

Carolina Health Centers, Inc.
 Quality Improvement Committee Meeting
 December 12, 2023
 Minutes

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| TEAMS MEETING |
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Members Present:

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|---|--|---|----------------------------------|
| √ | Locke Simons, CMO, Chair | A | Jason Dahlberg, MD |
| √ | Terri Woodrome, DQPH, Co-Chair | A | Christine Gray, MD-Chief of Peds |
| √ | Natasha Johnson, EHR Clinical Specialist | √ | Sarah Rudder, FNP, CFFP |
| √ | Nikki Richard, RN, DOCS | √ | Lisa Gilmer, Revenue Cycle Mgr. |
| A | Derek Bannister, PA of FM | √ | Pam Battle, Lab Coordinator |
| A | Jessica Brock, PA of Peds | √ | Lisa Ronan, RN Case Manager |
| √ | Erika Dorn, Peds Nurse Mgr | √ | Jeralynn Mills, PSR Coord, VFP |
| A | Brenda McDonald, Referral Specialist-MFP | A | Shulundia Moore, PSR Coord, LC4 |
| A | Amanda Salter, RN, PFHC | A | Vivan Poroj, PSR, UFP |
| A | Jessica Jacobs, MA, DOBH | A | Rosario Marquez, PSR, SFP |
| √ | NaToya Leverette, Pop Health Spec | A | Ally Hale, MMS, PA-C |
| √ | Lisa Warren, RT(r), CMA, RSFP | √ | Mary Cooper, LPN |

QI Committee Strategic Planning

CHC’s Quality Improvement Plan (QIP) is a comprehensive program used to assess clinical quality and risk issues on 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.

- I. The meeting was called to order by Woodrome at 12:34 pm.
- II. Announcements, introductions, staffing updates: Simons stated that the new floater, Dr. Benson, MD was already working. Bray began onboarding on 12/11/23. A new Resident will be starting soon.
- III. Approval of Minutes: Meeting minutes from 6/28/2023 were approved by Ronan and a second by Richard.
- IV. Role was taken and is reflected above
- V. Grant Requirements

A. RPM Summary presented by M Cooper, LPN, Quality Improvement Specialist

- 1. Distributed 1,350 machines, still have # 238 out with patients, and 20 that will not be returned.
- 2. Last week Cooper attended a 2-day meeting session with the Million Hearts program, a national initiative to prevent Heart attacks and strokes, where sites shared their program successes and take-a-ways.
 - a. When giving out monitors – re-scheduled patient to come back for an OV within one month –A lot of centers saw patients every 30 days.
 - b. Patients were followed closely to monitor medications and some centers collaborated with their pharmacies to promote medication adherence.

- c. Developed a handout form for patients to tell them exactly what was expected, notes could've been used for a Care Plan.
 - d. Instructions should've included information to increase cell service as needed
 - 3. This main program officially ends 12/31 and we're working on how this will continue. Centers for Medicaid and Medicare (CMS) decided to fund the program for Medicare patients – so MORE TO COME.
 - 4. Questions/Responses from Simons:
 - a. Has the funding been figured out for the new year? No, still working with Lisa Gilmer on the specifics
 - b. How many machines do we own? 450
 - c. Mary, will you get in touch with SmartMeter and ask them if they have a “monitoring program” for their machines.
 - d. Should be able to create a booklet with CHC logo for patients to use to record BP readings
- VI. Other Follow/Up
- A. Simons discussed:
- 1. Spring Peer Review
 - a. Main topics discussed were
 - (1) Methods, Areas of focus, End result of review, Results, Issues on the top 6 most prevalent concerns and Action Items
 - 2. HRSA Operational Site Visit
 - a. Overall went well
 - b. Finance had the hardest portion of the review – as more specific examples were requested by auditor
 - c. Result was only 2 corrections on policies

The meeting was adjourned at 1:14 pm

The next meeting is February 27, 2024 at 12:30pm.

Terri Ford

Terri Ford
Director of Quality Improvement and Population Health