

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
QA/QI Committee Meeting Minutes
April 11, 2019 12:00 PM

PRESENT: Jackie Oliva Strus, HR Manager and Grants Manager; Karla Sexton, Compliance Officer and Business Development; Barb Wool, Clinical Operations Manager; Dr. Ralph Kaiser, Medical Director; Medical Director; Max Houseknecht, Jr., CFO; and Angie Houseknecht, Medical Office Manager

EXCUSED: Jim Yoxtheimer; Emily Drick; and Dr. Christopher Coyner

I Policies for Review

Dr. Kaiser reviewed the policies which were up for review for the month of April. The IT policies had no change. However, after discussion it was decided to pull 1.0.09 Acceptable Use of Information Technology as members of the committee felt there should be an addition to this policy. This policy will be pulled until next month. The remainder of the IT policies had no changes.

Motion #1 Angie Houseknecht made the motion to recommend approval of IT policies numbered 1.0.1, 1.0.4, 1.0.5, 1.0.6, and 1.0.7 with no changes necessary to Full Board. Barb Wool seconded the motion. The motion passed unanimously.

Policy 7.0.0 Principles of Practice only had a minor change with a change of address for the administrative office. Policy 9.0.1 Age Specific Patient Care was reviewed with no changes needed.

Motion #2 Angie Houseknecht made the motion to recommend approval of Principles of Practice for the address change and no changes for 9.0.1 Age Specific Patient Care. Max Houseknecht, Jr. seconded the motion. The motion passed unanimously.

II FTCA

Nothing to report.

III PCMH

Nothing to report.

IV Credentialing/Re-Credentialing

Karla reported she is in the process of credentialing the new pharmacist who is slated to start later this month. The pharmacist just submitted her application for credentialing. Karla indicated she may have to call a special meeting, preferably electronic, before the next full board meeting so it can be voted on and taken to the board meeting on for approval.

V Dental QA/QI Reports

Jackie reported for the month of March there were 12 charts reviewed which showed 8 fallouts. Four charts showed the smoking status was not updated. One chart showed patient position error for a panorex. One chart showed the panorex was not updated with no documentation as to why it was not done. Caries risk assessment was not completed on 2 charts. One chart showed the insurance was not verified. The appointment was a same day appointment. There were no dental complaints for the month of March.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
QA/QI Committee Meeting Minutes
April 11, 2019 12:00 PM

VI Medical QA/QI Reports

Dr. Kaiser reported for the month of March there were 16 charts reviewed which showed the following fallouts: Under nursing/MA completeness: 1 chart where the overdue PAP was not addressed, 1 chart that allergies were not reconciled, 3 charts where colon screening was not documented correctly, 3 charts without complete vital signs, 1 standing order for A1C was not ordered/completed, and 5 quality measures were not completed. All nursing staff was educated on these fallouts. Under Provider completeness: 2 charts where there was no education on medications side effects, 2 charts with incomplete sig, 3 charts where the med reconciliation was not done, and 7 problem lists not up to date. There were two charts where the insurance was not verified.

Barb reported there were 3 patient complaints for the month of March. First, the patient felt the provider they saw was insensitive to their behavioral health needs. After discussing with the patient, the provider was changed. Second, the patient indicated their provider made them feel stupid. The provider was not the regular PCP of the patient. Last, the patient felt the provider did not listen to their concerns properly. That patient's provider was changed. Barb and Dr. Kaiser will follow up with each provider about the concerns.

VII Behavioral Health QA/QI Reports

Barb reported there were four charts reviewed for the month of March which showed no fallouts.

VIII Reproductive Health QA/QI Reports

Barb indicated there has been a change in the audit tool for Reproductive Health and charts should be reviewed for the month of April and there will be a report available at the next meeting.

IX Patient Satisfaction Survey

Barb reported there are now 302 patient satisfaction surveys completed; 149 medical and 153 dental showing no major outliers. 100% of the medical patients stated they were taken to the exam room within 30 minutes of their appointment time, 97% dental patients indicated the same. There were great comments on the new family practice provider.

X Clinical Performance Measures

Barb reported there are still no clinical quality measure reports available. Greenway was to call to discuss this issue with Emily and Dave but has not to date. Barb reported there is an employee training session scheduled in May for the front desk staff regarding diabetes education as part of the HRSA initiative for diabetes

XI Risk Management

a. Legal: Nothing to report.

b. Incident Reports: Barb reported there were two incident reports for the month. The first a child fell off an exam table. There were no staff members in the room at the time. The child was evaluated and sent to the emergency department for evaluation. The second incident was regarding a throat culture. All processes were correct from the

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.

QA/QI Committee Meeting Minutes

April 11, 2019 12:00 PM

Center; however, it was not logged in properly at the lab. The patient was already treated with Amoxicillin so repeat culture was not indicated.

XII Safety

Nothing to report.

XIII Care Coordination Team

Barb reported there are currently 67 patients being followed by the Care Coordination Team and there are 148 patients enrolled in the H3C program. The committee inquired if the Center was making money on the H3C program. Max reported he was unsure of the profit but knows there is a small profit as the Center is billing approximately 100 visits per month.

XIV SuccessEHS Update

Max reported that Greenway indicated they are working through cases as quickly as possible. The next version of Mediadent should be available soon which Greenway states will alleviate a lot of the challenges that dental is having with the software.

Max indicated he has been in discussion with the attorneys for a negotiated exit from the Greenway contract. The Center is currently working on the list of demands which include a termination date of 12/31/19, continued IT support through the process, help and cooperation in transitioning data, and a monetary settlement.

Max reported management has narrowed the software search and is happy with eClinicalworks as it seems to be the best fit for both medical and dental. The timing for Epic was not adequate. Max reported he would like to schedule another demo for the dental providers to see the system. There is a demo for medical providers already scheduled on April 24. Dr. Kaiser is passing out the flyers to all medical providers as a formal invitation and he is asking each provider to let him know of two things they would specifically like to see in the demo. Max reported Karla is working with the attorneys to review the initial contract from eClinicalworks.

According to representatives from eClinicalworks the Center could be live 14-16 weeks after signing the contract. We could be live as early as September. Max indicated his goal is to be live at least 60 days before the end of the year for the billing department to clean up claims.

Max indicated he has not been able to locate a center that utilizes the medical and dental software to either visit or call to get their feedback on the software. He has talked with the IT department in two different centers and they have shared no major red flags.

XV Open Discussion

Discussion was had regarding the next meeting date. The Full Board meeting had to be moved to May 20 due to the Memorial Day holiday. It was decided the next QA/QI meeting will be May 16.

Next meeting date: May 16, 2019 12:00 PM in the Center Conference Room