

Team: Roll Hill SBHC



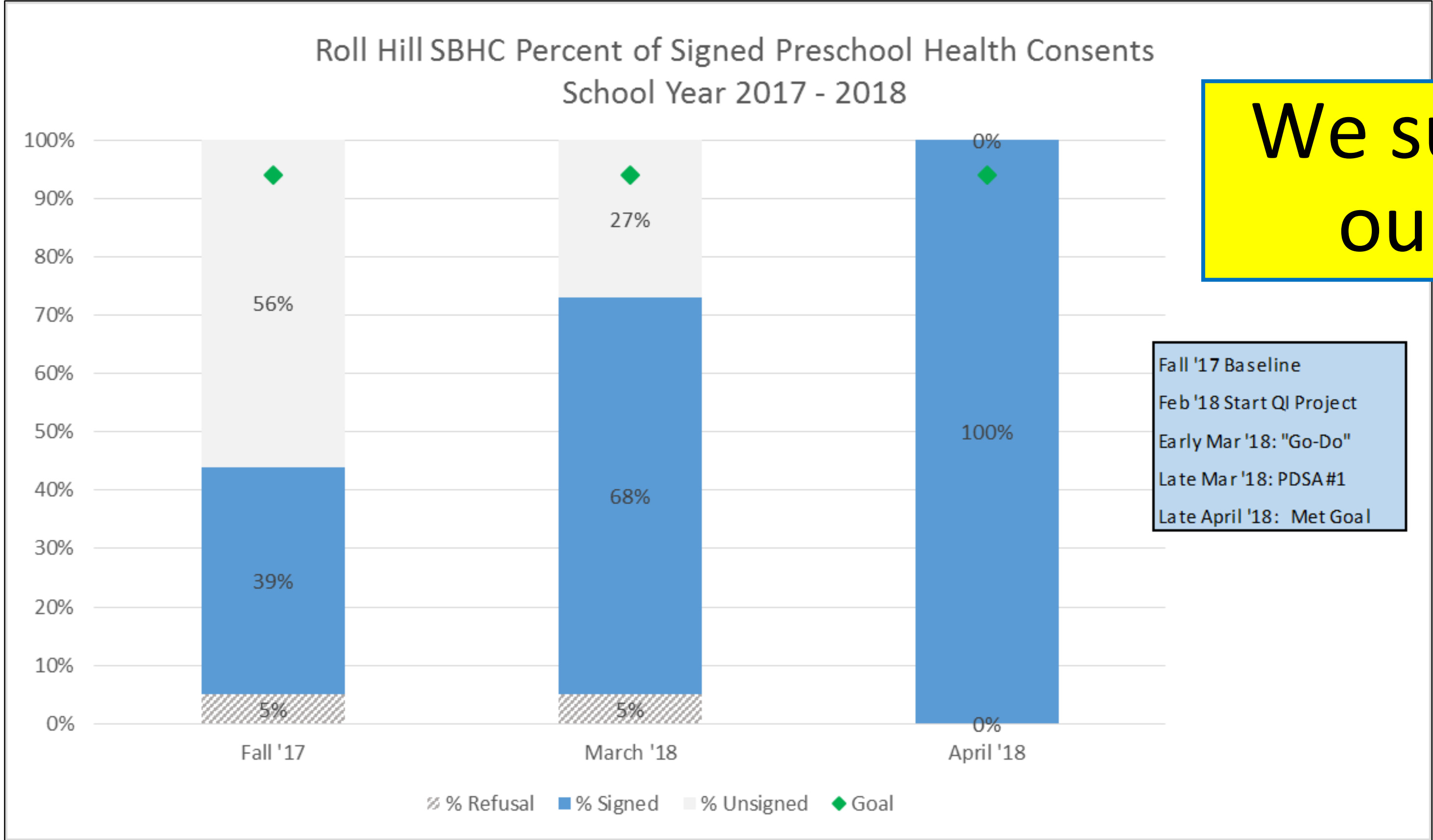
TEAM MEMBERS		
<u>Last Name</u>	<u>First Name</u>	<u>Role</u>
Rudy*	Allison	APN
Jones*	Victoria	Health Counselor
O'Leary	Mary Beth	RN
Thamann-Raines	Lauren	APN
Wills	Stacy	RN
Rapuano	Franki	CWA

**Team Leader*

SMART AIM

Increase the % of children who enroll (sign consent) in the CHD SBHC at Roll Hill from 39% (7/18) to 94% (17/18) by June 1, 2018

Team Roll Hill SBHC: Data Chart



**We surpassed
our goal!**

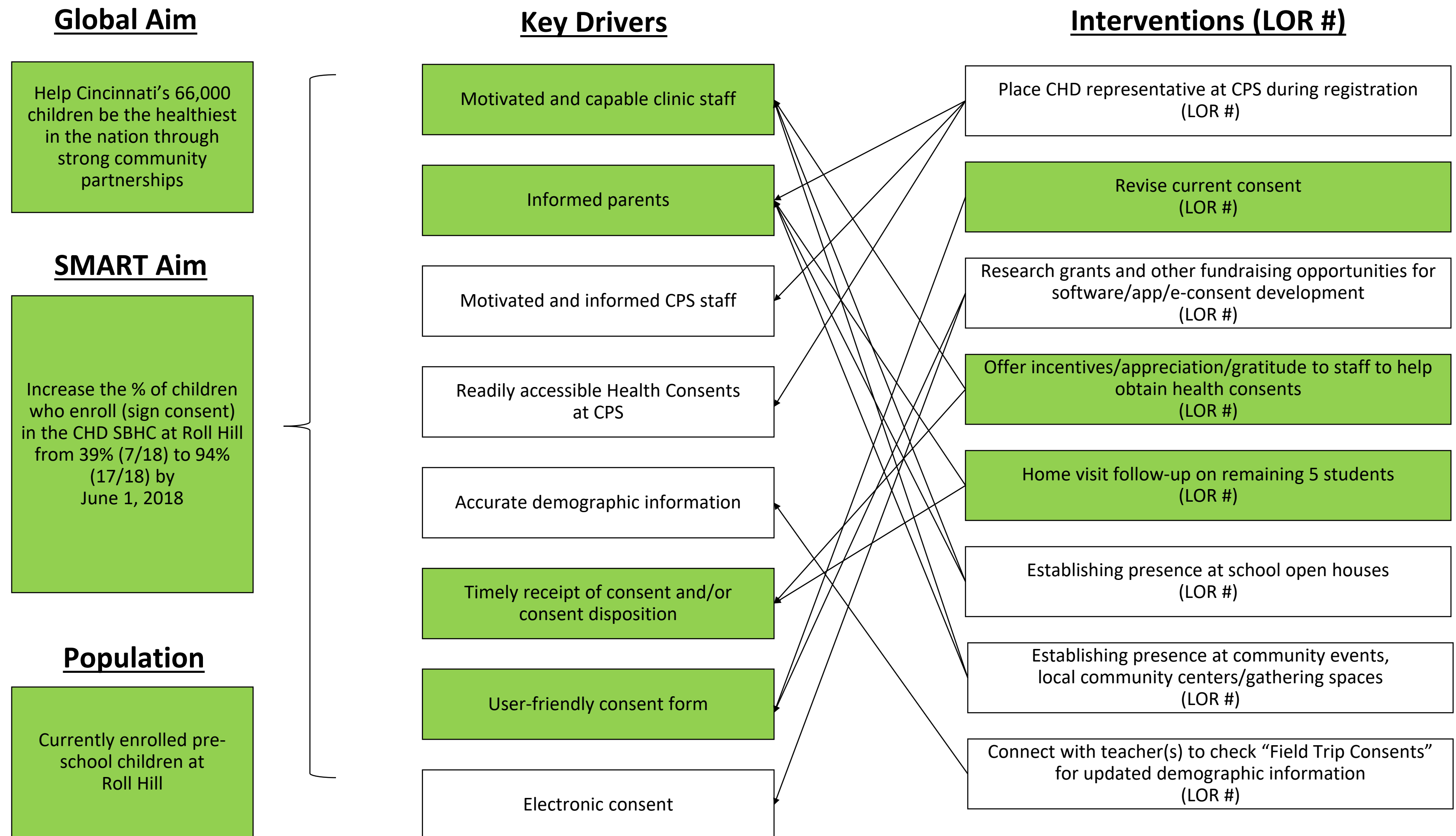
Fall '17 Baseline
 Feb '18 Start QI Project
 Early Mar '18: "Go-Do"
 Late Mar '18: PDSA #1
 Late April '18: Met Goal

Increasing Enrollment of Preschool Students in Roll Hill SBHC

Key Driver Diagram (KDD)



Project Leader(s): Allison Rudy, APN; Victoria Jones, Health Counselor



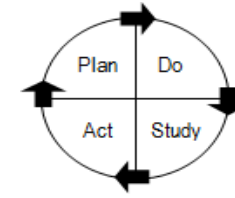
Legend

- White box: Potential intervention
- Green box: Active intervention
- Grey box: Adopted/Abandoned intervention

Team Roll Hill SBHC: PDSA Testing



PDSA WORKSHEET & SUMMARY



Quality Improvement: Test Interventions: PLAN - DO - STUDY - ACT

Our FOCUSED PDSA

Overall AIM:	Help Cincinnati's 66,000 children be the healthiest in the nation through strong community partnerships			
TITLE OF RAMP:	Follow Up and Home Visit Outreach to Obtain Consents			
Date	Week of 03/26/18	Week of 03/26/18		
PDSA Cycle	CYCLE 1: "Go Do"	CYCLE 2: "On Site"	CYCLE 3	CYCLE 4
Driver from KDD	*Timely receipt of consent and/or consent disposition; *Informed parents	*Timely receipt of consent and/or consent disposition; *Informed parents		
PLAN Objective: (To test if....results in...)	To test if targeted, focused efforts done with 10 outstanding parents results in signed health consents for Roll Hill SBHC	To test if sending a Health Counselor to the student's home (5 students) results in signed health consents for Roll Hill SBHC		
Prediction: I predict that...	Will be feasible, but take a lot of effort to reach these remaining students	The Health Counselor will be able to speak to at least 3 families and obtain consent for the School Based Health Center		
Measure: I will measure my results by...	Feasibility of process; # of returned consents	Feasibility of process; # of returned consents		
Steps of Plan (To-do List):	1) Obtain list of unconsented students	1) Obtain list of unconsented students	1)	1)
	2) Attempt to reach parent by phone	2) Obtain list of addresses	2)	2)
	3) Send consent home if not able to reach by phone	3) Go to patients homes and speak to families	3)	3)
	4) Obtain a signed consent	4) Obtain a signed consent	4)	4)
	5)	5)	5)	5)
DO (Did the test go according to the plan and what did you observe?)	Did the test go according to plan? (Y/N): Yes	Did the test go according to plan? (Y/N):	Did the test go according to plan? (Y/N):	Did the test go according to plan? (Y/N):
	Data & Observations: Still had 2 disconnected numbers; able to speak to several parents and had 6 returned consents	Data & Observations:	Data & Observations:	Data & Observations:
STUDY (What did you learn?)	(1) Did the results match your prediction (Y/N)? Yes	(1) Did the results match your prediction (Y/N)?	(1) Did the results match your prediction (Y/N)?	(1) Did the results match your prediction (Y/N)?
	• Being able to explain the SBHC to one mom really de-mystified the clinic.	•	•	•
	• One mom had no time to fill out consent	•	•	•
	• One mom wanted consent sent home with student's older sister	•	•	•
	• It oftentimes takes several attempts in various formats (phone, text, letter) to reach parent	•	•	•
ACT (Adapt, Adopt, Abandon. If Adapt, what will you change next time?)	Adapt - will attempt to send health counselor to home of remaining unconsented students			



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

- What works is when we make contact and have the opportunity to dialogue, we are able to obtain consents. **Communication is key!**
- By starting our process map with steps 'outside of clinic' helped to identify areas of opportunity/focus for "phase 2" of our project (e.g. working with CPS Headquarters during Head Start Registration)
- Once consent is signed, care works well.

Team: Roll Hill SBHC



Here's what we are struggling with...

- Establishing strong community connections and trusted presence in the community is so important to our overall success. It's just not easy and takes time to do.
- Moving forward with future expansion to treat patients from 0 & up requires logistics, coordination, and planning.