

Sustaining the Dramatic Performance Improvement (DPI)

HAMPTON ROADS COMMUNITY HEALTH CENTER

CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2017-18

CAPSTONE TEACHBACK: JUNE 13, 2018



Disclaimer

We certify that we have NO affiliations with or involvement in any organization or entity with any financial interest or non-financial interest (such as personal or professional relationships, affiliations, knowledge or beliefs) in the subject matter or materials discussed in this presentation.

1. Focus

Describe the general focus of your project:

- To ensure gains achieved through the (DPI) initiative is executed consistently to help improve efficiencies and drive patient satisfaction by:
 - Reducing patient cycle time
 - Limit no show rate to 10% of below
 - Increase productivity
 - Ensuring staff engagement

2. Team

List the team members who worked on the project:

- Dr. Langston, CDO
- Ms. Young, COO
- Michel Bilé, CFO
- Holly Nillo, LPN

3. Need

Describe the specific need(s) your project aimed to address:

- Minimize patient wait time
- Staff engagement
- Increase productivity
- Keep the PILOT DPI alive

4. Objectives

Describe the specific objectives your team aimed to achieve:

- Patient satisfaction
- Ensure consistency across all 5 sites including the mobile dental vans
- Develop a tracking system
- Find a way to recognize and reward staff
- Develop patient/staff relationship (ensure consistency in training)
- Foster team work

5. Assets

Describe the key assets (people, systems, resources) your team engaged to help develop and execute the project:

- Pilot DPI Team
- Leadership team
- PCMH Team Members
- ECW/Bridge IT
- CCNVA
- High Definition Cameras
- Dash Boards

6. Action Strategies

Describe the key action strategies your team used to execute the project:

- Consistency in pre-visit planning
- Patient reminders
- Jockeying the schedule
- Effective communication among PCMH team members
- Daily tracking, coaching, monitoring, and feedback
- Leadership embracing the vision and driving down accountability
- Share successful results and reward key success

7. Team Development

Describe the team development activities (e.g. team building, training, technical assistance) you used to help equip the team for action.

- Kick Ball
- Indoor Mini Golf
- Dental / Medical Assimilation
- Brainstorming session
- Ifly - Indoor sky diving
- Coaching and communication sessions

8. Testing & Refinement

Describe how your team refined its planned action strategies based on your experience with implementation:

- Understanding the monthly reports
- Talking to the first line supervisors
- Using a secret shopper approach
- Assigning specific duties to see how that impacts the results

9. Results to Date

Describe the results of your project to date, and any planned next steps:

- Scheduling improvement (i.e Jockeying and Third Next Available Appointment)
- Confirmation calls
- Improved communication among the PCMH teams
- Red Carpet
- Patient Satisfaction
- Follow the process and meet and discuss ways to improve

10. Lessons Learned

Describe your key lessons learned:

- Stay open minded
- Trust each other - we are all here to do a good job
- Open communication
- Timely communication between PCMH teams
- Avoid assumptions and get the facts