Implementing Continuous Quality Improvement

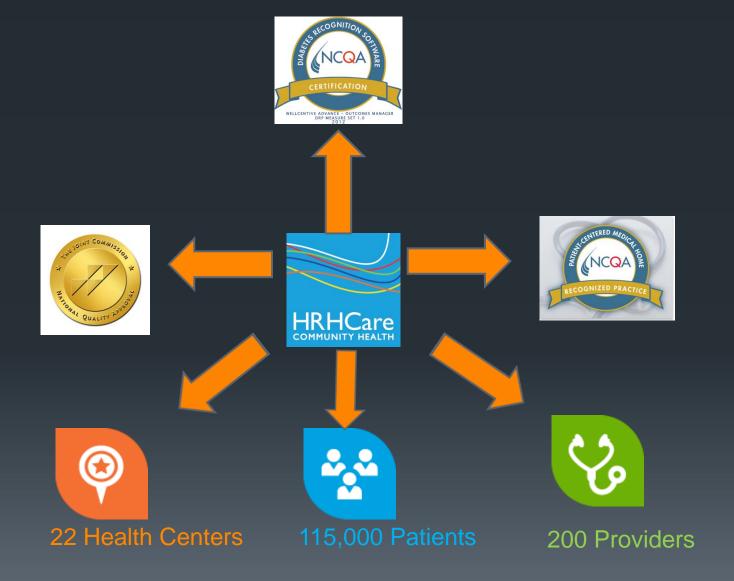
HRHCare

CHCANYS Conference October 20, 2014

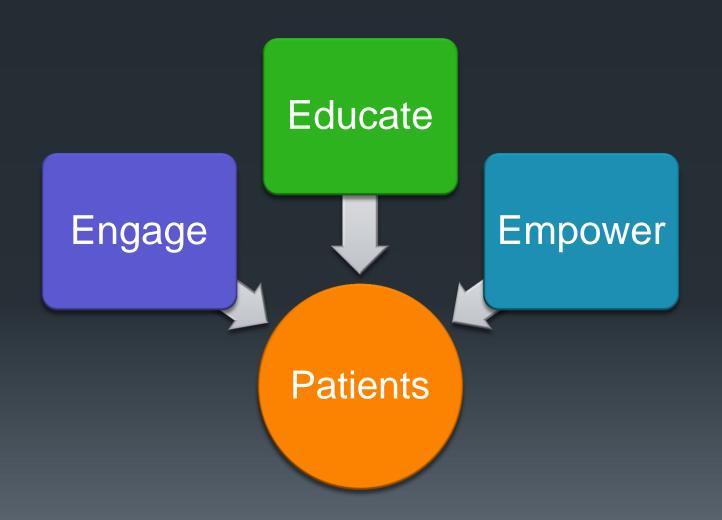
Sophia McIntyre, MD, MPH, FAAFP, CPE
Chief of Clinical Quality and Physician Leadership Development
Clinical Chair of Health Center Network of New York (HCCNY)
smcintyre@hrhcare.org



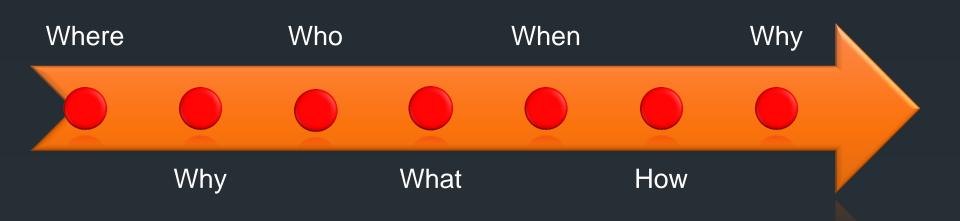
Overview of HRHCare



Project AIM @HRHCare



ASTHO @HRHCare



Beacon Health Center

Lower rate of HTN Control

HTN patients: 18-85 yrs.

Develop Clinical Protocol,/Interventi

Oct. 2013-Sept 2014

Engage Educate, & Empower Patients Decrease morbidity & mortality

ASTHO @HRHCare

Health Center Project Leadership

Project Lead

Physician Site Champion

Nurse Site Champion- LPN

Internal Team

Providers/Nurses

Clinical Informatics/ECW Trainer

Director of Laboratory Service

3 AmeriCorps

Videography

Communication Department

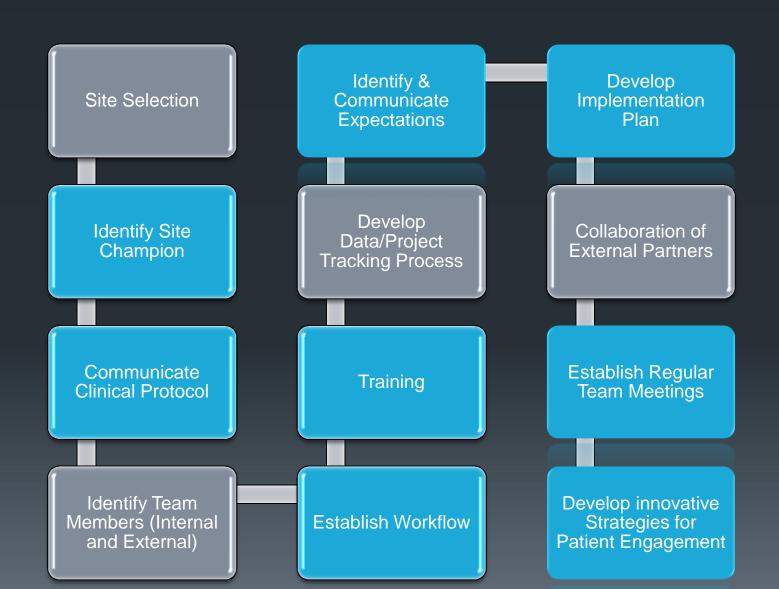
External Team/DDOH

2 RNs

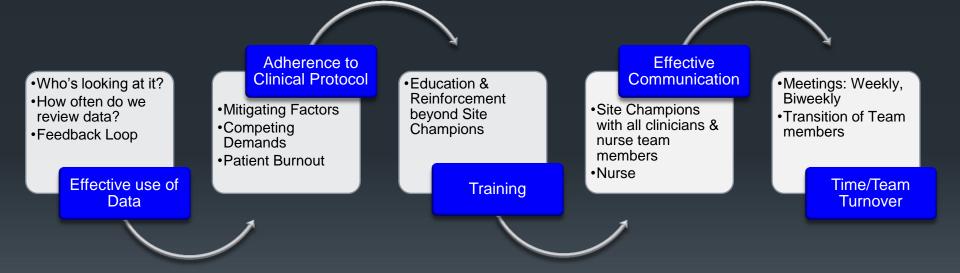
1 Statistician

Students Mt Saint Mary School of Nursing

ASTHO @HRHCARE: How to get Started?



Challenges



Opportunities

Following the Evidence

Kaiser study
Jaffe
2013 JAMA

Develop Innovative Strategies

Video- BP monitor use

HTN 101

Use of Emessenger Rapid PDSA Cycles

Undiagnosed HTN

Uncontrolled HTN

Incorporation of AmeriCorps

Collaboration with DDOH

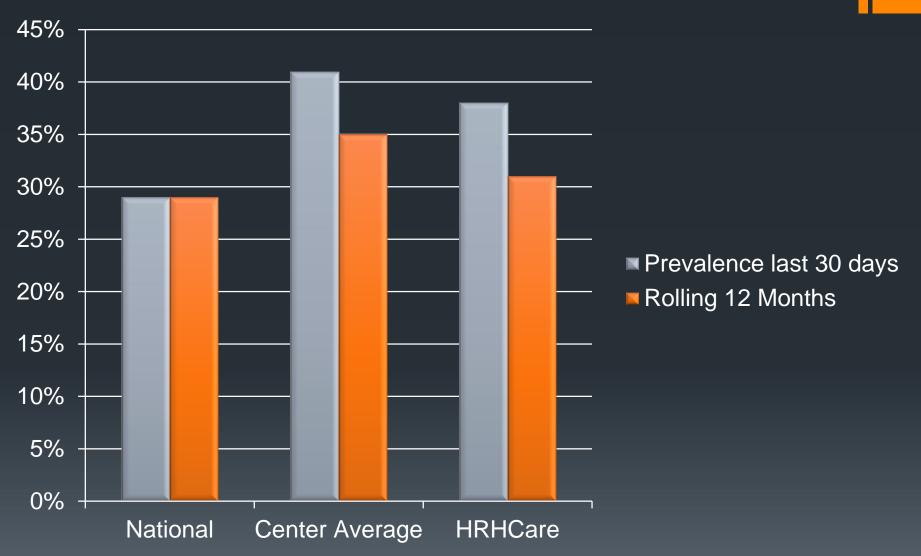
Carol Wanyo, RN

Wendy Johnson, RN

Nursing Students: Mt St Mary College DSRIP Implementation

Incubator of ideas for effective care management

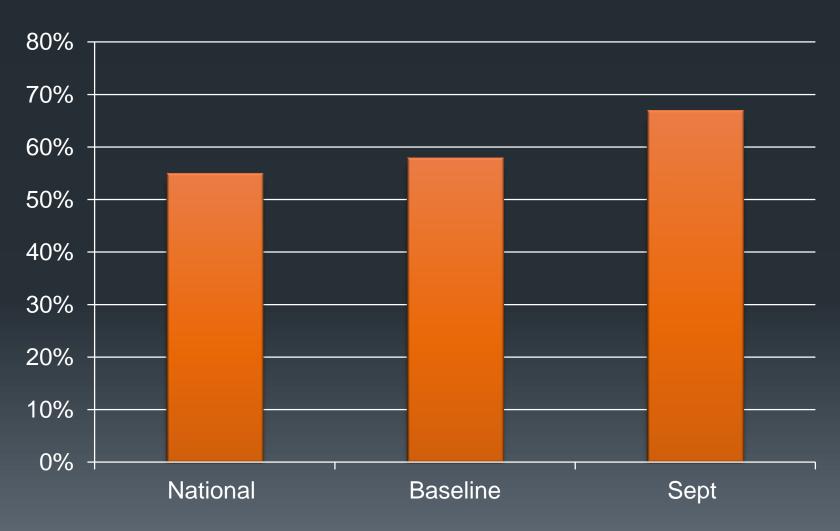
HRHCare HTN Prevalence



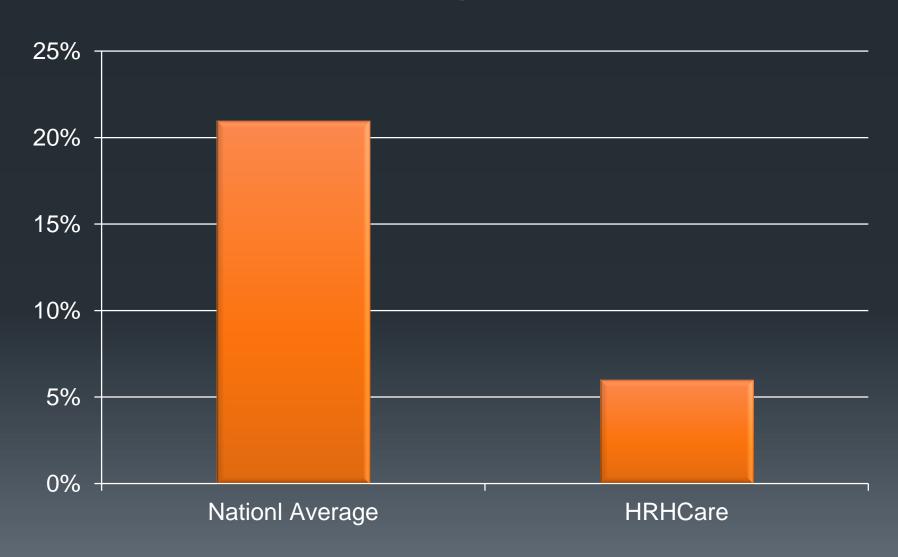
HRHCare Results



HRHCare Control Rates



HRHCare Undiagnosed HTN Rate



Key to Successful Implementation

- Engage! Education & Empower Patients!!
- Identify and SHARE the WHY: Patient Story
- Identify Core Skills for Team Members
 - Flexible/Adaptable
 - Organized
 - Strong Communicators
 - Innovative
 - Strong Collaborators
- Identify & Engage ALL Stakeholders: Share the WHY?
 - Providers/Nurses
 - Front Desk Staff
 - Nurse Manager
 - Office Manager

- Empower & Site Champions-Reinforce the WHY?
 - Encourage Innovative Ideas: out of box thinking
- Develop Implementation Strategy to include:
 - Time
 - Data Analysis review & feedback to site
 - Double Coverage for nurse champions
 - Training beyond the start of the project
 - 2 wks into project
 - 4wks into projects
 - 6wwks into projects
 - New team members join/leave

Questions?????

