

Dept /Service Line: Quality

Owner:	Sam Smith
Last Updated:	February 27, 2023

GOAL STATEMENTS		REPORT out Month	FEB'22	MAR'22	APR'22	MAY'22	JUN'22	JUL'22	AUG'22	SEP'22	OCT'22	NOV'22	DEC'22	JAN'23
		Data Month	DEC'21	JAN'22	FEB'22	MAR'22	APR'22	MAY'22	JUN'22	JUL'22	AUG'22	SEP'22	OCT'22	NOV'22
Lagging Metric	Improve Practice A LTR from 3(91.4) to 4(92) by Nov. 30th 2022	Target	91.40	91.50	91.60	91.7% (3)	91.80	91.90	92.00	92.00	92.00	92.00	92.00	92.00
		Actual	92.30	91.90	92.30	90.7% (3)	89.8% (2)	89.0% (2)	89.9%(2)	89.3%(2)	88.8%(2)	89.0%(2)	88.9%(2)	89.3%(2)
Lagging Metric	Improve Practice A Office Staff Quality from 2(93.8) to 3(94.8) by Nov. 30th 2022	Target	93.80	94.00	94.20	94.40	94.60	94.80	94.80	94.80	94.80	94.80	94.80	94.80
		Actual	94.70	94.40	93.80	94.0% (2)	94.3% (2)	94.6% (2)	94.5%(2)	94.5%(2)	94.2%(2)	94.4%(2)	94.4%(2)	94.9%(3)
Lagging Metric	Improve Practice B LTR from 3(90) to 4(92) by Nov. 30th 2022	Target	90.00	90.20	90.40	90.6% (3)	90.80	91.00	91.40	91.80	92.00	92.00	92.00	92.00
		Actual	86.70	79.20	78.30	70.0% (1)	77.1% (1)	77.4%(1)	80.2%(1)	81.7%(1)	84.1%(1)	85.5%(1)	85.0%(1)	85.9%(1)
Lagging Metric	Improve Practice B Office Staff Quality from 1(90.4) to 2(92.4) by Nov. 30th 2022	Target	90.40	90.60	90.80	91.00	91.20	91.40	91.60	91.80	92.00	92.40	92.40	92.40
		Actual	93.30	93.80	95.00	92.0% (1)	91.4 (1)	92.4%(2)	93.1%(2)	92.2%(1)	93.5%(2)	93.7%(2)	93.9%(2)	93.0%(2)

Lead Metric	Greet 100% of patients on the DAR (minus no-shows/cancellations/virtual) purposefully per the Registration standard work and People First (Know Me, Include Me, Empower Me) criteria.	Target		250.0	250.0			80.0	85.0	90.0	95.0	95.0	95.0	95.0
		Actual		290.0	281.0			99.0	100.0	100.0	100.0	97.0	100.0	98.0

Place the Action Plans Letter in the week of the month when completed

Please Explain- Why was the lead metric target missed? What work was done this month that helped you reach the goal? (Root Cause Analysis)

Jan	Collecting data- Out of 290 responses, 26 responses included feedback related to office staff quality and 5 for provider communication. Majority of surveys returned stated nothing needed to be changed or included positive feedback and thank you's. Data collection information has been shared with staff.	July	Able to greet 100% of patients on the DAR presenting to the front desk for office visits using registration sw and People First criteria.
Feb	2/28/22- collected 571 patient survey slips. Of those, highest number related to office staff quality - receptionist "too quiet" and "not friendly"	Aug	PSR staff attending People First Learning Session on Monday, 8/8/22, discussed beginning People First peer audits with PSR group
March	From the data, will figure out new lead metric - meeting with PSR this week to discuss quality of front office staff survey slip results and determine lead metric.	Sept	Will begin People First audits with PSR group in October. LTR discussed during Practice B monthly provider meeting.
April	Discussed tactic of standardizing greeting using registration standard work information and People First-Know Me information. Starting May 2nd, will begin having front desk staff track number of times patients were greeted using criteria above. Target will be to greet a certain percentage of patients per month. Will need to subtract number of no-shows from DAR each day.	Oct	Begin People First greeting audits for front desk staff. Target 12/month (3/week).
May	Able to greet 99% of patients on the DAR presenting to the front desk for office visits using registration sw and People First criteria. Long lines at check in was a reason listed on Pareto chart for not meeting the target.	Nov	Continue to greet patients at check in using the people first and registration standard work criteria and scripting. LTR discussed at provider meetings. Practice A coordinating patient experience discussion at December provider meeting.
June	Able to greet 100% of patients on the DAR presenting to the front desk for office visits using registration sw and People First criteria.	Dec	Continue to greet patients at check in using the people first and registration standard work criteria and scripting. LTR discussed at provider meetings. Practice A had patient experience discussion at December provider meeting.