



School-Based Health Quality Improvement: Progress vs Perfection

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CME and CE Information

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Financial Disclosure

Jane V Hamilton, has no financial relationships to disclose relating to the subject matter of this presentation



Learning Objective

At the conclusion of this session, learners will be able to:

- Describe three components of an effective quality improvement program
- Explain the importance of sharing data and quality information with School-Based Health Center Staff and members of the school communities

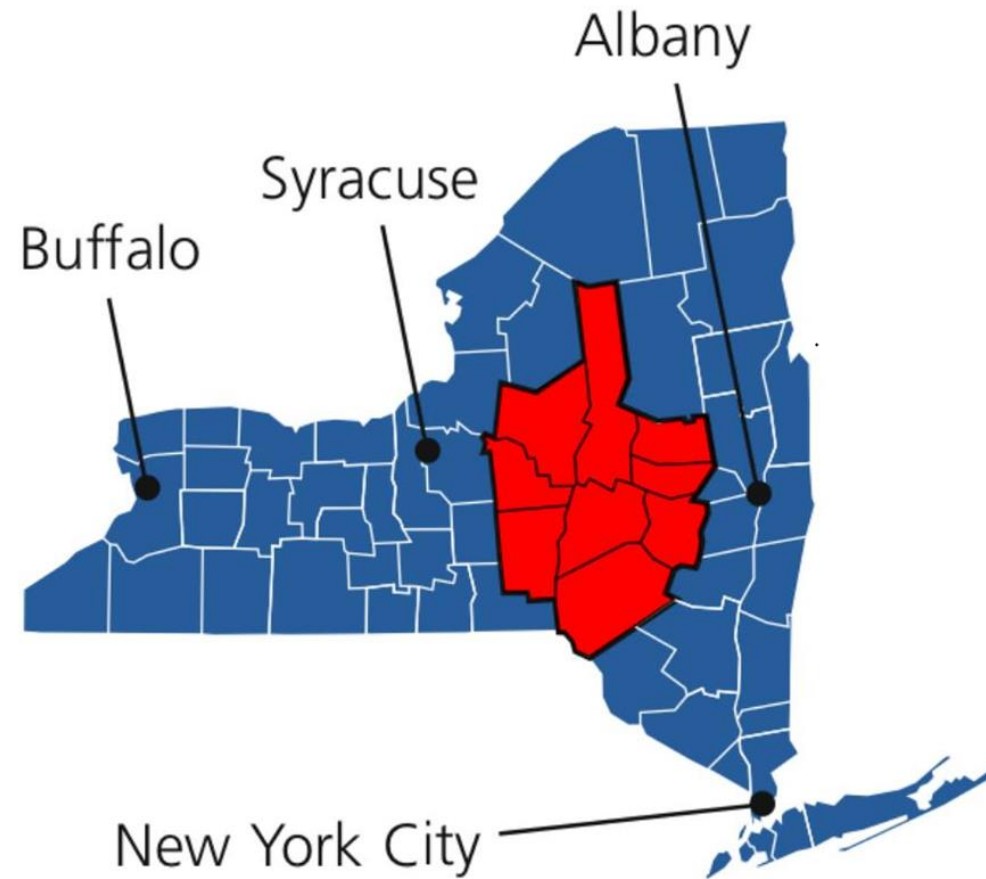


What is the Bassett Healthcare Network

- Medical Center
- 4 community hospitals with services across 8 counties
- Over 2 dozen community-based primary care centers
- 22 School-Based Health Centers
- Specialty services
- Teaching hospital and medical school campus affiliated with Columbia University's College of Physicians and Services
- Bassett Research Institute's Center for Rural Community Health
 - New York Center for Agricultural Medicine and Health



Where is the Bassett Healthcare Network



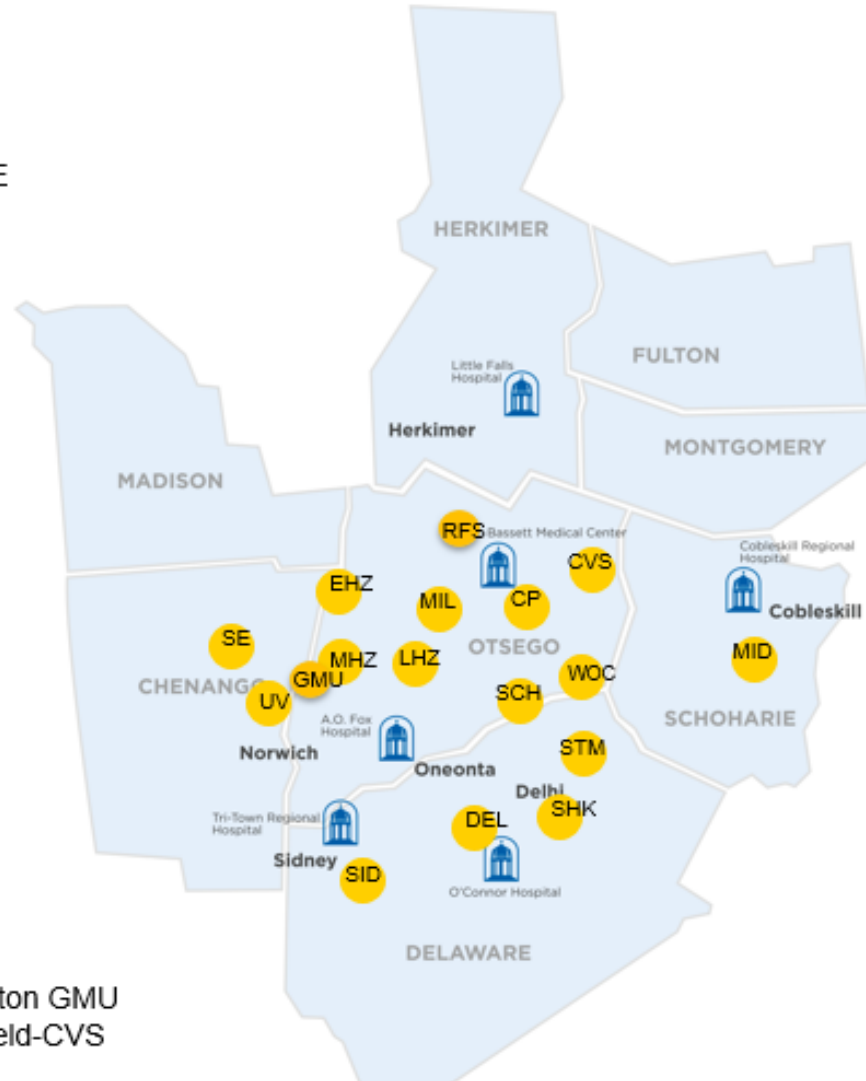
Here we are!

Chenango Co:
Sherburne-Earlville-SE
Unadilla Valley UV

Schoharie Co.
Middleburgh-MID

Otsego Co:
Cooperstown-CP
Edmeston-EHZ
Lauren-LHZ
Morris-MHZ
Milford-MIL
Schenevus-SCH
Worcester-WOC
Richfield Springs RFS
Gilbertsville Mount Upton GMU
Cherry Valley Springfield-CVS

Delaware Co
Delhi-DEL
South Kortright-SHK
Stamford-STM
Sidney-SID



Who is on our SBHC Team?

Regularly on site: 36-40 hours per week depending on the size of the school

Ambulatory Office Assistance-Front Desk/Medical Assistant
Pediatric Advanced Practice Clinician (FNP, PNP, RPA)
Nurse-LPN or RN
Mental Health Clinician-Licensed Clinical Social Worker
Licensed Master Social Worker

Integrated within site:

Pediatrician, MD
Registered Dietician
Registered Dental Hygienist
Dentist
Nurse Care Coordinator

Supportive:
Practice Managers



The Bassett SBHC Team



Who is involved in Quality Improvement?



Recognized as:

NCQA Patient Centered Medical Home

NCQA-National Committee on Quality Assurance

Since 2017

CONCEPT AREAS

1. Team Based Care
2. Knowing and Managing your patients
3. Care Management and Support
4. Care Coordination and Care Transitions
- 5. Performance Measurement and Quality Improvement**



Doing what is best for kids!



If you measure it, it will get done.



How to Improve: Model for Improvement

Institute for Healthcare Improvement

1. Forming a Team



How to Improve: Model for Improvement

Institute for Healthcare Improvement

2. Setting Aims: Create an Aim Statement

- ❖ What we are improving
- ❖ By what date we want to see improvement
- ❖ How much we want to improve
- ❖ For whom are we doing this work
- ❖ Where are we doing the work
- ❖ Explain why



How to Improve: Model for Improvement

Institute for Healthcare Improvement

3. Establishing Measures

How will you know if improvement occurred

- Outcome Measures
- Process Measures
- Balancing Measures



How to Improve: Model for Improvement

Institute for Healthcare Improvement

4. **Selecting Changes**

System-level improvement, involve subject matter experts, review the literature, talk to patients and peers



How to Improve: Model for Improvement

Institute for Healthcare Improvement

5. Testing Changes



How to Improve: Model for Improvement

Institute for Healthcare Improvement

6. Spreading Changes

After successful implementation of change
spread the changes to other part of
The organization



What do we measure:

Clinical Quality Measures	PCMH	New York State Department of Health
Immunization	HPV, Influenza	Up to Date Immunizations
Preventive Care	BMI Assessment, Oral Health Risk Assessment	BMI Assessment, Oral Health Risk Assessment Annual Exams
Chronic or Acute Measure	Management of BMI \geq <u>95%</u> , Follow up on elevated BP	
Behavioral Health	Depression Screen/ Behavioral Screen (under 12 yo of age) with follow up plan	Depression Screen and referrals



Measures continued

Measure	PCMH	NYSDOH
Health Care Cost (Stewardship)	Appropriate treatment of pharyngitis	
Care Coordination	Calls made to all pts seen in the ED	
Patient Experience	Awareness of SBHC hours when school is closed	SBHC Enrollment



Forming the Team:



Setting Aims:

We are participating in the American Cancer Society 2024
Intervention Project:
Data and Reporting Tool (DART)

We aim to increase Initiation, Completion for ALL patients aged 9-10, 11-12, 13 years by 10 percentage point(s) by 12/31/2024 in 22 participating clinics.

Reminder:

Time bound and measurable

Defines the population who will be affected

Identifies where the improvement will take place



Establishing Measures:



Selecting Changes:

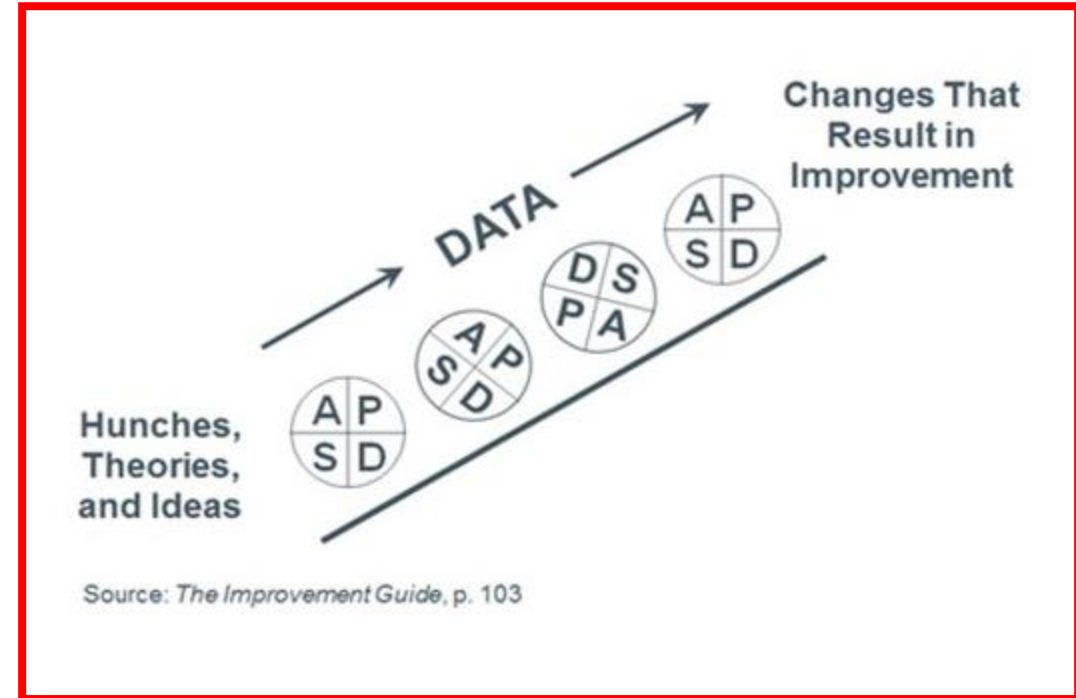


Ideas for change may come from those who provide input into, work in or are recipients of the system or patients of the SBHC.



Testing Changes:

Think small.
Embrace quick change



Implement Change

Once you find something that works...

GO FOR IT!!!



Spread the Change



Share your work with others in your organization, other SBHC, other related groups



Morning Huddles

(10 mins) in person/zoom

Review of scheduled patients:

Immunizations

Follow up Appointments

Outstanding Referrals

Care Plans

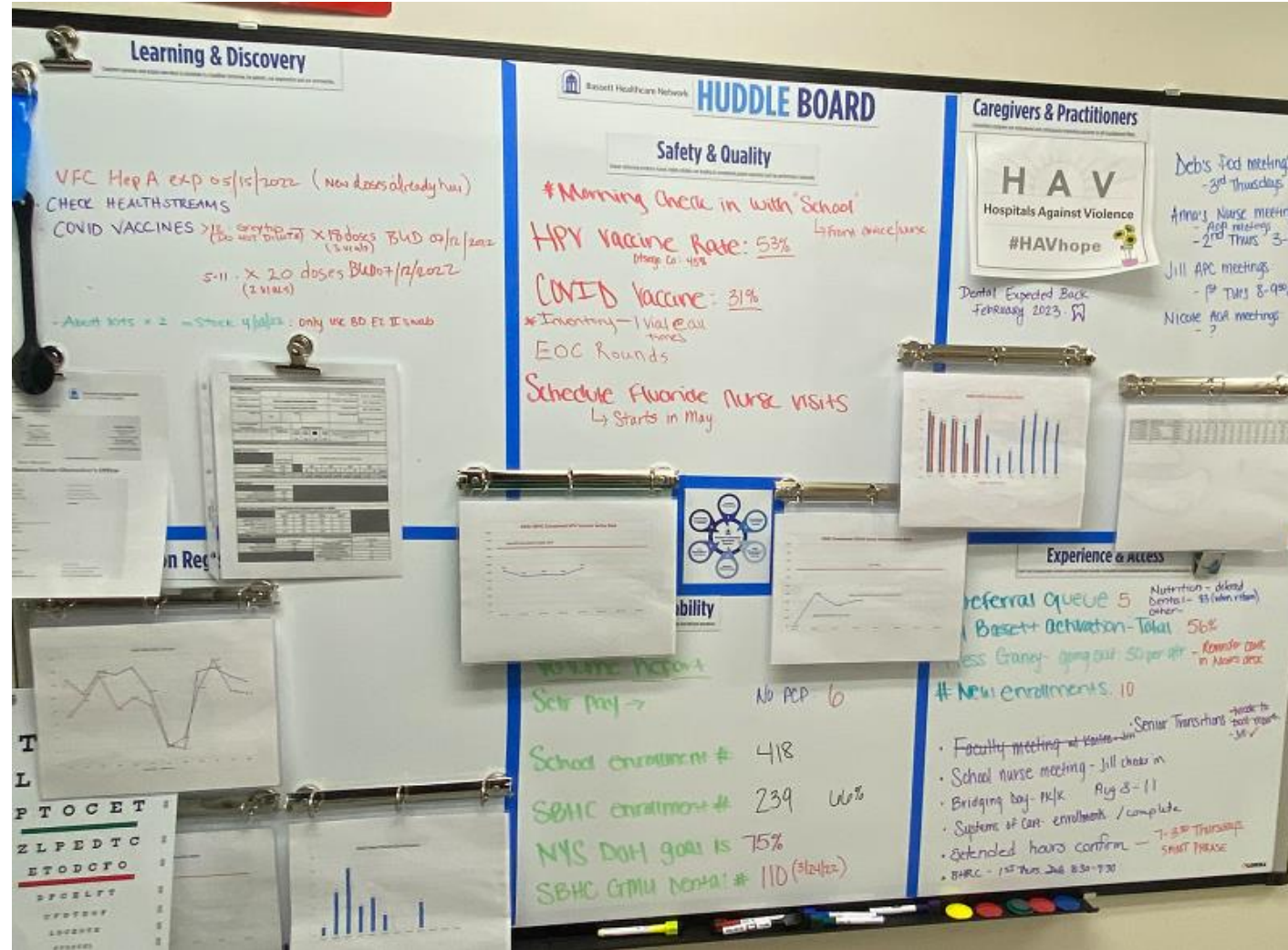
Needed labs or imaging

Complex needs

Care Coordination



Huddle Boards



PI Boards

HPV Vax

Influenza Vax

Oral Health Assessment

BMI Assessment



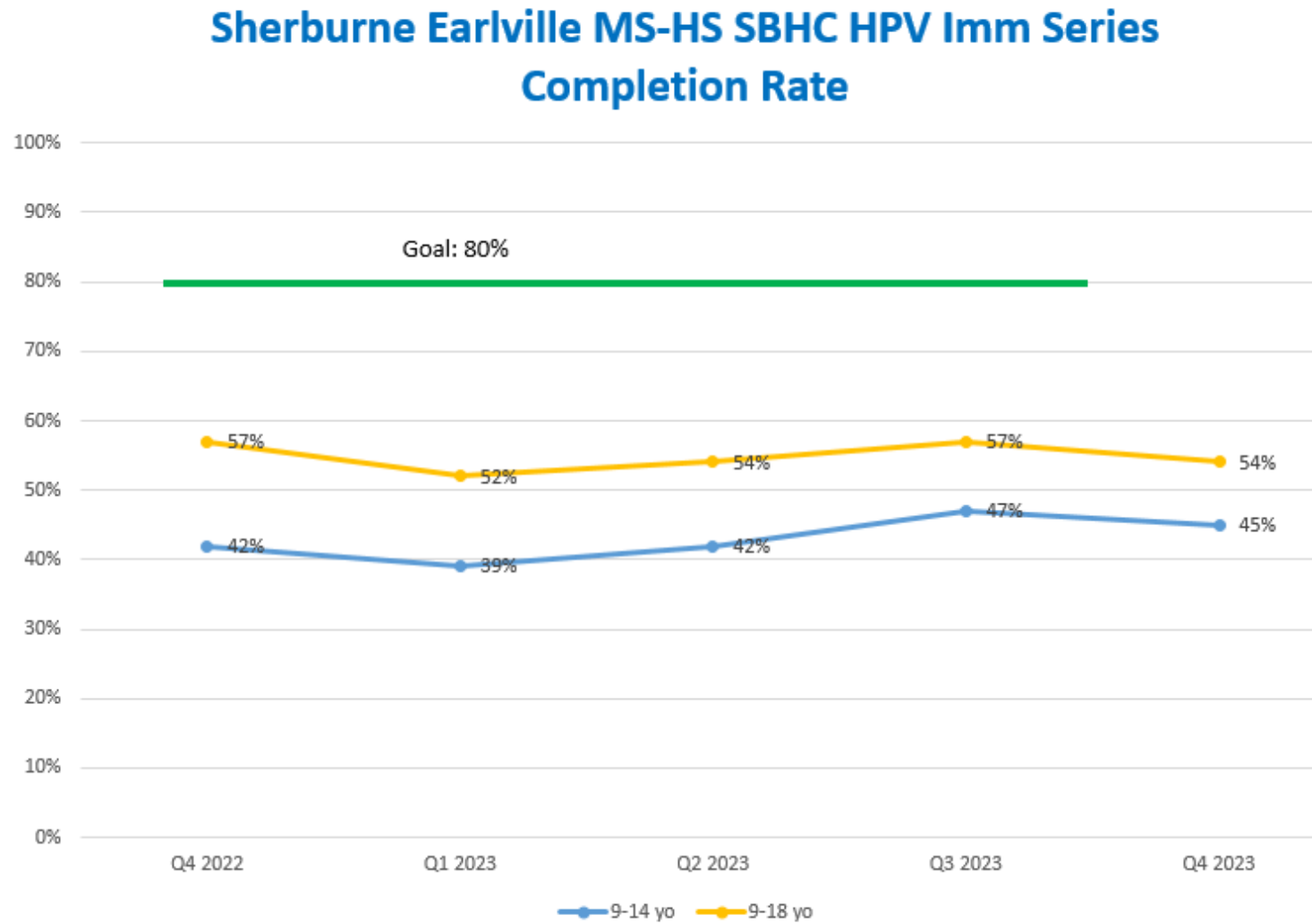
Depression Screening

Pediatric Symptom Checklist

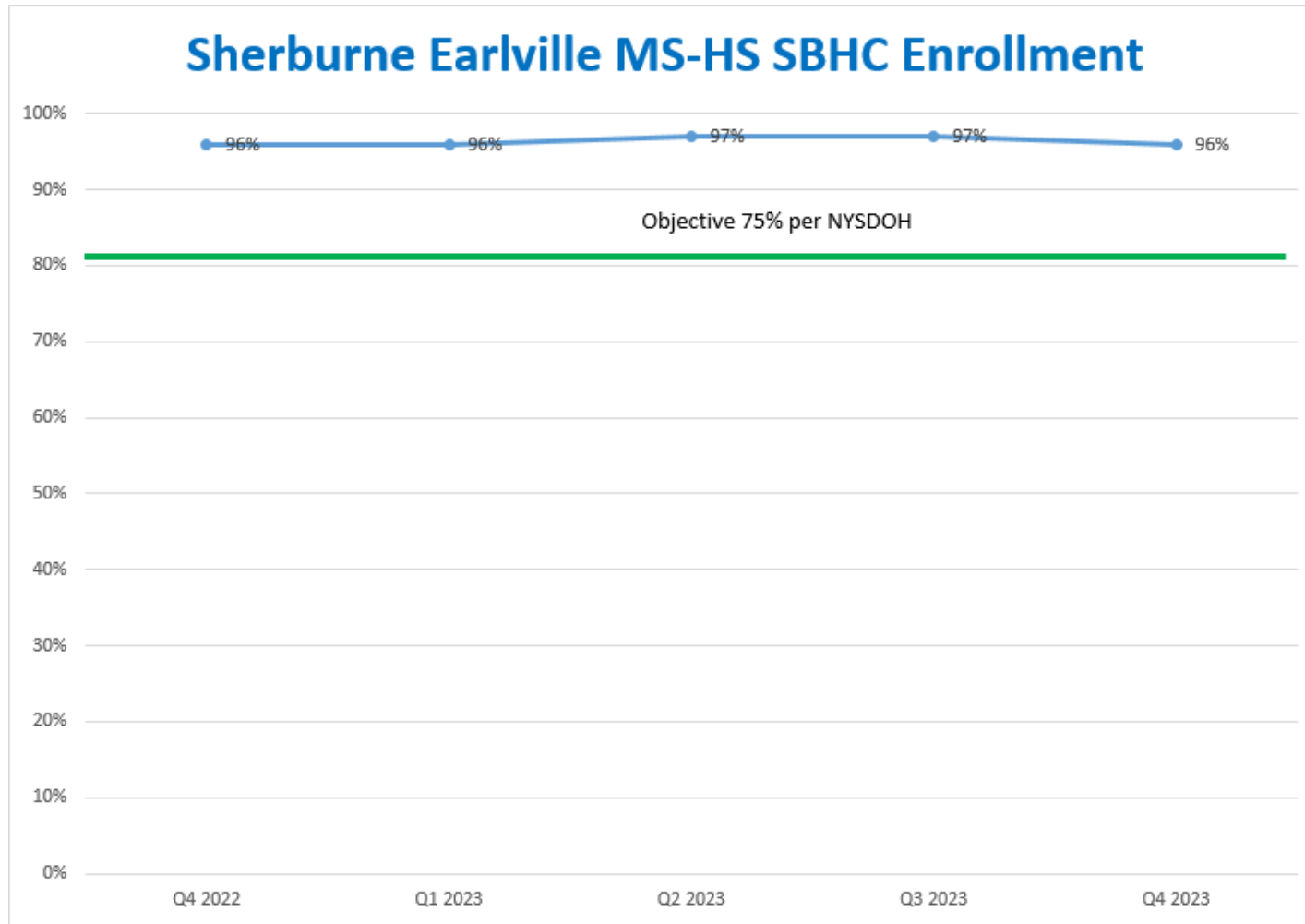
Awareness of SBHC Hours when school is closed



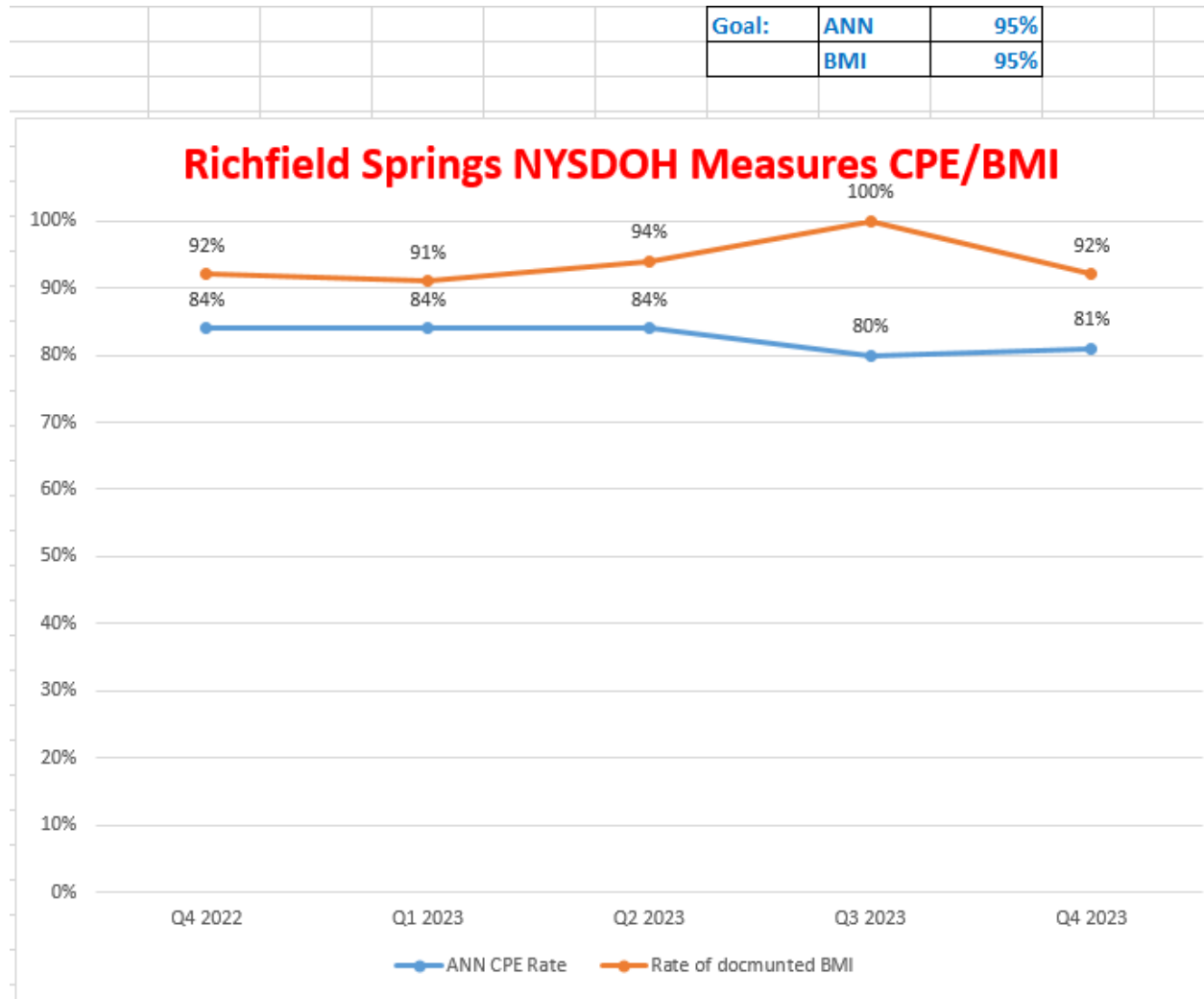
Examples of Board Materials



Examples of Board Materials



Examples of Board Materials



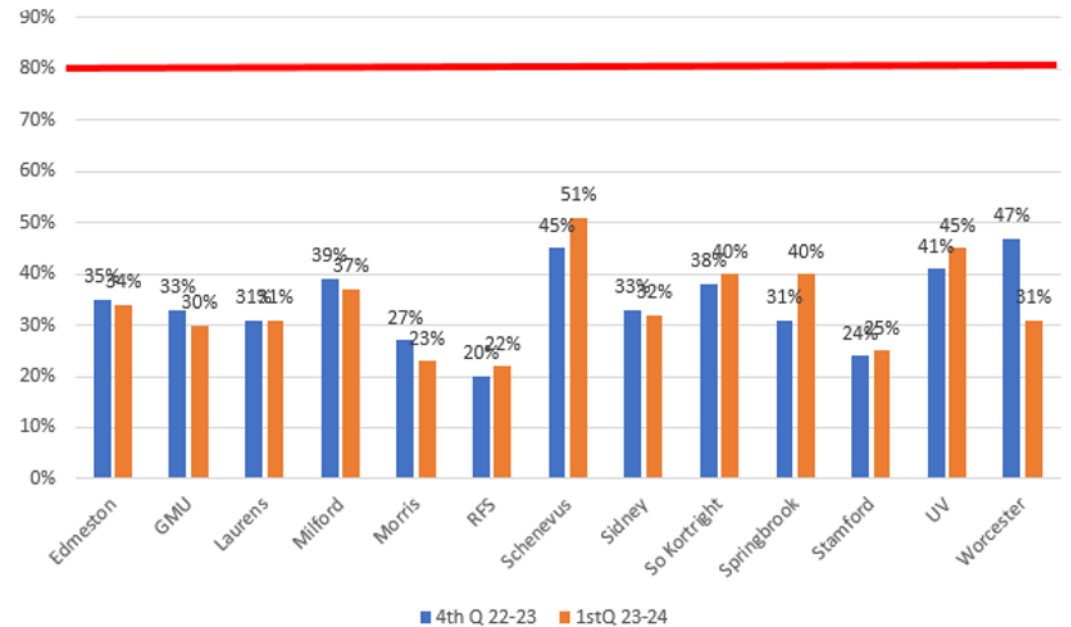
Sharing of Data

Monthly Team Meetings

Quality and Safety

in recent years. Rhode Island launched its "Vaccinate Before You Graduate" program in 2021, giving students the chance to get vaccinated before transitioning from middle to high school or before graduating high school. The state now has the nation's highest HPV vaccination rate, with 83 percent of its adolescents ages 13 to 17 vaccinated in 2021.

% of patient 9-14 yo with completed the HPV Series in K-12 SBHC

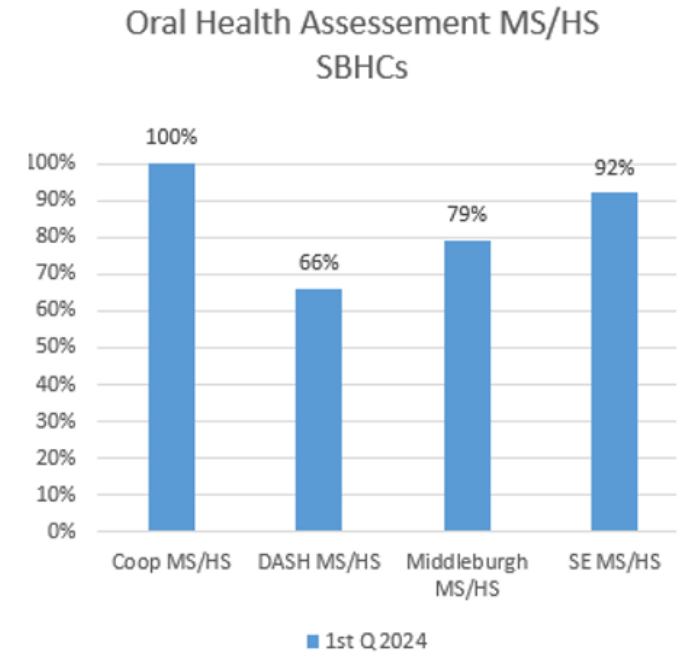
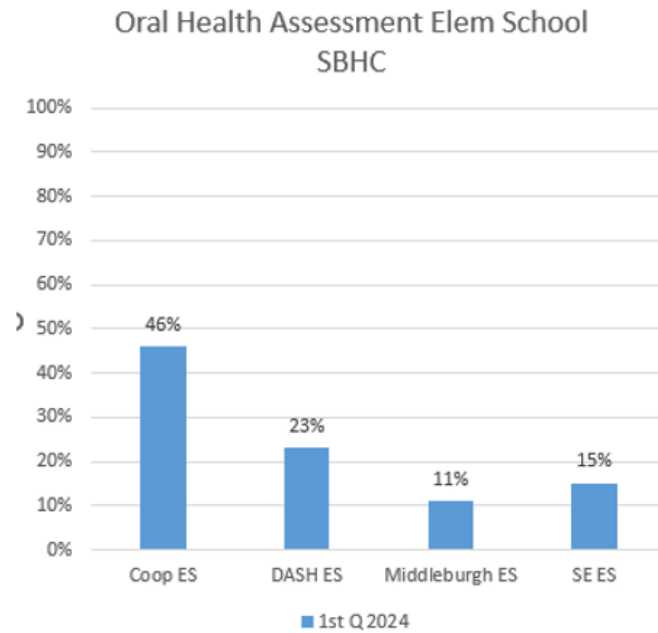


Sharing of Data

Monthly Team Meetings

Patient Experience

(Safety & Quality)



Community Advisory Superintendent Meetings



January 2024

Cooperstown MSHS School and Bassett School-Based Health Check In

Cooperstown SBHC opened in January 2007

SBHC Staff Role	
Nurse Practitioner	Courtney Graham-Arandia
Mental Health Clinician	Ann Marie Mills, LCSW-R and Emily Wentworth, MCH
Physician	Kerri LeBlanc, MD
Nurse	Monika Benada, RN
Nurse Care Coordinator	Brianna Dunham, RN (Start date 1.15.24)
Dental Hygienist	MaryBeth Duszynski, RDH
Ambulatory Office Assistant	Randy Forsythe
Registered Dietitian	Oliva Gates
Operations Manager	Tammy Loucks

Operational Statistics:	July-Dec 2022	July-Dec 2023
School Enrollment	390	396
School-Based health Center Enrollment	367	346
SBHC Enrollment Rate	94%	87%
• NYSDOH Objective 75%		
Total visits	747	921
Total Primary care visits	573 (77%)	699 (76%)
Total Mental Health Visits	174 (23%)	189 (21%)
Dental visits (Full Year)	25	33
% of enrolled with a documented annual exam	91%	91%
% of Patients 9-13 who have initiated or complete HPV vaccine series	74%	81%
% of Patients 9-13 who have completed HPV vaccine series	62%	70%
% enrolled who have had a Flu vaccine this season	49%	42%

** Per Healthcare Effectiveness Data and Information Set (HEDIS) most recent data 2021

Commercial HMO 58%,

Commercial PPO 56.8%

MA 49%



Summary:

Remember the WHY?



**Spend time on “the why”
with the team**

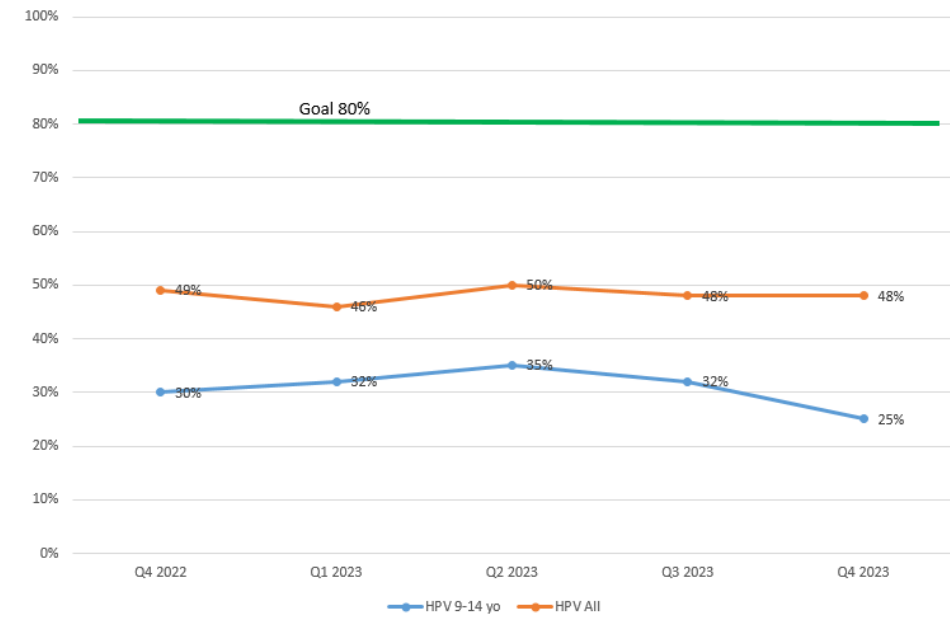


Summary:

Progress is more important than perfection

DON'T GET DISCOURAGED—just PSDA again😊

Edmeston SBHC Completed HPV Imm Series Rate



Summary:

Get involved in external Improvement Projects and Learning Collaboratives...they are worth the time



Doing what is best for kids!



Questions?



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