



Thrive at 5

# BACKGROUND



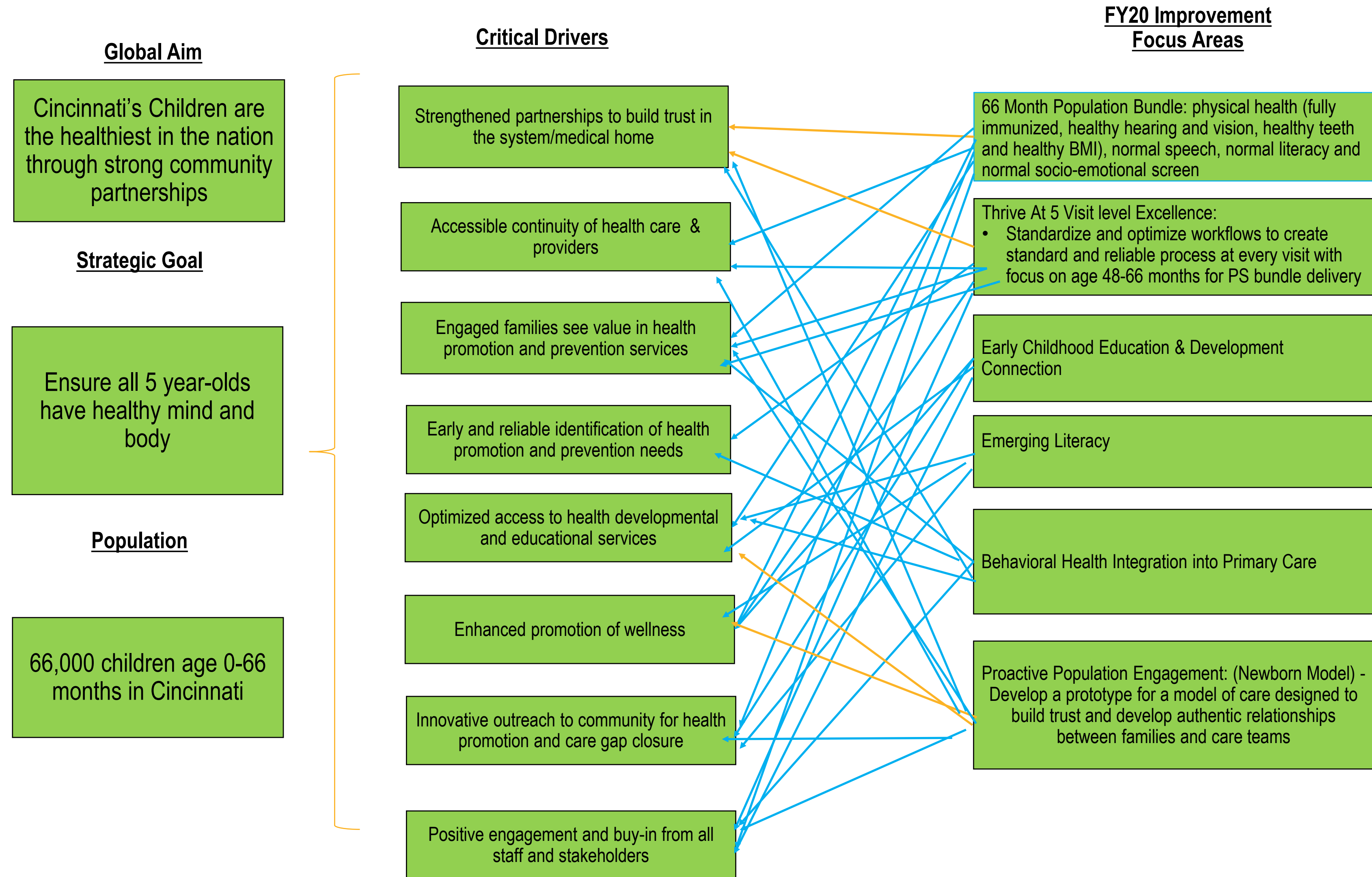
Our team strives to ensure all children have access to care, have healthy mind and body and are ready to enter Kindergarten by age 66 months



# System Level Key Driver Diagram (KDD) Thrive @5\_FY'20 (Draft)

Portfolio Manager, Zeina Samaan, MD

Revision Date: 04/22/19 (v#2)



# LEARNING CYCLES

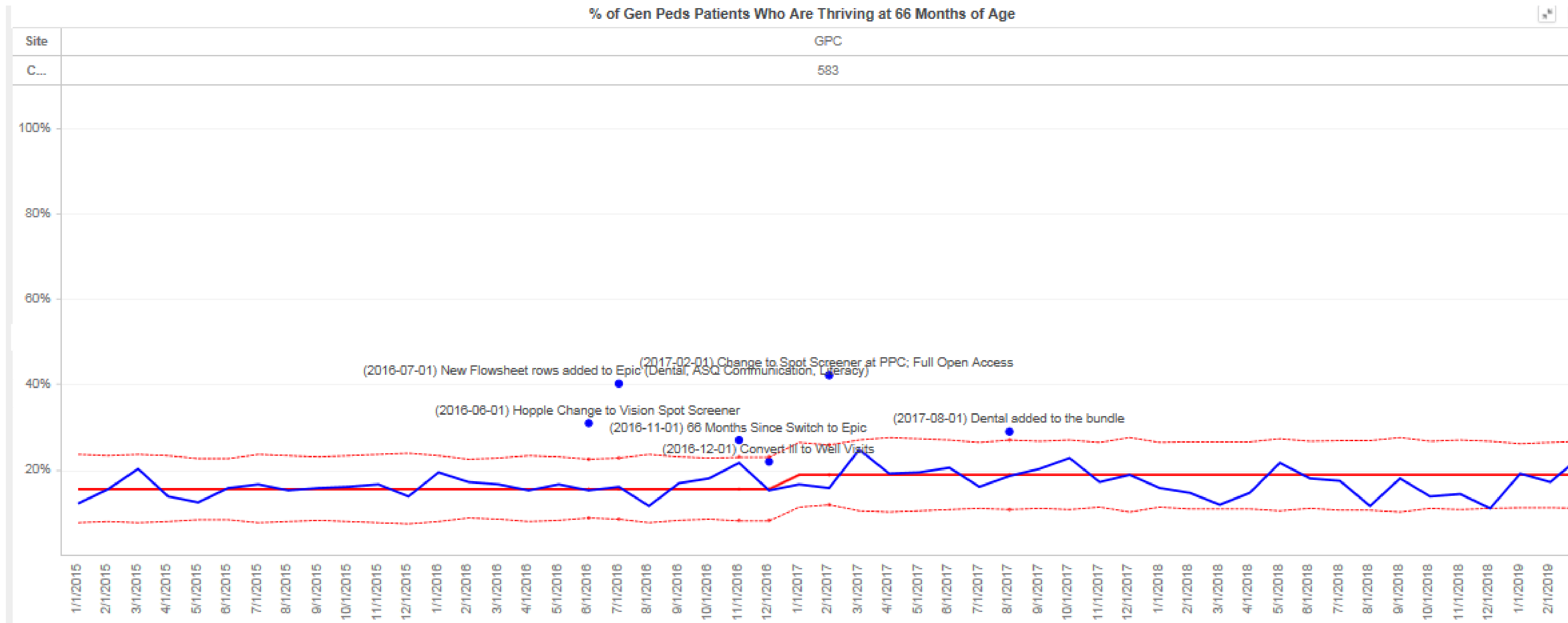


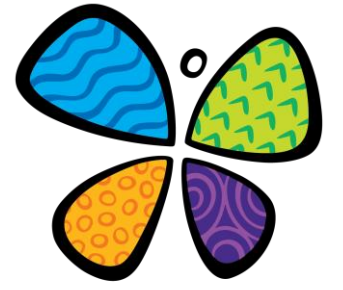
- At a steering team level, most of our PDSA learning cycles have evolved from our biweekly huddle call that includes the three primary care site clinical managers, the team leader, the education specialist, and the quality outcome manager
- We have focused the huddle calls around our FY19 three visit-level goals. Each of the sites reports out to share learnings and share what they are testing each week
- For recalls/future appointments, hearing, and social emotional screening, we have been able to share and spread learnings across sites to maximize improvement



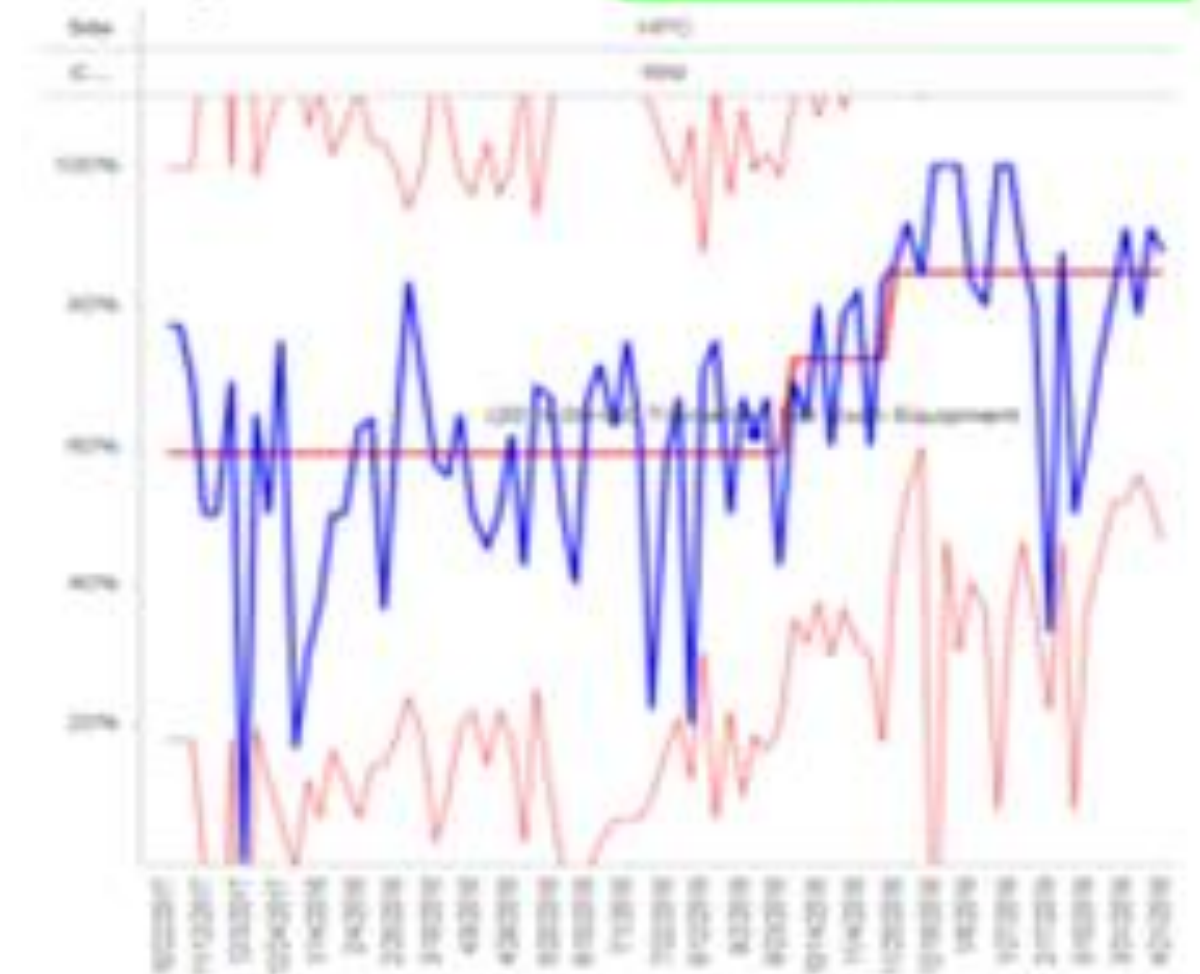
# 66 Month Population Measure

Age 5 Health (full immunizations, normal speech, normal hearing and vision, no cavities normal socio-emotional screen)





% of HPC patients 48-66 months who passed hearing screen at a WCC [Goal 70%]; Median 89%



hearing screen at a WCC [Goal 70%]; Median 61%



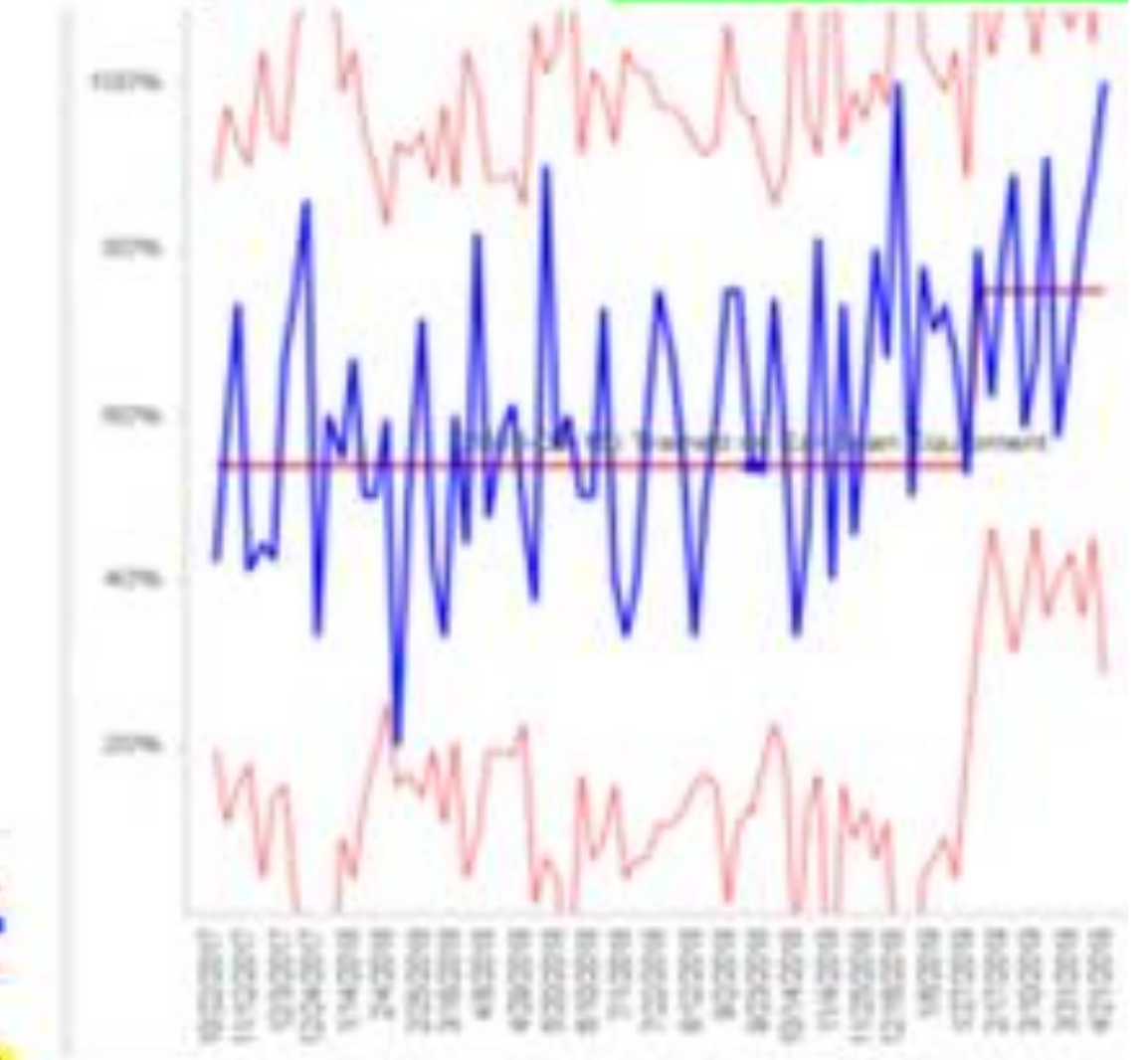
# Hearing Pass Rate @ Visit

6 points over current Median of 62%

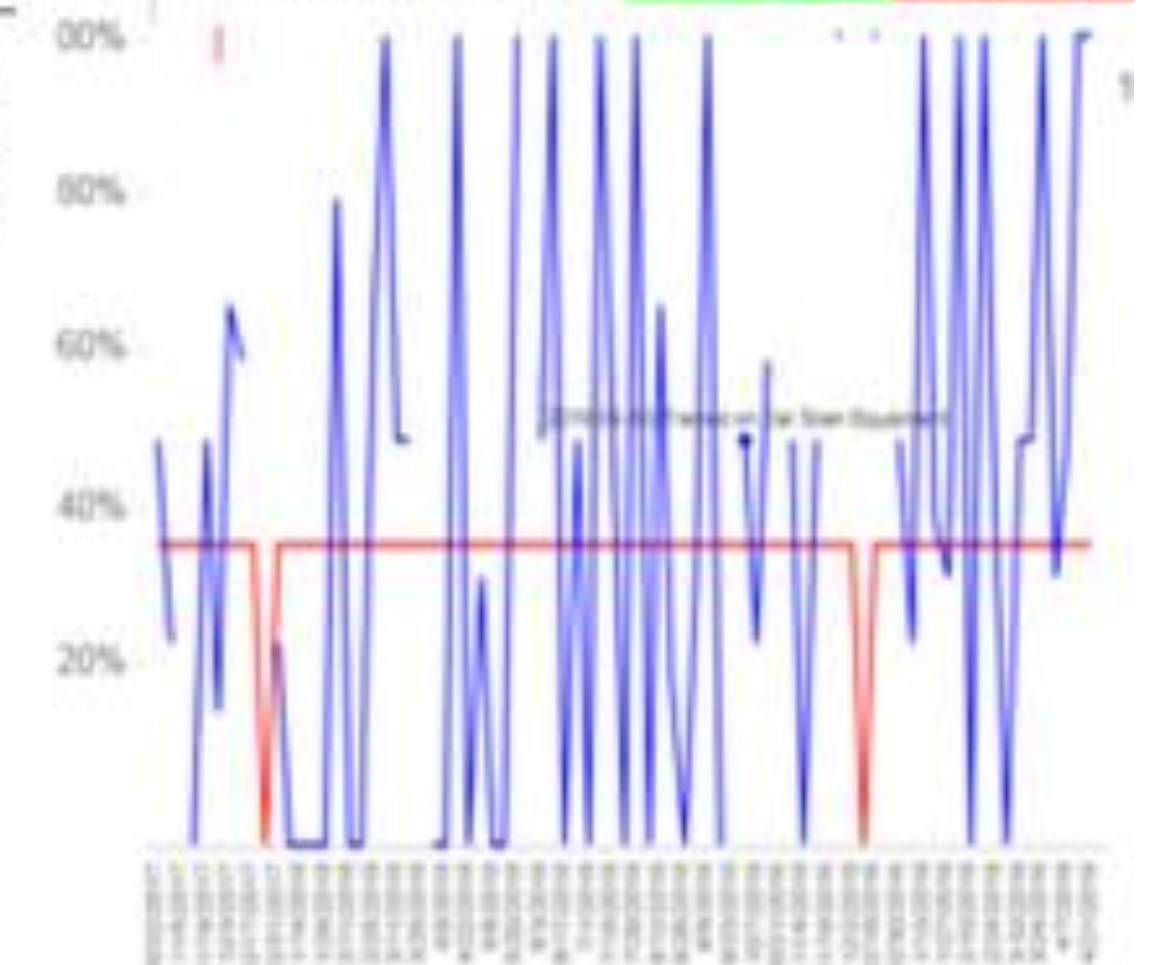
Percent of Gen Peds Patients 48-66 Months Old Due for a Hearing Screen who Passed a Screen at a WCC GPC



% of FPC patients 48-66 months who passed hearing screen at a WCC [Goal 70%]; Median 75%



% of SBHC patients 48-66 months who passed hearing screen at a WCC [Goal 70%]; Median 37%





% of HPC due for an ASQ-SE or SDQ screened at WCC **Goal 80% Median 77%**



% of PPC due for an ASQ-SE or SDQ screened at WCC **Goal 80% Median 84%**



# SDQ or ASQ-SE Screened @ Visit

7 points over current Median of 71%

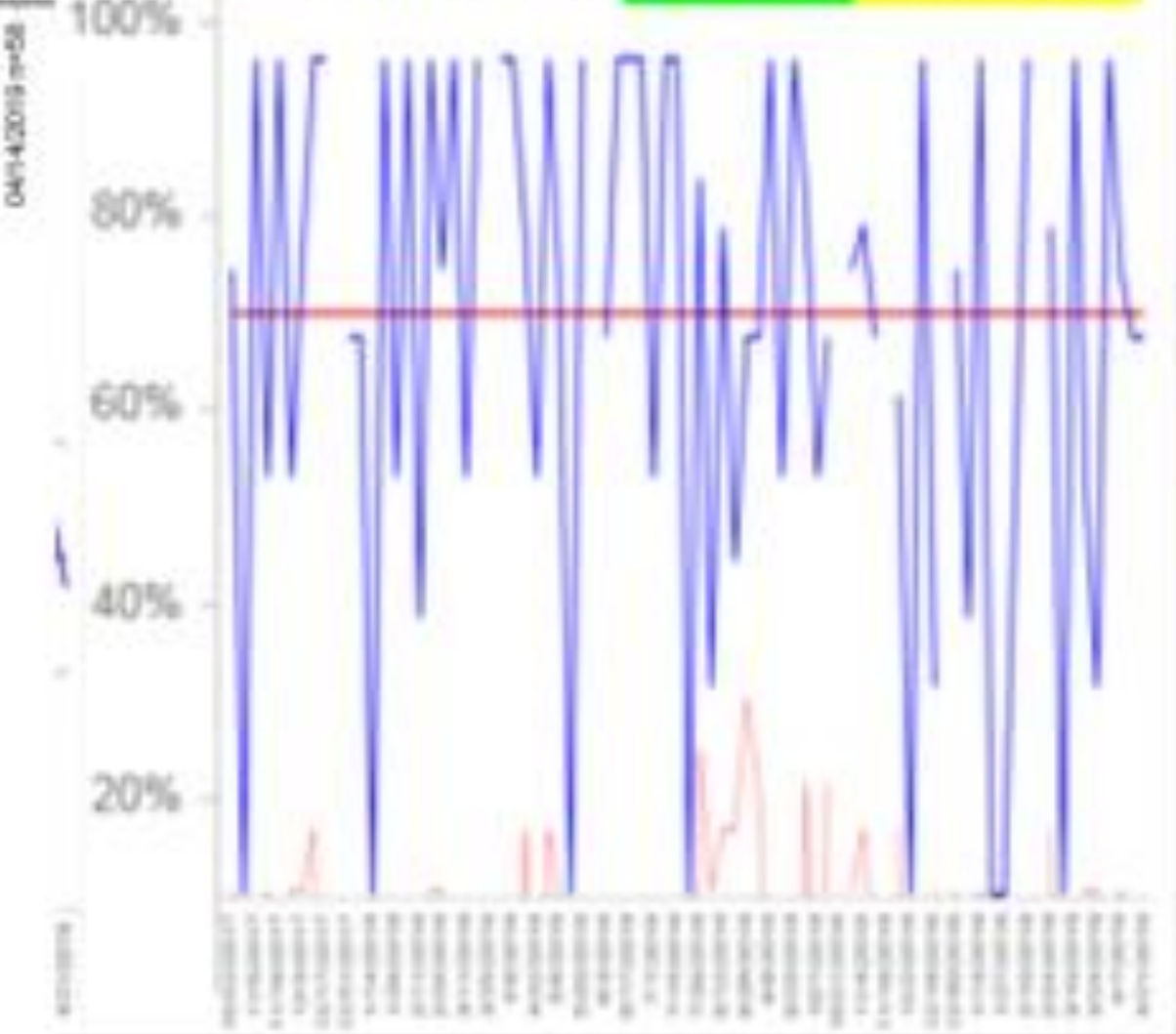
Percent of Gen Peds Patients 36-66 Months Old Due for ASQ-SE or SDQ Screening who were Screened at a WCC GPC

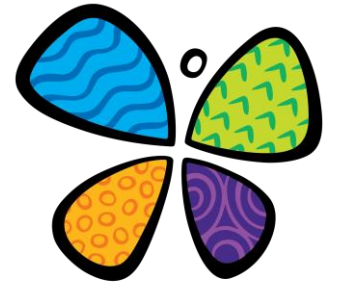


% of FPC due for an ASQ-SE or SDQ screened at WCC **Goal 80% Median 86%**



% of SBHC due for an ASQ-SE or SDQ screened at WCC **Goal 80% Median 70%**





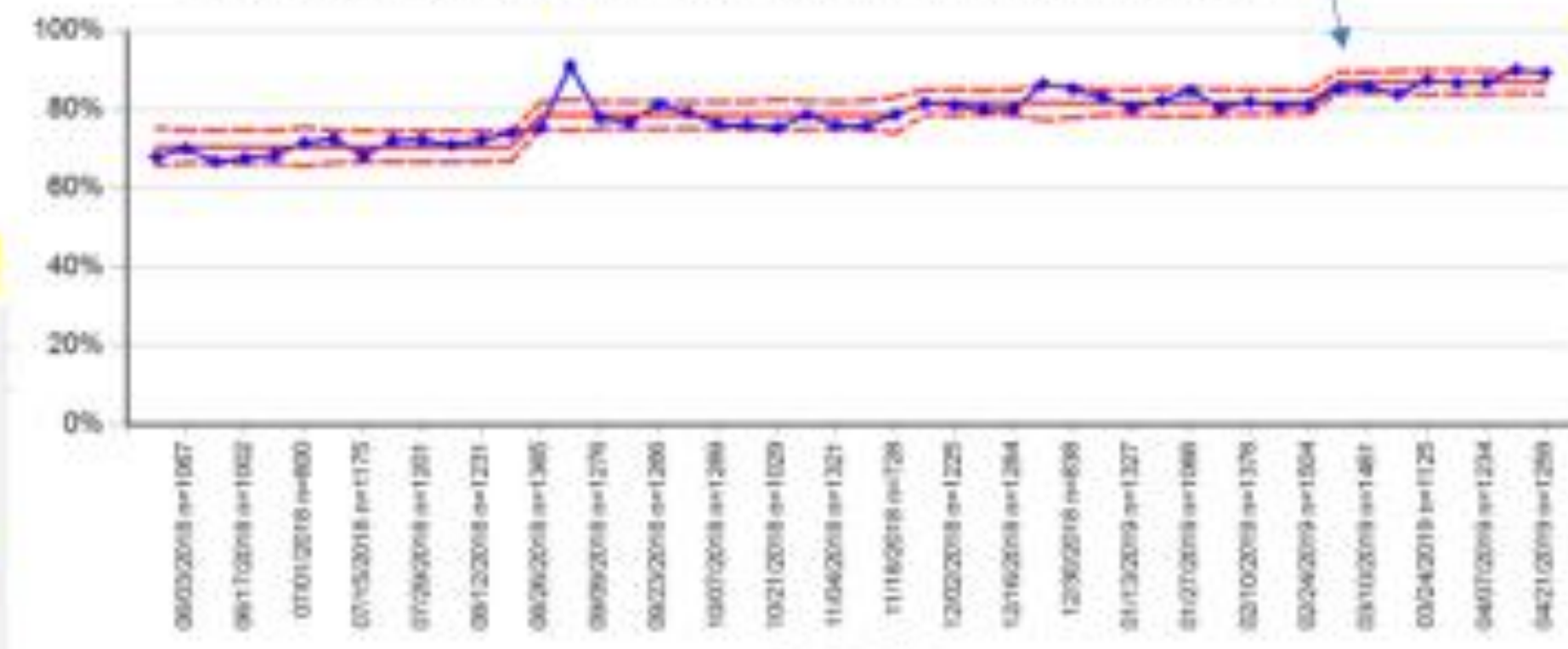
% of HPC encounters where patient has recall or scheduled appt. **Goal 95% Median 94%**



## Left Clinic Visit with Recall or Appointment

**Median Shift from 82% to 86.9%  
1,872 patients impacted!**

% of Gen Peds Encounters where Patient has an Active Recall or Scheduled Appointment



% of PPC encounters where patient has recall or scheduled appt. **Goal 95% Median 84%**

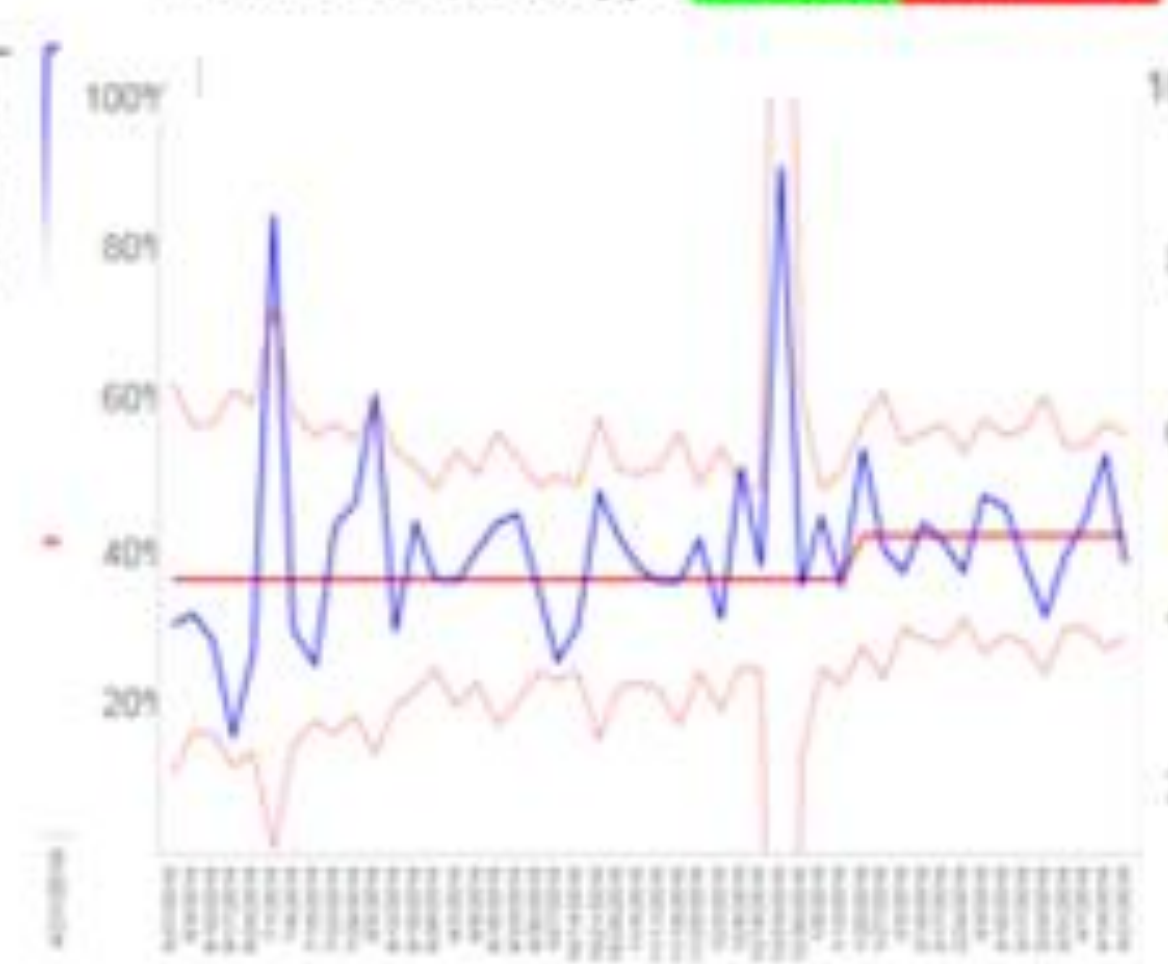


## FPC Clinic Small Multiples

% of FPC encounters where patient has recall or scheduled appt. **Goal 95% Median 98%**



% of SBHC encounters where patient has recall or scheduled appt. **Goal 95% Median 46%**





# MOST PROUD & WHY



- Our team has worked very collaborative together this year to review failures, spread interventions, and learn from each other across sites
- This has resulted in a lot of exciting improvement over the past several months!



# GREATEST CHALLENGE

- There is much that must get done at the visit in primary care, and many competing priorities
- Walk in clinic has been a great way to be able to get patients in to be seen quickly, but it makes our system overall less predictive



TEAM LEADER:

Zeina Samaan, MD

Email: [Zeina.Samaan@cchmc.org](mailto:Zeina.Samaan@cchmc.org)