

Carolina Health Centers, Inc.
Quality Improvement Committee Meeting
12/31/24
Minutes

TEAMS MEETING

Members Present:

x	Locke Simons, CMO, Chair		Jason Dahlberg MD, DSS (P)
x	Natasha Johnson, DQPH, Co-Chair		Christine Gray, MD-Chief of Peds (P)
	Jessica Strutton RN, EHR CS		Sarah Rudder, FNP, CFFP
x	Nikki Richard, RN, DOCS		Lisa Gilmer, Revenue Cycle Mgr.(P)
	Derek Bannister, PA of FM		Pam Battle, Lab Coordinator (P)
	Jessica Brock, PA of Peds		Nicole Calhoun, RN Case Manager
x	Dr. Edison		Jeralynn Mills, PSR Coord, VFP
x	Sirena McCowan, CMA		Shulundia Moore, PSR Coord, LC4 2023
	Amanda Salter, RN, PFHC	x	Amairani Correa (QI)
x	Jessica Jacobs, MA, DOBH (P)		Rosario Marquez, PSR, SFP
	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)
x	Brandi Beard 2024		Sarah Dorn (QI)
x	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
	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 12:23 Mary C and Jessica J.
- 2) Approval of Minutes: Meeting minutes from 10/29/2024
- 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
 - b. Non-covered or back-ordered medications
 - c. Patients' medication allotment and the use of name-brand drugs
3. New Contracts and Focus
 - 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 records
 - b. Flu Shots: Increasing vaccination rates for patients under 2 years old
 - c. Referral Management: Standardization and policy adherence
5. Progress of Current QI Projects
 - a. AWW Clinics: Started July 24th, 128 completed
 - b. Diabetic Eye Exams: Started August 21st, 236 completed
 - c. Pap Clinic: Started August 22nd, 78 completed: **PAP clinic ended 12/2024**
 - d. Project Hope: Started August 2nd, ongoing
 - e. TCM Workgroup: Standardized triage note created, collecting baseline data
6. Updates
 - a. Provider Enhancement Program (PEP): Great turnout, discussed billing, medical decision making, pharmacy, scheduling, transfer of care
 - i. Family Medicine had a Dec Meeting and discussed Quality vs Quantity: Discussion on improving measures with low scores
7. 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
8. Analysis and Protocols
 - a. Reviewing protocols and ensuring everyone is aware
 - b. Standing orders

c. Focus on scheduling and provider reminders

Action Items:

- [List any specific action items decided during the meeting]

Next Meeting:

- The next meeting 2/25/2025

The meeting was adjourned 1:07 pm



Natasha Johnson

Director of Quality and Population Health