


Center for Pediatric Medicine


QTIP & Quality Improvement In An Academic Setting

QTIP Learning Collaborative
July 2018
Cindy Garnett




A Little About Us

- Center for Pediatric Medicine provides family centered patient care for children who have limited coverage or receive coverage through the SC Medicaid Program.
- CPM consists of five facilities; three pediatric primary care facilities, one facility providing complex pediatric primary care, and a pediatric infusion center.
- CPM is the ambulatory clinic of the Greenville Health System's Children's Hospital and the residency clinics for 54 Pediatric and Med/Peds residents for GHS.




Patient Demographics

- 23,000 patients
- 96% Medicaid
- 38% Require Interpretative Services
- @ 50,000 visits a year
- @ 800 patients are followed by our Case Management and Social Work Teams
- @150 Patients are followed at Ferlauto Center for Complex Pediatric Care








Our QTIP History

CPM joined QTIP in 2011 and began our QTIP journey with a three person team.


- **Physician Champion**
- **Practice Manager**
- **Nurse Supervisor**

Within a few months, more members were added to assist the base team members:

- EMR Support Tech
- Office Supervisor
- Care Coordination Manager
- And our new Project Coordinator




Our QI Team is now a multidisciplinary team consisting of 7 members who meet once a month to discuss our ongoing QI Projects and where we need improvement.




Coming together is a beginning;
keeping together is progress;
working together is success.

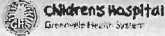
- Henry Ford

Benefits of our QI Team 

- Multidisciplinary
- We have a designated facilitator to keep us on track
- When implementing a change or new process, we have the voice of our key stakeholders to speak for each area of the clinic.
- Consistent Meetings
- Larger group with more staff for buy in and implementation of changes
- Larger group has allowed us to work on other Quality Improvement Initiatives alongside QTIP to facilitate a bigger goal. (PCMH, Meaningful Use, HEDIS)
- Our academic status has allowed us to align our resident's QI projects with the measures for the American Academy of Pediatrics/QTIP indicators



THERE IS NO ELEVATOR TO SUCCESS. YOU HAVE TO TAKE THE STAIRS.

Difficulties of our QI Team 


- Large group- a lot of opinions
- Harder to get everyone together at the same time for meetings
- We have been known to use a kids crown as a "talking stick" in meetings
- Many interpretations of what the objective of a project is
- Priorities differ between disciplines









Are you too busy to improve?

Barriers in Academic Clinics 

- Physician Rotation- difficulty of relaying changes and communicating with all of the physicians
- Making sure to implement our QI changes with minimal distraction to the residents and medical students learning
- Balancing priorities in the patient visit
- Maintaining a reasonable visit duration to maintain patient satisfaction
- Constant changing of EMR templates to account for the many QI projects to allow for clean data collection
- Overwhelming number of Outcome Measures, QI Projects, and Grants running concurrently
- Maintaining consistency in all of the facilities
- Difficulty communicating to the masses can cause slow forward motion




TEAMWORK MAKES THE DREAM WORK!

Dedication To Our Quality Process 

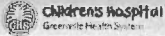
Our participation in QTIP has led to:

- Goal setting by clinic staff related to ongoing and new projects
- Creation of QI Committees involved in the projects
- Interest in attending QTIP Collaboratives by additional staff
- Bulletin Boards to track progress with the current measures
- Quality Projects and Outcomes mentioned at staff meetings

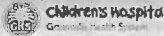


“The biggest room in the world is the room for improvement.”

— Helmut Schmidt


High Functioning QI Teams Mean Successful Programs 

- Dental Varnishing
- Asthma program- award winning
- Menactra and Gardasil administration
- WCC visits in the first 15 months of life
- Cease Program
- PCMH Certification and Recertification



“When you're finished changing, you're finished.”

- Ben Franklin

Our Quality Improvement Team 

- Physician Champion- Blakely Amati, MD
- Practice Manager- Katy Smathers, MHA
- Nurse Manager- Tammy Gladson, RN,BSN,CPN
- Office Supervisor- Kristi Caballero
- Clinical Supervisor- Susan Skytte, RN,CPN
- Care Coordination Manager- Jenny Kelley, RN
- QTIP Facilitator- Cindy Garnett
- Project Coordinator- Brad Dusenbery, MPA

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