

### FY 2019 Quality Improvement Plan

FY 2018 ( July 1, 2017 – June 30, 2018) Quality Data Monitoring					FY 2019 QI Plan
<i>Data Source Category</i>	<i>Monitoring Activity</i>	<i>Frequency</i>	<i>Goal/ Benchmark</i>	<i>Current Performance</i>	<i>Quality Improvement Actions</i>
<b>IOP/Risk Management</b>	Near Miss	Monthly Review and Annual trend analysis	No trend	Trends noted	Identify EMR scenarios that may cause wrong information to be in wrong chart and provide staff education
	Refusal of treatment	Case by case and Annual	No trend	No trend	
	Adverse Events	Case by Case/ annual	No Events	1 event	Review impaired provider policy
	Comments/complaints	Case by case/annual	No Trend	Trend Noted	LGBTQ training at Fall 2018 kick off, consider adding preferred pronoun option in EMR, consider participation in Healthcare Equality Index benchmark
	Patient Satisfaction	Each term and annual trend analysis	No Trend	Trend noted with parking	Address identified problems with parking such as hang tag access, parking directions via web page, and verbiage on portal
	Policy Review	Annual	AAAHC Compliant	AAHC Compliant	N/A
<b>Patient Care</b>	Medical Peer Review	Biannually			Anxiety training from Psych to Med
	CAPS Peer Review	Biannually			Session 3 Template modification in EMR
	Dental Peer Review	Bianually			N/A
	Policy Review	Annual	AAAHC Compliant	AAAHC Compliant	N/A
	Audit: Consent		90%	89%	N/A
	ACHA Benchmark Study: Screening				Consider other depression screening methods
<b>Environment of Care</b>	Incident Reports	Monthly/ Annually	No Trend	Unknown	Establish quality threshold
	Drills/evaluations	1 x / quarter	AAAHC compliant	AAAHC compliant	
	Phone Access				Audit phones in insurance department
	Policy Review	Annual	AAAHC Compliant	AAAHC Compliant	N/A
<b>Infection Control</b>	Door hands swabs	Each Fall Term			Continue process as training tool for student workers
	Needle sticks	Quarterly	0 needle sticks	0 needle sticks	N/A
	Infectious diseases	Quarterly	No Trend	No Trend	N/A
	Policy Review	Annual			Establish Hazzard Assessment Plan
<b>Health Information Management</b>	Information Work Flow	Ongoing	N/A		Complete Time study on patient Access check in/out times
	Info. Access audits	Periodic	No unauthorized use/access		Work with IT to complete security audit

	Addendum Audit				Review coordination of near miss (notification of chart error) with mitigation of reported charting error
	Service Fee Audit			\$2,400 not posted	Review process for selecting x-ray and lab fees with providers; develop goal for fee posting; and re-assess
	Charge lag time audit				Review data from audit against policy expectations for quality improvement activity.
	Sustainability/ EMR Maximization	Ongoing			Look at PnC for implementing patient satisfaction survey process
	Policy Review	Annual	AAAHC Compliant	AAAHC Compliant	
<b>Pharmacy &amp; Therapeutics</b>					
	Policy Review	Annual	AAHC Complaint	AAAHC Compliant	N/A