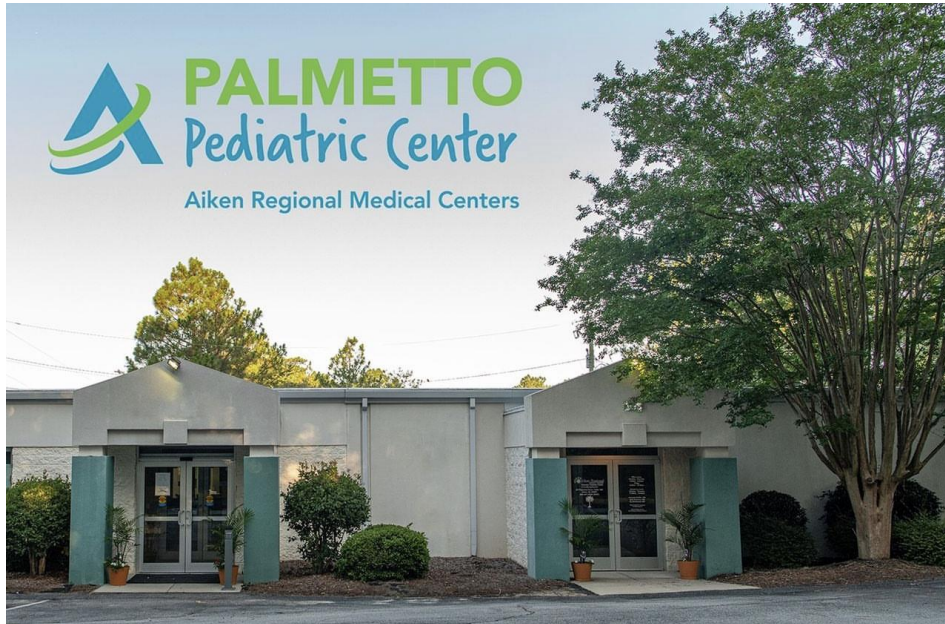


Gisselle Cintron  
Bilingual Medical Office Assistant



Welcomes

# Palmetto Pediatric Center



**SUSAN GOLDBERG, MD, IBCLC**  
Associate Professor of Pediatrics,  
Palmetto Practice



**NATHAN WILSON, MD**  
Associate Professor of Pediatrics,  
Palmetto Practice



**JACKIE VIVAR, MD**  
Associate Professor of Pediatrics,  
Palmetto Practice

Kelly Dobson RN, Nurse Manager  
Kayla Corley RN, QTIP Coordinator

Proudly serving our Pediatric Patient's since 2005

Palmetto Pediatric Center is a partnership with Augusta University  
Children's Hospital of Georgia

We serve numerous counties including Aiken, Edgefield, Barnwell, Bamberg  
and Lexington.



# QTIP Components

## Learning Collaborative

- Aug. 2023 & Jan. 2024

## Technical Assistance

- Site Visits & ABP MOC Part 2 & 4

## Quality Improvement

- Monthly Calls 2nd Wed. @ 12:30 p.m.
- On-site training

## Workshops

- Oral Health - Spring 2023
- Safe Sleep - Fall 2023

## Mental Health

- Resources & Training

## Areas of Focus / Measures

- WCC & Budding Anxiety in 7–10 year-olds
- Mental Health in Adolescents (13-18 year-olds)

## Data Collection

- QIDA - QI Documentation
- Claims - HEDIS Like Data

## Communication

- Website & Monthly Emails

# Oral Health Workshop – HUGE Success!

100% practices  
making  
permanent  
changes to oral  
health  
procedures based  
on project!



- March 28<sup>th</sup> – June 7<sup>th</sup>
- Content Experts:
  - Amy Martin, DrPH, MSPH
  - Blakely Amati, MD
  - Ramkumar Jayagopalan, MD
  - Gerta Ayers, *SCDHHS Bureau of Policy*
- The full QI project included:
  - 18 practices
    - AIM Statement
    - Key driver diagram
    - QIDA data to track progress
- Change ideas:
  - Developing collaborative referrals within community
  - Increasing fluoride varnish applications with emphasis on Medicaid population
  - Oral health goody bags
  - Risk assessments into templates



Preventative  
Oral Health  
*In partnership with  
MUSC Dental School*

*Special thanks to our supporters ~ Molina & Select Health*

**I Love to Talk - Data**

# QIDA: Quantitative Insight (into) Daily Activities

## Practice Level

- Real time practice driven-data
- Describes practice-wide processes
- Highlights areas for practice QI efforts

## State Level

- Paints a picture of QI efforts
- Highlights areas for QI efforts

30 practices X 20 charts X 12 months = 7,200 kiddos

# QIDA Chart Audits of 7,763 children aged 6 mo. – 6 years, showed us that:

## Screening

- 89% -Developmental
- 90% - Autism
- 88% - Postpartum Depression
- 69% - SDoH
  - 12% +for SDoH

## Immunizations

- 87% - UTD on recommended vaccines
- 66% - UTD on flu
- 14% - UTD on Covid
- Those NOT –UTD:
  - 50% - parent refusals
  - 59% - on a catch-up schedule

## Oral Health

- 86% - oral health exam
- 81% - anticipatory guidance documented
- 55% - oral health risk assessment
- 41% - had fluoride varnish
- 6% - had restorative dental (2-6 yr. olds)

## Other

- 54% - Photometric vision screen (2-4 yr. olds)
- 75% - vision screen (5-6 yr. olds)
- 85% - appropriate Z code for BMI (5-6 yr. olds)



# Overall, QTIP practices audited random charts of 7,763 children aged 6 months to 6 years old.

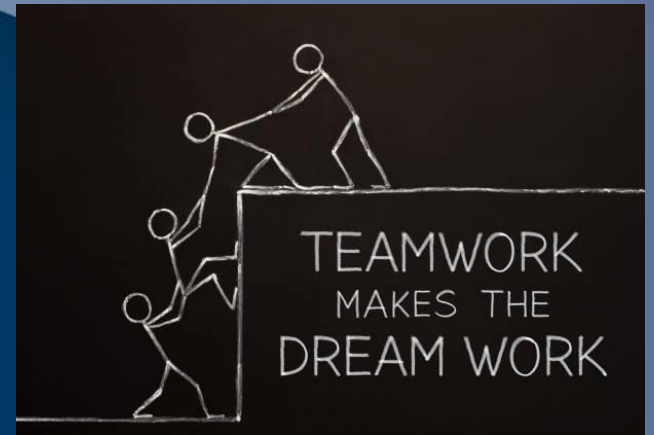
Based on documentation per age groupings:

- ✓ 95% were up-to-date on WELL CHILD VISITS!
- ✓ 87% were up-to-date on IMMUNIZATIONS!
- ✓ 69% had a SDoH SCREEN
- ✓ 88% of new moms had a PPD SCREEN
- ✓ 89% had a DEVELOPMENTAL SCREEN
- ✓ 90% had an AUTISM SCREEN
- ✓ 54% of had PHOTOMETRIC VISION SCREEN
- ✓ 75% of had VISION SCREEN

**Real Talk – Today,  
Tomorrow, and  
Beyond...**



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# ENERGIZE YOUR WHOLE OFFICE!



# Here We Grow!

- Be on the lookout for “unofficial” members to join your QTIP team!

- Front desk
- Lab technicians
- Schedulers
- Billing/coding
- Other providers
- Satellite offices
- New staff

- Find time for quality improvement

- Huddles
- Formal and informal

- Get creative with team messaging

- Breakrooms
- Refrigerator
- Screensavers



- Get those small wins

- Simple pressure points for staff
  - ✓ Breaks
  - ✓ Coffee

- Empowerment

- Each and every person has value in QI work



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# QUALITY IMPROVEMENT

*Get Back to  
the Basics...*





# Building our QI tacklebox

- QI Focused Site Visits
  - ❖ Engage whole practice with QTIP activities
  - ❖ Trouble shoot a specific workflow issue in the office (*clinical, admin, general*)
  - ❖ Teaching general QI tool



how can  
we help?

- “Friday Power Hours”
  - ❖ Specific QI tools for everyday use
  - ❖ Networking with fellow QTIP data coordinators
  - ❖ Feedback any current projects

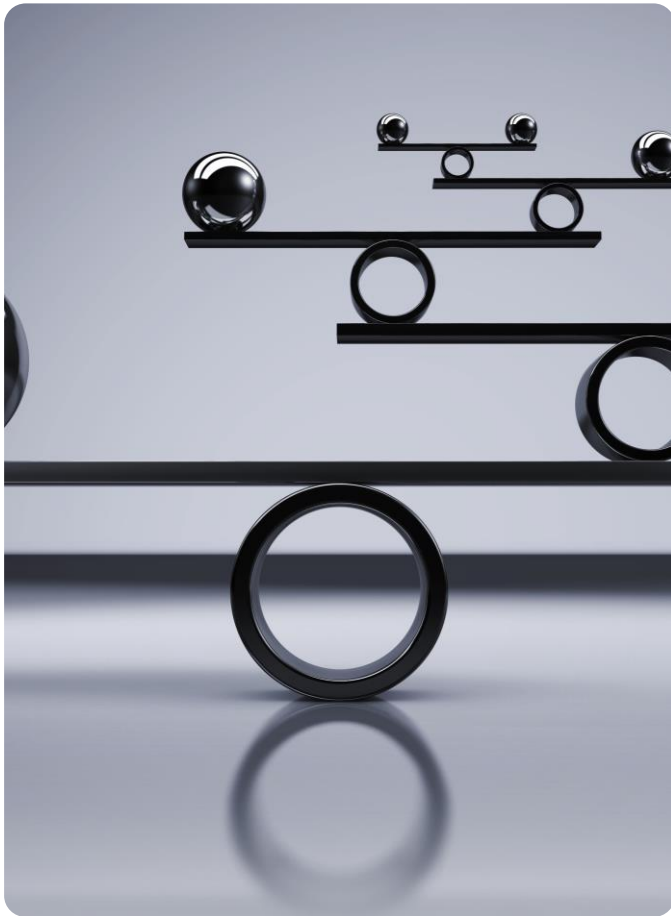
QIDA



# QTIP Award – QIDA Champions



# Standardizing QIDA Data



## Why?

- Consistent data
- Practice baseline information
- Quality data
- QTIP across SCDHHS



## How?

- 20 charts per site
  - If multiple locations, please choose only 2 sites
- Random selection of charts for requested age group
- On time



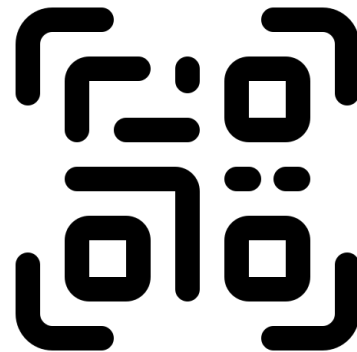
# We Want to Hear from You

## Feedback

- ✓ Ways to keep QTIP interesting
- ✓ QIDA topics/questions
- ✓ Regional site visits

## Attendance

- ✓ Monthly calls
- ✓ Workshops
- ✓ Friday QI power hour







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# Fall Reminders.....



# Babies sleep..... So, what's the fuss?

## Safe Sleep Fall 2023 Workshop

8-10 weeks ~ September - December

### Workshop Purpose:

To increase messaging around Safe Sleep practices for infants by:

- Increasing provider and staff buy-in
- Providing consistent safe sleep screening and counseling
- Providing resource options for families if safe sleep need is identified
- Documenting safe sleep screening and/or counseling in the EMR



*"Babies Sleep – What's the fuss?"*

QTIP's Fall Safe Sleep Workshop

Kickoff Session  
September 13, 2023,  
12:00-1:30

Additional QI workshop dates forthcoming

SCAN TO REGISTER



NEED ADDITIONAL INFORMATION?  
EMAIL: [ENVIRONMENT@KIDSPEWISCONSIN.ORG](mailto:ENVIRONMENT@KIDSPEWISCONSIN.ORG)



Practices will become familiar with the AAP's updated safe sleep guidelines and understand the SIDS/SUID data and the disparities.



Practices QI activities to promote safe sleep may include:

- Distributing Safe Sleep Books
- Discussing safe sleep at childcare
- Documentation of safe sleep conversations
- Pre/post safe sleep knowledge check
- Connection with MCOs for specific safe sleep needs



Key Drivers of the Workshop:

- Provider/nursing buy-in
- Consistent safe sleep screening /counseling
- Accurate documentation in EMR of safe sleep screening/counseling
- Educating families on updated AAP guidelines on safe sleep

**Real Talk**  
—  
**Today, Tomorrow**

# Before you leave Sunday...

- ✓ **COMPLETE and turn in:**
  - Next Steps Form – 1/practice
    - Verify your fall site day/time
    - Peer reviewer?
  - Evaluation – 1/person
- ✓ **Mark our monthly QTIP calls**
  - ✓ 2<sup>nd</sup> Wed. @ 12:30 p.m. on your calendars
- ✓ **Sign up for the Safe Sleep Workshop** if you plan to participate



# Important Evaluation Info.....

- CME Certificates for the LC are available for MDs, nurses and social workers.
- MOC Part 2 Credits are also available for MDs.
- In order to receive MOC Part 2 and/or CME Certificates, a survey **MUST** be completed via this QR code



Certificate Types	CME Certificate	CME Attendance Certificate	Nursing Certificate	Social Work Certificate
Certificates are Applicable to these providers	MD and DO	Any credential that is not a MD/DO	All Nursing Credentials	Social Work Credentials

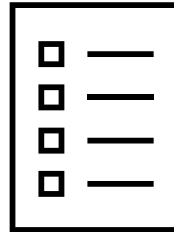


# Saturday Agenda



- 2:30 – 3:40

- Ballroom C



- 3:50 – 4:45

- Breakout Sessions

- 4:50 – 5:10

- Ballroom C

- 5:10 – 5:30

- Saturday Wrap Up



3:50 –  
4:10

*Pick one group*

- Ask Medicaid
- Oral Health Discussion Group
- QIDA Questions
- EMR Discussion Group



4:15 –  
4:45

*Pick one group*

- Ask Medicaid
- Clinical Discussion Group
- QIDA Questions
- Office Manager/Administrative Discussion Group

## Breakout Sessions

	<b>3:50 – 4:10</b>	<b>4:15- 4:45</b>
<b>Group 1:</b> Coolidge Room	Ask Medicaid Eunice Medina & Kevin Wessinger, MD  <i>Moderator: Jordan Desai, MS, LISW-CP</i>	Ask Medicaid Eunice Medina & Kevin Wessinger, MD  <i>Moderator: Jordan Desai, MS, LISW-CP</i>
<b>Group 2:</b> Hoover Room	Oral Health Discussion Group  <i>Moderator: Amy Martin</i>	Clinical (PAs, MDs, NPs, Nurses, CMA, etc.)  <i>Moderator: Kristine Hobbs</i>
<b>Group 3:</b> Eisenhower Room	QIDA Questions  <i>Moderators: Marlo Thomas-Koger and Ramkumar Jayagopalan, MD</i>	QIDA Questions  <i>Moderators: Marlo Thomas-Koger and Ramkumar Jayagopalan, MD</i>
<b>Group 4:</b> Ballroom C	EMR Discussion Group  <i>Moderator: Shiann Bradley</i>	Office Managers/Administrative Staff  <i>Moderator: Shiann Bradley</i>



QTIP Project Director:

**Shiann Bradley**

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Mental Health Coordinator:

*Vacant*



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