

Carolina Health Centers, Inc.
Quality Improvement Committee Meeting
2/25/25
Minutes

TEAMS MEETING

Members Present:

x	Locke Simons, CMO, Chair	x	Jason Dahlberg MD, DSS (P)
x	Natasha Johnson, DQPH, Co-Chair		Christine Gray, MD-Chief of Peds (P)
	Jessica Strutton RN, EHR CS	x	Sarah Rudder, FNP, CFFP
x	Nikki Richard, RN, DOCS	x	Lisa Gilmer, Revenue Cycle Mgr.(P)
x	Derek Bannister, PA of FM		Pam Battle, Lab Coordinator (P)
x	Jessica Brock, PA of Peds		Nicole Calhoun, RN Case Manager
	Dr. Edison	x	Jeralynn Mills, PSR Coord, VFP
	Sirena McCowan, CMA	x	Shulundia Moore, PSR Coord, LC4 2023
	Amanda Salter, RN, PFHC	x	Amairani Correa (QI)
	Jessica Jacobs, MA, DOBH (P)		Rosario Marquez, PSR, SFP
x	NaToya Leverette, Pop Health Spec (QI)	x	Ally Hale, MMS, PA-C 2023
x	Lisa Warren, RT(r), CMA, RSFP	x	Mary Cooper, LPN (QI)
x	Jessica Moore 2024	x	Morgan Bowen 2024
	Noelle Lowe 2024		Kesha Houston (QI)
x	Valerie Moore 2024	x	Ana Jaramillo (QI)
	Brandi Beard 2024		Sarah Dorn (QI)
	Denecka Agnew (QI)	x	Emily Olmstead (QI)
	Daniel Lapp MD 2024		Christy Irons NP, 2024
x	Lance Braye MD 2024 DIR FP (P)		Ashley Smith, 2024
	Latitia Jones	x	April Hunt 2024 SFP (Going to TCC 3/3/2025)
x	Bonnie Lee Peds Clinical Director		

QI Committee Strategic Planning

CHC's Quality Improvement Plan (QIP) is a comprehensive program used to assess clinical quality and risk issues on a continuous basis. The goal of the QIP is to objectively and systematically monitor and evaluate the health center's service performance, as well as potential risks incurred in the implementation of all services. This includes resolving problems, addressing deficiencies, and improving clinical care.

- 1) The meeting was called to order by . 12:16 pm
- 2) Approval of Minutes: Bonnie Lee and Locke Simons
- 3) Role was taken and is reflected above.

Topics Discussed

1. Clinical Quality Metrics Goals
 - a. Goals for HTN, depression screening, diabetic eye exams, diabetic kidney screening, and HIV have been increased.
2. Medication Adherence Reminders
 - a. 90-day refills
3. New Contracts and Focus (Went over briefly again)
 - a. New contracts starting November 2024
 - i. Aledade: ACO, Medicare, AWWs, Transition of Care, Hospital Discharge Follow-ups, ED Discharge, Risk Adjustment, Quality Measures
 - ii. OPTUM: Managed Medicare, AWWs, Risk Adjustment, Patient Surveys, Coordination of Care, Customer Service
4. Upcoming Quality Initiatives
 - a. Roster Management: Confirming patient rosters, cleaning up established pt provider panel.
 - i. Provider panel has started
 - ii. Roster cleanup for non- pts has not
 - b. Flu Shots: Increasing vaccination rates for patients under 2 years old
 - i. QI started reaching out for PEDS and FP has reached out to pts.
5. Referral Management: Updates
 - a. Went from average days to complete a referral from 118 days to 96 to 46.
6. Progress of Current QI Projects
 - a. AWW Clinics: Continuing
 - b. Diabetic Eye Exams: POC and Clinic days
 - c. Pap Clinic: **PAP clinic ended 12/2024**
 - d. Project Hope: went back to every week
 - e. TCM Workgroup: Standardized triage note created, collecting baseline data
7. Updates
8. Provider Enhancement Program (PEP): 50% attendance we will work with Jessica Brock and Derek Bannister to help coordinate more attendance for outlying locations.
9. Other Measures to Improve
 - a. URI Appropriate Treatment: Implementing warnings for antibiotics with URI dx
 - b. Breast Cancer Screening: Scheduling mammogram bus with AWW clinics
 - c. Nutrition and Physical Activity Counseling:
 - i. Looking into alternative ways to capture this
 - ii. Some rules in EPIC have been made we just need to start testing

10. FP HIV special services

- a. Figuring out the best way to identify that our Dr's are not the PCP but managing other things and not their overall health.

Action Items:

- Check on URI JIRA
- Keep everyone updated on Risk sheets
- Make sure CF is getting their sheets in a timely manner
- Get encounter provider to show up instead of PCP on reports, URI and chart audits

Next Meeting:

- The next meeting 4 /29/2025

The meeting was adjourned 1:14 pm

Natasha Johnson

Natasha Johnson

Director of Quality and Population Health