Center for Pediatric Medicine

QTIP & Quality Improvement In An Academic Setting

A Little About Us

- Center for Pediatric Medicine provides family centered patient care for children who have limited coverage or receive coverage through the SC Medicaid Program.

- CPM consists of five facilities; three pediatric primary care facilities, one facility providing complex pediatric primary care, and a pediatric infusion center.

- CPM is the ambulatory clinic of the Greenville Health System's Children's Hospital and the residency clinics for 54 Pediatric and Med/Peds residents for GHS.

Patient Demographics

- 23,000 patients
- 96% Medicaid
- 38% Require Interpretative Services
- @ 50,000 visits a year
- @ 800 patients are followed by our Case Management and Social Work Teams
- @150 Patients are followed at Ferlauto Center for Complex Pediatric Care

QUALITY

IS KIND OF A BIG DEAL AROUND HERE

Our QTIP History

CPM joined QTIP in 2011 and began our QTIP journey with a three person team.

- Physician Champion
- Practice Manager
- Nurse Supervisor

Within a few months, more members were added to assist the base team members:
- EMR Support Tech
- Office Supervisor
- Care Coordination Manager
- And our new Project Coordinator

Our QI Team is now a multidisciplinary team consisting of 7 members who meet once a month to discuss our ongoing QI Projects and where we need improvement.

Coming together is a beginning; keeping together is progress; working together is success.

-Henry Ford
Benefits of our QI Team

- Multidisciplinary
- We have a designated facilitator to keep us on track
- When implementing a change or new process, we have the voice of our key stakeholders to speak for each area of the clinic.
- Consistent Meetings
- Larger group with more staff for buy in and implementation of changes
- Larger group has allowed us to work on other Quality Improvement Initiatives alongside QTP to facilitate a bigger goal. (PCMH, Meaningful Use, HEDIS)
- Our academic status has allowed us to align our resident’s QI projects with the measures for the American Academy of Pediatrics/QTP indicators

Difficulties of our QI Team

- Large group- a lot of opinions
- Harder to get everyone together at the same time for meetings
- We have been known to use a kids crown as a “talking stick” in meetings
- Many interpretations of what the objective of a project is
- Priorities differ between disciplines

Barriers in Academic Clinics

- Physician Rotation- difficulty of relaying changes and communicating with all of the physicians
- Making sure to implement our QI changes with minimal distraction to the residents and medical students learning
- Balancing priorities in the patient visit
- Maintaining a reasonable visit duration to maintain patient satisfaction
- Constant changing of EMR templates to account for the many QI projects to allow for clean data collection
- Overwhelming number of Outcome Measures, QI Projects, and Grants running concurrently
- Maintaining consistency in all of the facilities
- Difficulty communicating to the masses can cause slow forward motion

There is No Elevator to Success. You Have to Take the Stairs.

It's Just Across the Pond

Fear of Change

I Don't Have Time for Improvement

I Do Have Time for Fire Fighting

Are you too busy to improve?

Teamwork Makes the Dream Work!
Dedication To Our Quality Process

Our participation in QTIP has led to:

- Goal setting by clinic staff related to ongoing and new projects
- Creation of QI Committees involved in the projects
- Interest in attending QTIP Collaboratives by additional staff
- Bulletin Boards to track progress with the current measures
- Quality Projects and Outcomes mentioned at staff meetings

"The biggest room in the world is the room for improvement."
- Joseph Juran

High Functioning QI Teams Mean Successful Programs

- Dental Varnishing
- Asthma program - award winning
- Menactra and Gardasil administration
- WCC visits in the first 15 months of life
- Cease Program
- PCMH Certification and Recertification

“When you’re finished changing, you’re finished.”
- Ben Franklin

Our Quality Improvement Team

- Physician Champion: Blakely Amell, MD
- Practice Manager: Katy Smathers, MHA
- Nurse Manager: Tammy Gladson, RN, BSN, CPN
- Office Supervisor: Kimi Caballer
- Clinical Supervisor: Susan Skyeer, RN, CPN
- Care Coordination Manager: Jenny Kelley, RN
- QTIP Facilitator: Cindy Garnett
- Project Coordinator: Brad Dusemberg, MPA

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