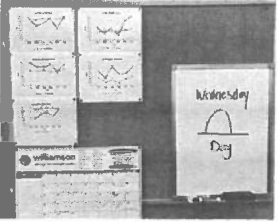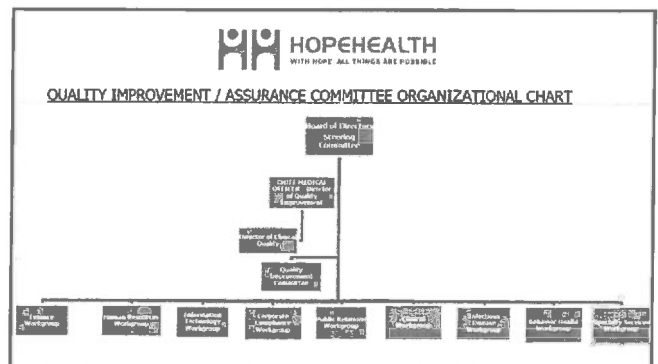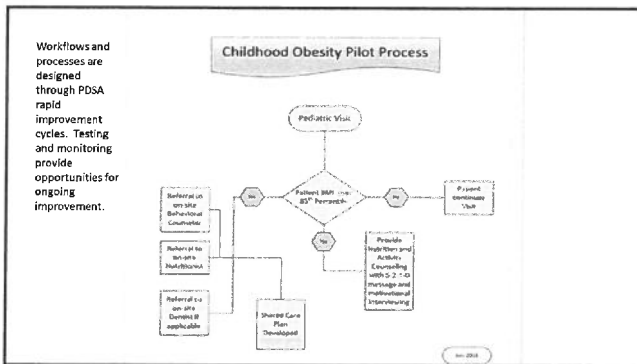**Slide 1**

HOPEHEALTH PEDIATRICS

Florence and Manning Offices

QTIP &
HopeHealth Quality Improvement /
Assurance Committee

Slide 2

QTIP AND HOPEHEALTH QUALITY IMROVEMENT / 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.

Slide 3

Workflows and processes are designed through PDSA rapid improvement cycles. Testing and monitoring provide opportunities for ongoing improvement.

Childhood Obesity Pilot Process

Slide 4

HOPEHEALTH
WITH HOPE ALL THINGS ARE POSSIBLE

QUALITY IMPROVEMENT / ASSURANCE COMMITTEE ORGANIZATIONAL CHART

Slide 5

A quality improvement calendar is used to highlight specific HEDIS measures monthly. Pediatric measures are a focus three months annually. Awareness for staff include quality initiatives, employee newsletter, health month ribbons, and special quality improvement projects.

Slide 6

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

Model for Change

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