

JeffCare Board of Directors

PQI Committee Agenda and Minutes

May 21, 2024 at 5:30 p.m.

Board Members Present: Jean Isaac, Patty Militello, Bill Renaudin, Dana Tozel

Board Members Absent: Patricia Martinez

Staff Present: Staci Rodney, JeffCare Division Director, Susan Landry, JeffCare Executive Assistant, Ariel Davis, JeffCare RN Clinical Quality Program Monitor

Recorder Signature: Susan Landry

Susan Landry, Secretary 8-20-24

Agenda Item	Action Recommended/Outcome	Motions/Notes
1. Call to Order, Attendance, Introduction of Visitors and Staff, and Adoption of Agenda	Call meeting to order. <u>Mr. Renaudin</u> called the meeting to order at <u>5:43 p.m.</u> and asked for a motion to adopt the agenda.	<u>Ms. Tozel</u> motioned to adopt the agenda. <u>Ms. Militello</u> seconded. Passed with <u>4</u> votes.
2. Public Comment	None.	
3. Required Approvals	1. Review and approve the minutes from the PQI Committee meeting held on February 20, 2024. Mr. Renaudin asked if there were any corrections on the minutes. There were none. Mr. Renaudin asked for a motion to approve the minutes.	<u>Ms. Tozel</u> motioned to approve the minutes. <u>Ms. Militello</u> seconded. Passed with <u>4</u> votes.
4. PQI Reports	1. JeffCare Quarterly Feedback Report – 3 rd Quarter FY 2023-2024 There were seven compliments. One was for customer service and six for staff appreciation. Ms. Rodney said this is the first time there were no complaints. 2. JeffCare Quarterly Incident Report – 3 rd Quarter FY 2023-2024 JeffCare had 10 incidents reported in the third quarter. Four were	

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	<p>deaths, all non-suicide. There was one disturbance without restraint, one injury to a staff member and one policy violation. The remainder were minor incidents.</p> <p>3. Mortality Review – 3rd Quarter FY 2023-2024 The third quarter reported five deaths. Four lost more than 20 years of age, and one lost 3 years of age.</p> <p>4. Quality Measures – 3rd Quarter FY 2023-2024:</p> <p style="padding-left: 40px;">a. Controlling High Blood Pressure JeffCare’s goal is to maintain 60% or greater of patients who’s most recent blood pressure is lower than 140/90 mmHg. For the third quarter, 58% of patients have controlled hypertension. This number is up 7% from last quarter. Nursing staff have complied with training received and continue to recheck results over 140/90mmHg to ensure elevated readings are correct and can be addressed by providers.</p> <p style="padding-left: 40px;">b. Poor Controlled Hemoglobin A1C JeffCare’s goal is to maintain 20% or less of patients with an A1C result greater than 9%. For the third quarter, 65% of patients have uncontrolled diabetes, same as last quarter. Of the 129 patients with uncontrolled A1C results, 120 result entries were not entered into the EHS. Lab results are not interfacing properly into the EHS. EHS optimization is underway to help decrease the number of A1C results not documented or captured in the EHS.</p> <p>5. Provider Productivity Report – 3rd Quarter FY 2023-2024 JeffCare’s goal is to maintain 60% of kept appointments. The East Jefferson Health Center reported 67% of appointments were kept. This is up 4% from last quarter. The West Jefferson Health Center reported 66% of appointments were kept. This is up 4% from last quarter.</p>	

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	<p>6. Language Needs – 3rd Quarter FY 2023-2024 JeffCare staff made a total of 148 calls to CyraCom for translation services during the second quarter. This is 260 less calls than last quarter. Spanish was the number one language used. After Spanish the top three were Arabic, Haitian Creole, and Brazilian Portuguese. These languages also followed this same order for number of minutes used. Spanish translation used a total of 2,525 minutes. This is 6,453 less minutes than last quarter.</p> <p>7. Patient Satisfaction and Experience Survey – 3rd Quarter FY 2023-2024 The survey was offered to 220 patients in the third quarter. Of those 62 patients opted to complete the survey by phone. Both health centers did very well. 100% of patients said they would recommend the clinic to a friend or family member.</p>	
6. Self-Monitoring Blood Pressure Program (SMBP)	<p>SMBP Program – 3rd Quarter FY 2023-2024 Ms. Davis said 132 patients share their readings on the remote monitoring website. The average blood pressure reading for active patients is 135/79 mmHg. Remote monitoring of blood pressure readings has improved provider management of patients with hypertension.</p>	
7. Credentialing and Privileging Packets	<p>Review Credentialing and Privileging packets. No packets were reviewed this month.</p>	
8. Next Meeting	<p>Next Meeting will be held Tuesday, August 20, 2024 at 5:30 p.m.</p>	
9. Adjournment	<p>Mr. Renaudin asked for a motion to adjourn.</p>	<p><u>Ms. Isaac</u> motioned to adjourn. <u>Ms. Tozel</u> seconded. Passed with <u>4</u> votes and the meeting ended at <u>6:24 p.m.</u></p>