

# CHINATOWN PUBLIC HEALTH CENTER

華埠公衛生局

STOP

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## Quality Improvement at CPHC

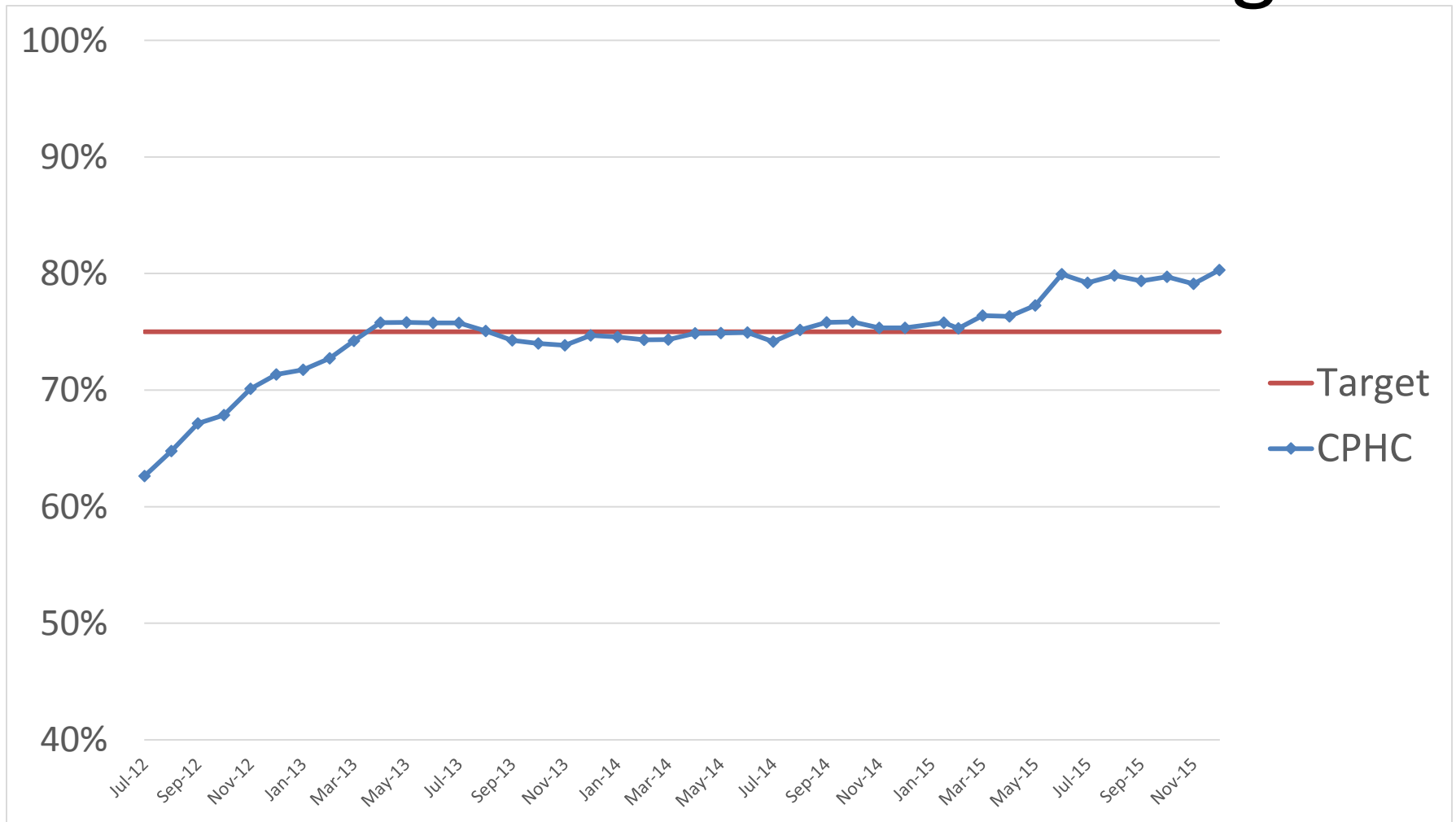
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# Quality Measures

	CPHC		COPC		HEDIS M-Cal	HEDIS M-Care	HEDIS Comm
	2014 Q2	2015 Q2	2014 Q2	2015 Q2	2015	2015	2015
<b>Cancer Screening</b>							
Breast (50-74)	74.3%	75.0%	71.0%	75.5%	71%	82%	80%
Cervical (21-65)	84.3%	83.9%	73.3%	72.9%	76%	--	82%
Colorectal (50-75)	74.9%	80.0%	65.0%	65.2%	--	77%	72%
<b>DM Care</b>							
HbA1c Test in past 12 mos.	90.2%	92.9%	84.3%	85.4%	91%	96%	94%
HbA1c <8	75.7%	76.7%	60.6%	60.3%	59%	77%	68%
HbA1c >9	7.5%	7.5%	13.4%	14.1%	28%	10%	19%
BP <140/90	83.4%	83.9%	60.8%	69.4%	75%	69%	75%
Urine Alb/Cr in past 12 mos.	80.2%	84.5%	59.4%	65.5%	87%	95%	90%
PCV23 ever	82.3%	82.3%	79.0%	77.18%	--	--	--
Eye exam in past 24 mos.	76.9%	78.2%	62.9%	57.9%	70%	82%	74%
Foot exam in past 12 mos.	75.8%	86.8%					
<b>Clinical Preventive Services</b>					--	--	--
*BP <140/90	86.4%	81.9%	79.0%	63.9%	69%	77%	72%
Smoking Status Documentation in past 12 mos.	86.2%	89.4%	77.6%	79.5%	--	--	--
Smoking Cessation Intervention in past 24 mos.	--	91.4%	--	18.5%	81%	92%	86%
Depression Screening ever (>18)	67.7%	75.2%	26.4%	27.0%	--	--	--
HIV antibody testing at least once	85.4%	89.6%	63.4%	70.3%	--	--	--

# Colorectal Cancer Screening



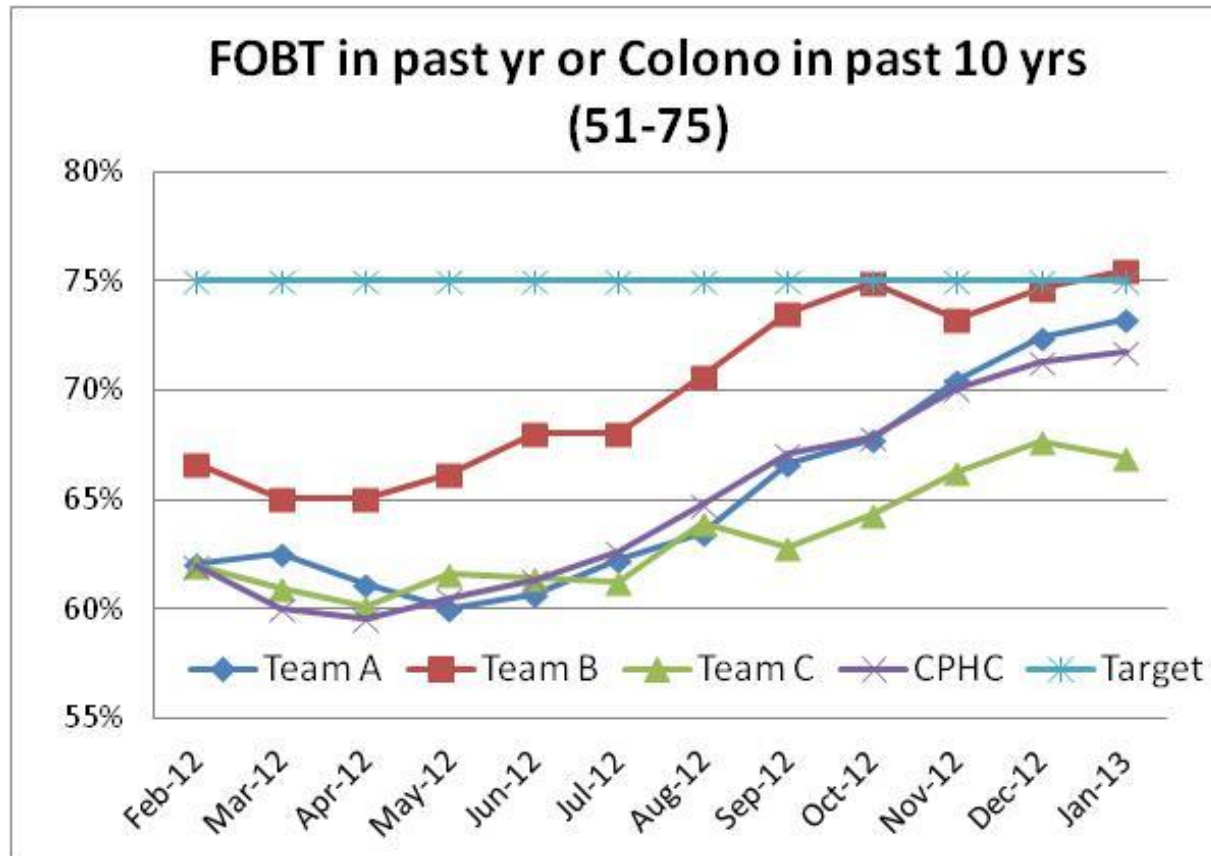
Behavior change: patient, provider, MEA

Levers of change: mission, enhanced staff experience, incentives

Getting back to basic: patients, not percentages



# Colorectal Cancer Screening

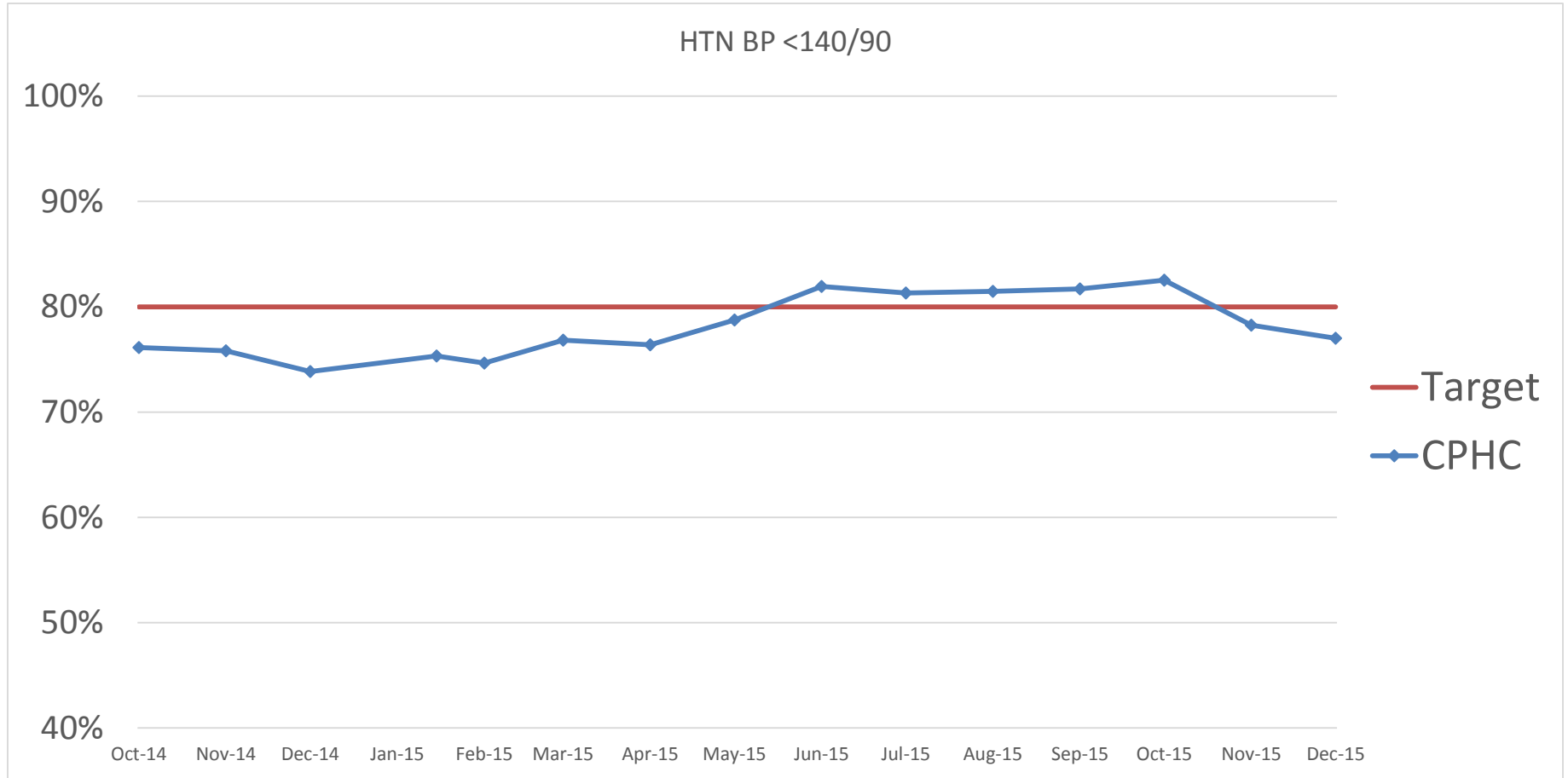


- In-service in June: FIT message and advantage
- Focused outreach: eCW search of pts given FIT but now past due date or not returned within one month
- Sustainability: routine data monitoring and feedback through monthly Clinical Care Team meetings

# Denominator

- As important as numerator, sometimes neglected
- Workflow to actively and proactively remove pts (e.g. transferred to another system, pts who acquired Covered CA) to ensure the fidelity of our empanelment
- Improved pt safety, more efficient outreach, cleaner data

# Hypertension





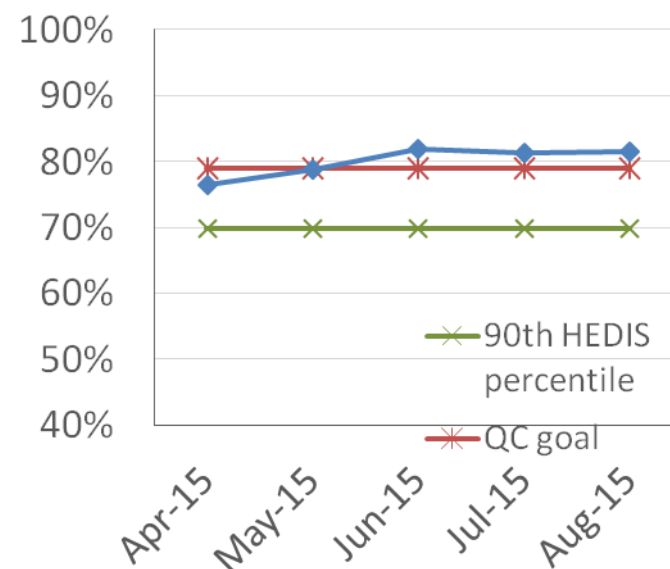
**By August 2015, percentage of CPHC patients with HTN being at goal\* will increase to at least 79%.**

\*BP <140/90 for all pts age 18-59 and pts age 60-85 with DM  
BP <150/90 for pts age 60-85 without DM

Root Causes	PDSA/Changes
Timely titration of meds	Team based care <ul style="list-style-type: none"> <li>empower RN to use standing order based on our BP Bring it Down Algorithm during BP triage visit</li> <li>consult PharmD, POD, or PCP as needed</li> </ul>
Correct BP measurement by MEA	Refresher for MEA on BP measurement
Patients with uncontrolled BP who have not returned in more than a year	Patient denominator clean up
Understanding the impact of BP control on CVA prevention	In-service provided to all staff showing NTT for one CVA prevented in 10 years

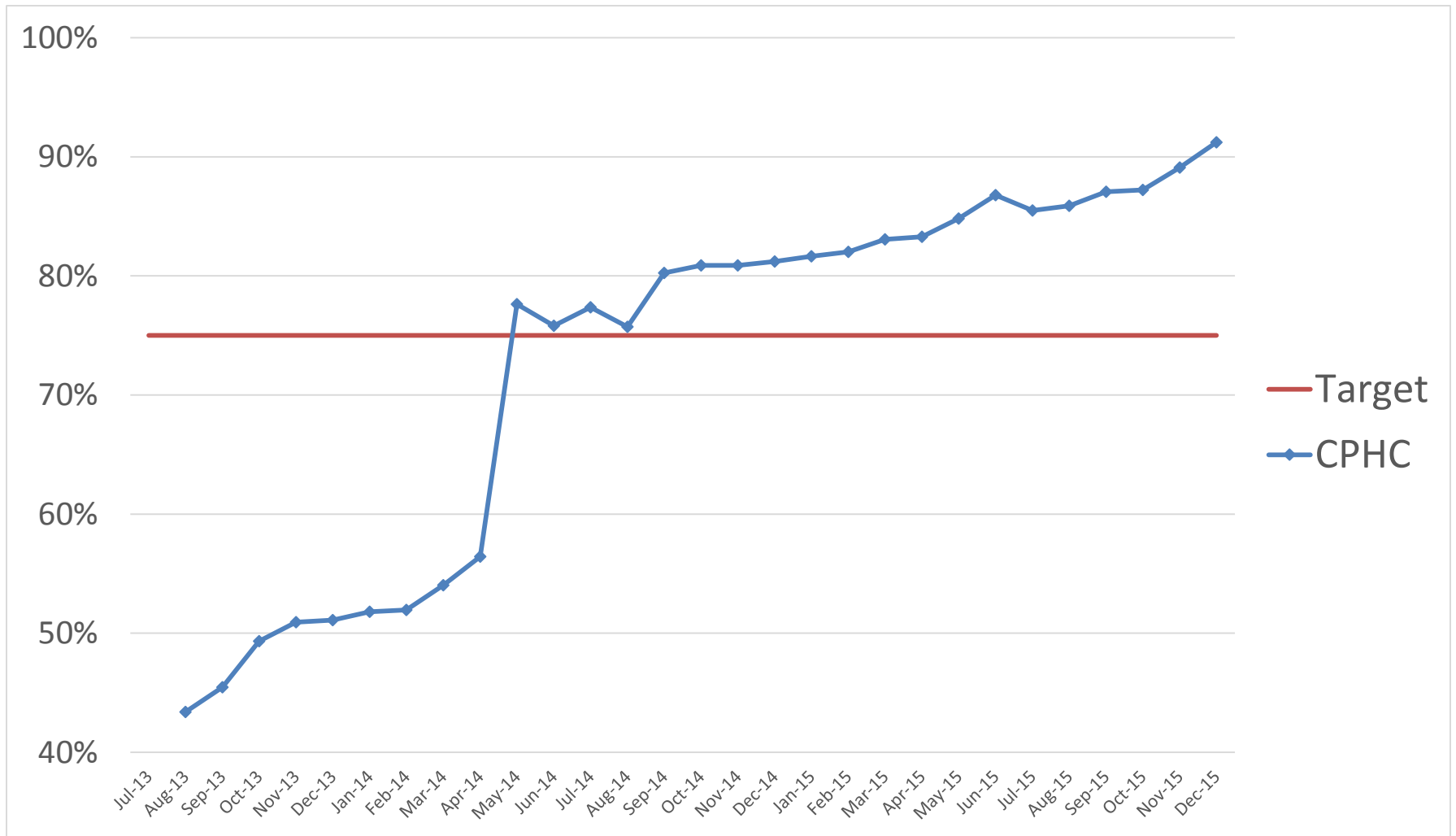


## Data



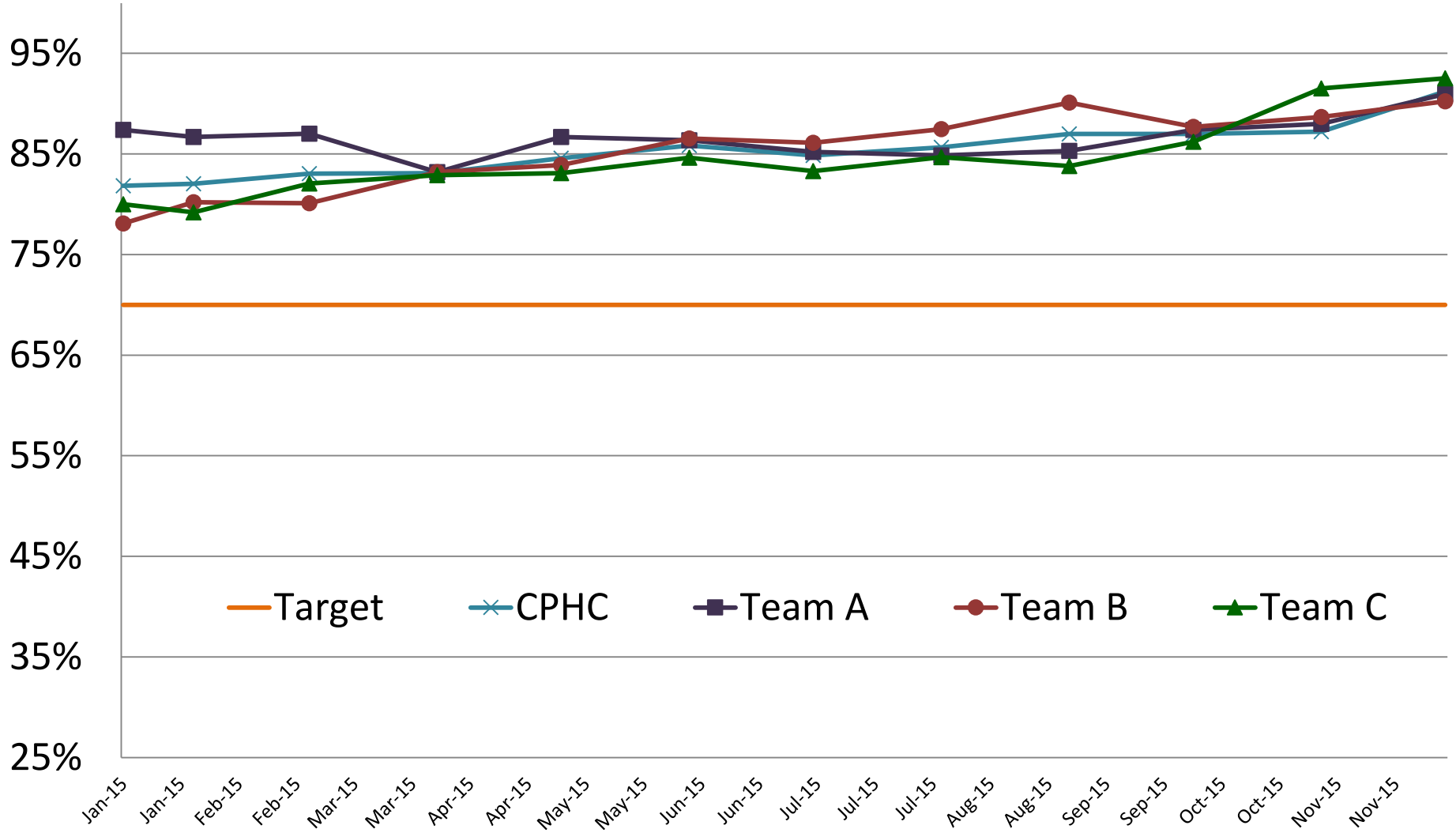
**April 2015 Baseline for CPHC was 76%**

# DM Foot Exam

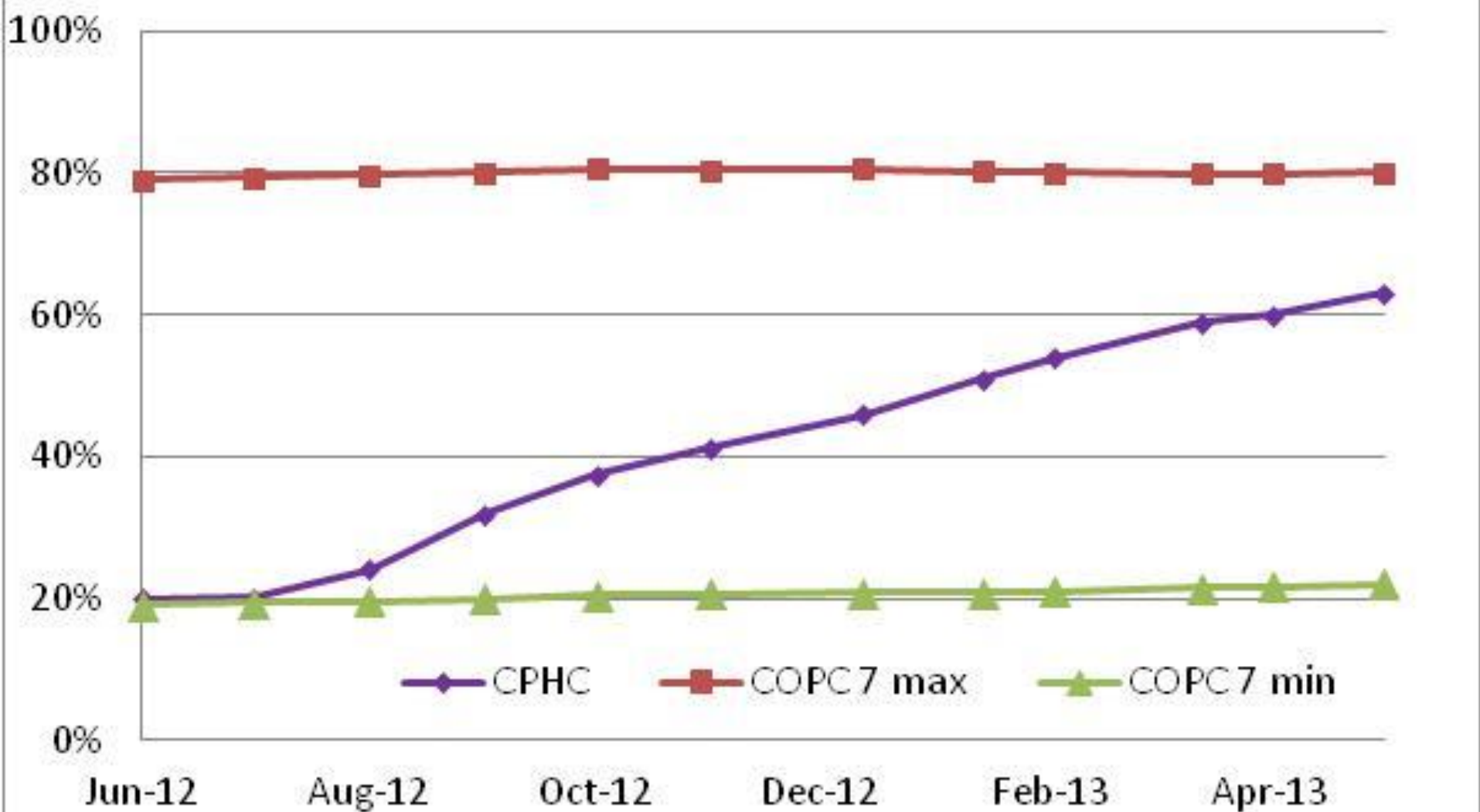




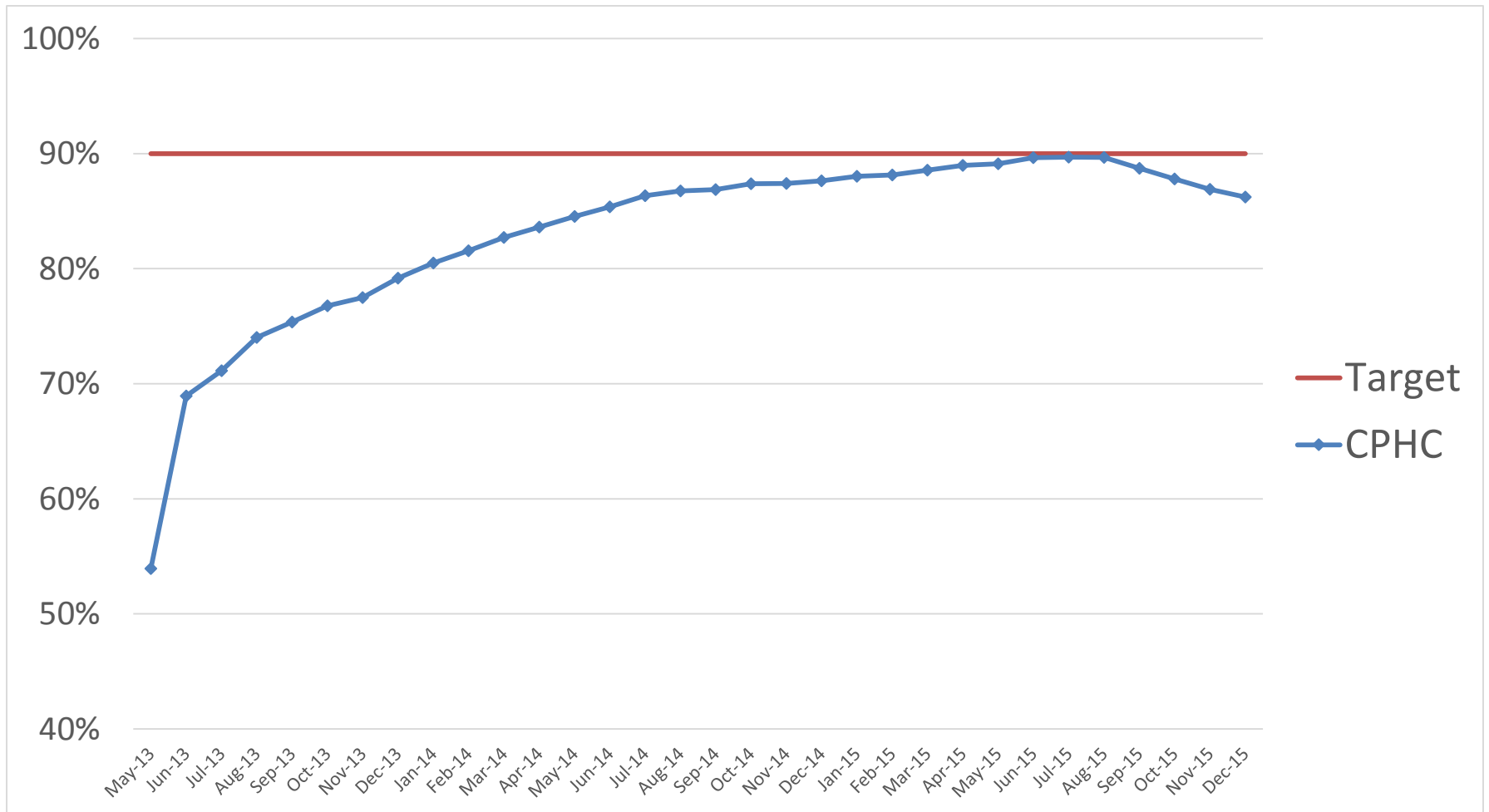
# DM Foot Exam in past yr



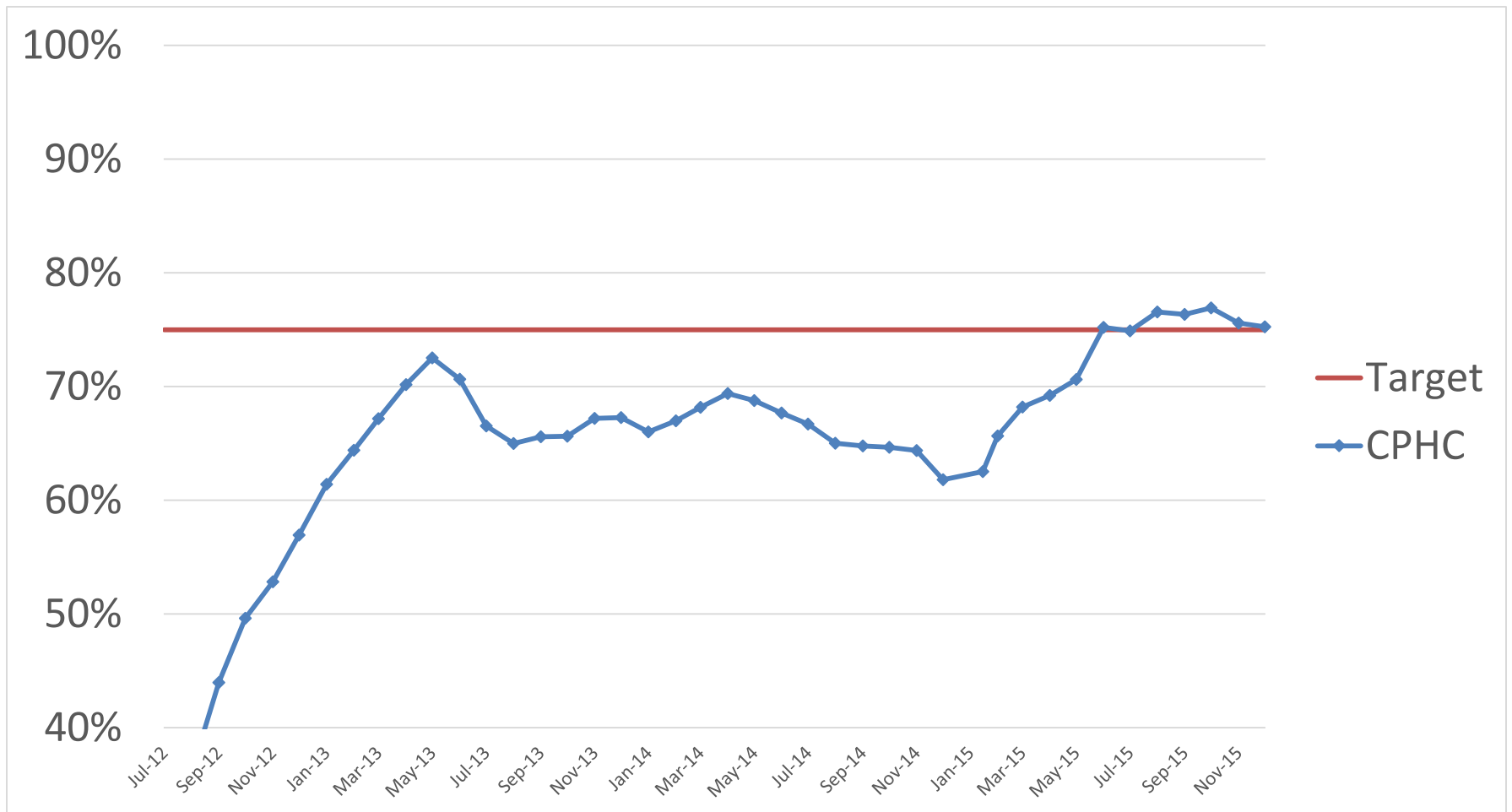
## Lifetime HIV Testing (13-64)



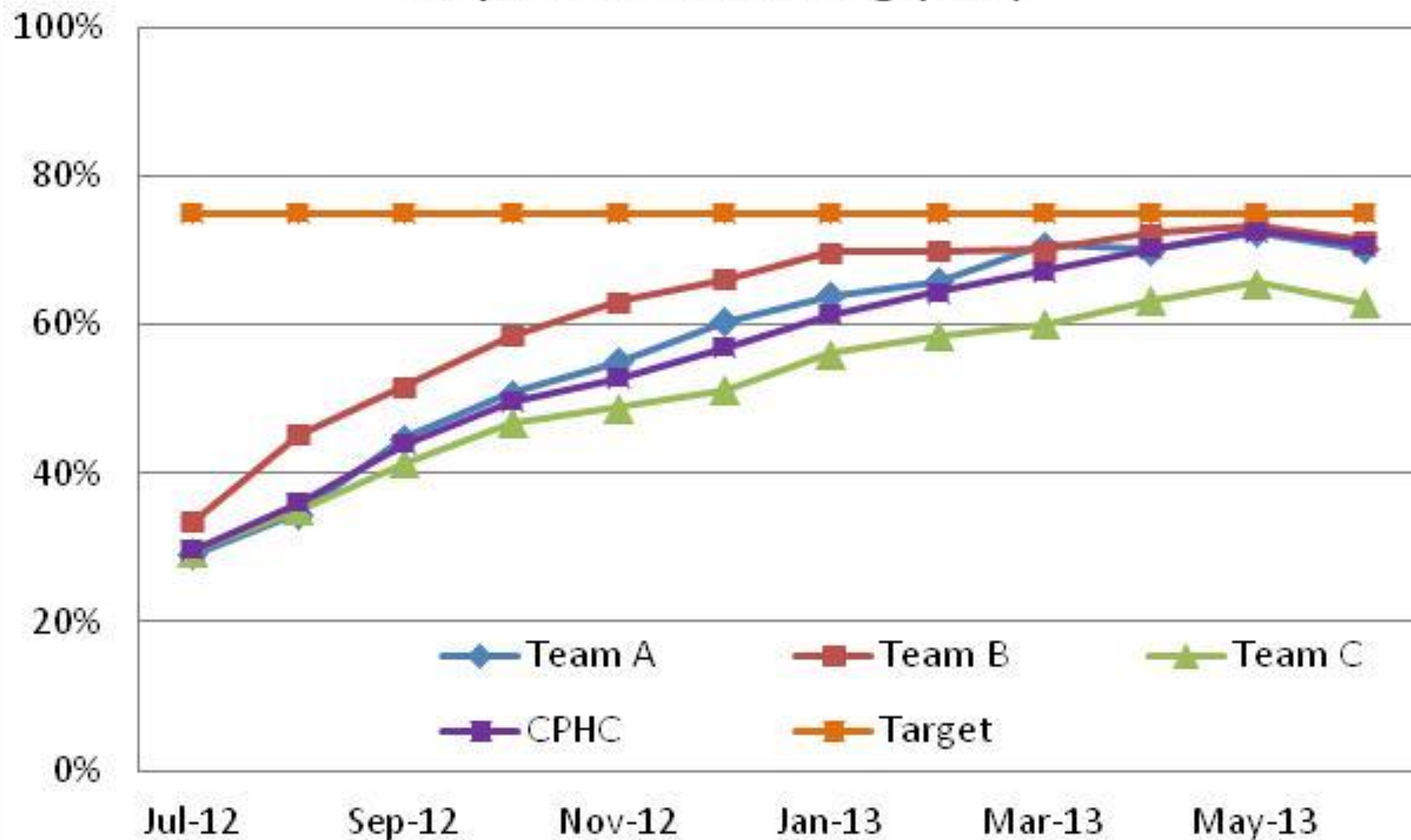
# HIV Screening



# Depression Screening



## Depression Screening (>18)



# Quit smoking rates

					Smoking Status of Those Completed 3 Classes					
	Referral received	Attended	Completed 3 Classes	F/U appt	Medications/N RT	Quit	Decreased	Relapse	Final Quit	%
1st Series: 5/29/2014-6/12/2014	16	12	6	5	5	4	1*	1	3	50%
2nd Series: 7/16/2014 - 7/30/2014	9	1	0	1	1	0	0	0	0	NA
3rd Series: 9/18/2014 - 10/2/2014	7	1	1	0	0	0	0	0	0	0%
4th Series: 10/8/2014 - 10/22/2014	5	1	0	1	0	0	0	0	0	NA
5th Series: 11/8/2014 - 11/22/2014	10	4	2	2	1	0	1**	0	0	0%

\* decreased from 15 cig/day to 3-4 cig/day

\*\* decreased from 7 cig/day to 2-4 cig/day

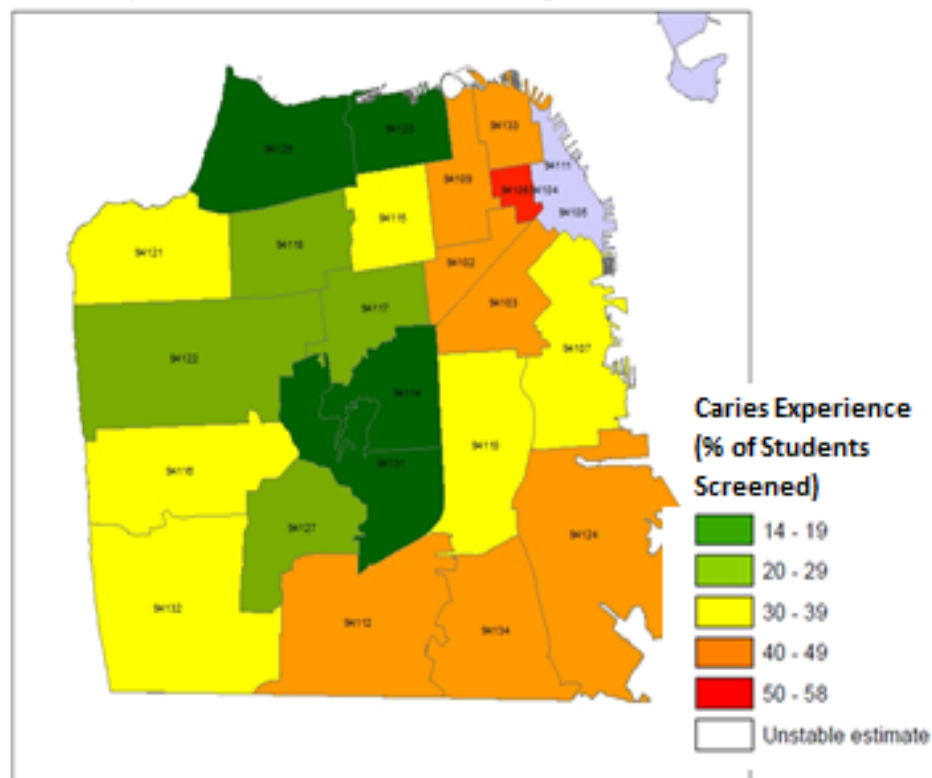


# Children Oral Health

Figure 5: Certain San Francisco neighborhoods have 2-3 times more children with caries

Chinatown  
North Beach  
Nob Hill/Russian Hill/Polk  
Tenderloin  
South of Market  
Bayview/Hunter's Point  
Visitation Valley  
Excelsior  
Portola

Caries experience in San Francisco Kindergarteners



Source: San Francisco Unified School District, Kindergarten Oral Health Screening, 2002-2013.

# Children Oral Health



- Goal to eliminate health disparity
- SF Oral Health Collaborative
- Chinatown COH Task Force
- FV in PC, Community Ed, Outreach
- Engage media, schools, health fairs
- %kindergarteners with caries
- %age 1-6 with FV in last 6m
- %age 1-6 with DV in past yr

# QI Lessons Learned

- Back to Basic: Patients, not percentages
- Same system design may produce different results due to differences in execution
- Investment in front line staff
- Don't forget the denominator
- Transparency and accountability
- CQI culture and infrastructure a must
- Celebrate success