

# Sustaining the Dramatic Performance Improvement (DPI)

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HAMPTON ROADS COMMUNITY HEALTH CENTER

CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2017-18

CAPSTONE TEACHBACK: JUNE 13, 2018



# Disclaimer

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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

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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

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List the team members who worked on the project:

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

# 3. Need

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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

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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

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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

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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

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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

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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

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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

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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