

Thrive by Five Collaborative

Northside Health Center



Improving
Lead Screening

Team Northside



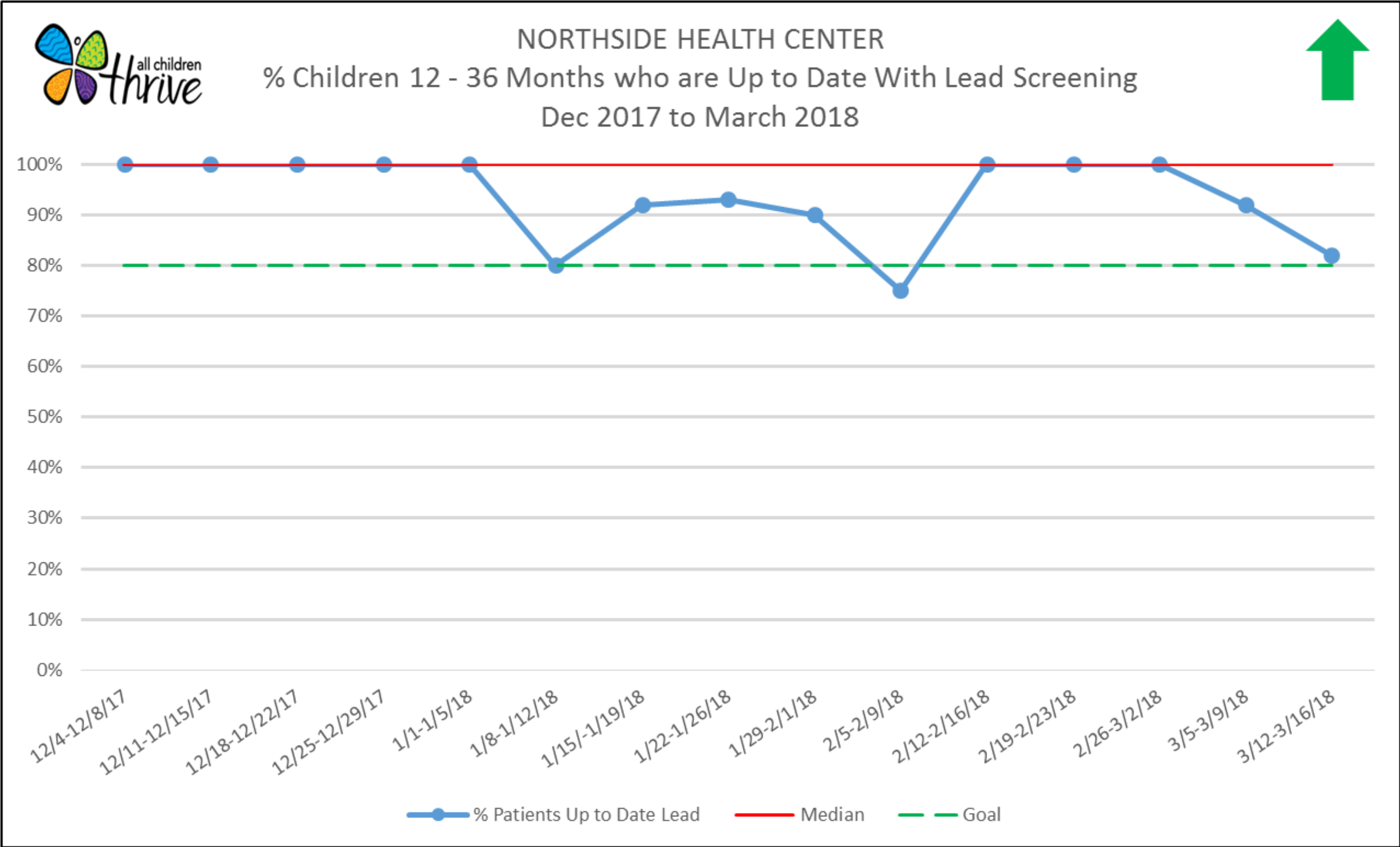
TEAM MEMBERS		
<u>Last Name</u>	<u>First Name</u>	<u>Role</u>
Komoroski	Eva	MD
Bonner	Sheila	RN
Duskin	Crystal	MA
Goode*	Geneva	RN
Lapre	Rachel	RN
Pearson*	LaShanta	Admin Tech

**Team Leaders*

SMART AIM

Increase the number of children age 0 to 27 months who receive two lead screens from 58% to 80% by April 2018

Team Northside: Run Chart



Northside Clinic: Improving Lead Screening Key Driver Diagram (KDD)



Project Leader(s): Geneva Goode, RN, Eva Komoroski, MD

Global Aim

Help Cincinnati's 66,000 children be the healthiest in the nation through strong community partnerships

SMART Aim

Increase the number of children receiving 2 lead screening tests from 58% to 80% by April 2018

Population

Patients 0 – 27 months at Northside Clinic

Key Drivers

- Patient maintains appointment
- Lead Screening is completed
- Parents / Caregiver are informed and engaged
- Educated and informed staff
- Reliable patient reminder system
- Accurate demographic information

Interventions (LOR #)


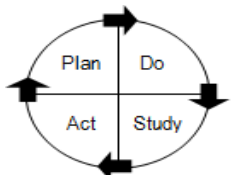
- Daily reminder calls / Pre-calls (LOR #1)
- Send reminder letters after no show (LOR #1)
- Offer EMLA (LOR #1)
- Escort patients to the lab (LOR #1)
- Provide lead literature & resources at 9-27 months Well Child Check and abnormal (LOR #1)
- Annual staff training on lead guidelines (LOR #1)
- Staff verbally reinforces education that is accurate (LOR #1)
- Staff asks questions of patient's caregiver about lead (LOR #1)

Legend

- Potential intervention
- Active intervention
- Adopted/Abandoned intervention

Team Northside: PDSA Testing



 PDSA WORKSHEET & SUMMARY 	
Quality Improvement: Test Interventions: PLAN - DO - STUDY - ACT	
Overall AIM:	Increase the number of children ages 0 - 27 months old who receive 2 lead screens from 58% to 80% by A
TITLE OF RAMP:	Reminder calls / Precalls / Reminder letters
Date	3/22/2018 - 03/23/2018 04/02/2018 - 04/16/2018
PDSA Cycle	CYCLE 1 CYCLE 2
Driver from KDD	Patient maintains appointment; Accurate Demographic Information
PLAN Objective: (To test if...results in...)	To test if searching in the CCHMC EPIC Link results in a more accurate demographic profile
Prediction: I predict that...	Likely not to give updated number confident enough to reach the patient
Measure: I will measure my results by...	Feasibility of process
Steps of Plan (To-do List):	1) Phillip to make reminder calls throughout the day to remind patients of upcoming appt
	2) If no contact, note made
	3) For those patient from that day we were not able to reach (mailbox full, message left, disconnected, wrong number), Dr. K will use CCHMC EPIC link
	4) Dr. K & team will seach EPIC link to find any demographic updates
	5) If new number or contact information obtained, will attempt f/u call.
DO (Did the test go according to the plan and what did you observe?)	Did the test go according to plan? (Y/N): YES Data & Observations: 3/23/2018: 1 patient and no updated demographics in EPIC link. 3/26/2018: 4 patients and 2 updated demographics in EPIC link. 3/27/2018: 1 patient and an updated demographic in EPIC link; were able to reach 3 and update their information. Of those 3, 2 showed for appt.
STUDY (What did you learn?)	(1) Did the results match your prediction (Y/N)? No * We were able to gather updated demographics for patients by using EPIC link
	* Could benefit from Registry clean up
ACT (Adapt, Adopt, Abandon. If Adapt, what will you change next time?)	Adapt - continue with more patients (scale); new ramp developed to focus on registry clean up

This is our PDSA connected to our **“Patient Maintains Appointment”** Key Driver.

- ✓ Any patient for whom a reminder call could not be completed (due to wrong number, no answer, etc.), we tested using the CCHMC EPIC Link to search for any more or additional contact information.

We were able to gather updated demographic information on 3 patients: 2 of whom completed the appointment!

- As a result of this PDSA, we will now have a focused “registry” clean up.

Team Northside



Here's what's working and what we are learning...

- Pre-calls work well
- The interventions of walking patients to the lab and offering EMLA cream prior to the lead draw are helping
- The QI project is calling good attention and focus on the process
- “Team work makes the dream work!”
- Being diligent in our day to day processes
- The data is raising good questions; we're looking at things differently



Here's what we are struggling with...

- Getting accurate data
- Updating and “cleaning up” the Registry
- Challenges remain with reaching those that are hardest to reach