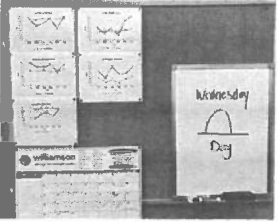


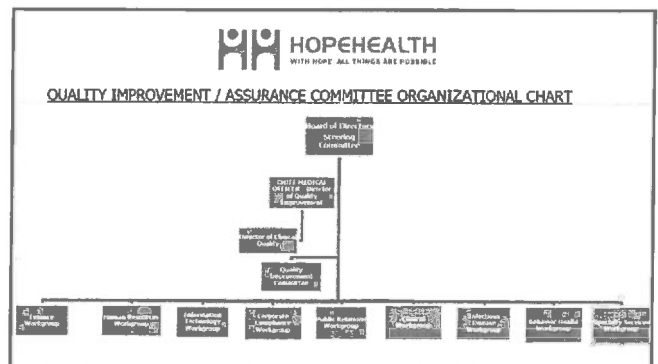
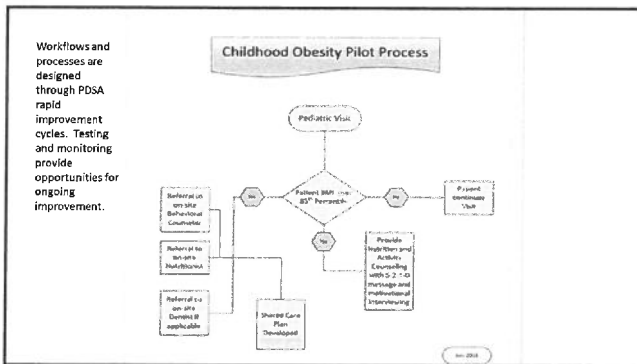

HOPEHEALTH PEDIATRICS
 Florence and Manning Offices

QTIP & HopeHealth Quality Improvement / Assurance Committee

QTIP AND HOPEHEALTH QUALITY IMPROVEMENT / ASSURANCE PROGRAM



- QTIP PDSAs and improved workflows are shared with other HopeHealth providers.
- QTIP was instrumental in obtaining PCMH status.
- QTIP providers lead clinical quality initiatives.
- QTIP assisted in implementing fully integrated behavioral health.




HOPEHEALTH
2018 - 2019 Quality Improvement Calendar

	April 2018	May 2018	June 2018
Plan	Behavioral Health Report	OB/GYN Report	OB/GYN Report
Do	Behavioral Health Report	OB/GYN Report	OB/GYN Report
Check	Behavioral Health Report	OB/GYN Report	OB/GYN Report
Act	Behavioral Health Report	OB/GYN Report	OB/GYN Report

Childhood Immunizations

Patient newsletters keep patients and families aware of needed preventive and disease management services.



Root Cause Analysis Example

Pattern: Childhood Immunizations from SC Registry are not always obtained and entered into the immunization module of the EMR.

Why? Staff does not have time.
 Why? Workflow is not working.
 Why? Data is overwhelming.
 Why? We could not get the records.
 Why? SC Health information Exchange is sometimes down which interferes with the current workflow.

Action: External complications with SCHIEx cause workflow interruption and increases follow-up burden. Use PDSA to find solutions for internal improvement due to external issues.

ROOT CAUSE ANALYSIS IDENTIFIES EXTERNAL AND INTERNAL ISSUES

The diagram illustrates a fishbone-style root cause analysis. It features a central box representing the problem, with several arrows pointing towards it from boxes of varying lengths, representing different levels of contributing factors or causes.

Model for Change

The diagram shows a circular process with four quadrants: **Act** (top-left), **Plan** (top-right), **Do** (bottom-right), and **Study** (bottom-left). Arrows on the perimeter indicate a clockwise cycle between these stages.

- what changes for next cycle?
- can the change be implemented?
- complete the analysis of the data
- compare data to predictions
- summarize what was learned
- set objective
- ask question
- make predictions
- plan to answer the questions (who where when)
- collect data to answer questions
- carry out the plan
- collect the data
- begin analysis of the data

QTIP AND HOPEHEALTH QUALITY IMPROVEMENT / ASSURANCE PROGRAM COMPLEMENT EACH OTHER IN MEETING OUR VISION: SERVING OTHERS, GIVING HOPE, CHANGING LIVES.

The image shows a close-up of a baby's face. The baby is wearing a white hat with a colorful pattern. The baby's eyes are wide open, and their mouth is slightly open, giving them a surprised or curious expression.