

CQI Storyboard

Agency: C/BC Public Health and Human Services

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1.) AIM statement

By June 30, 2020, Columbia/Boone County Healthy Families, will increase the percentage of completed AAP recommended well-child visits from 89% to 95% as determined from submitted age forms.

2.) Plan

Review our data and clarify if our current percentage is 100% and if there are any exceptions to this previously.

Upon review, we are at 100% and have been throughout 2018-2019. In previous years, we have had only one situation where expectations for well child checks were not met. A mother procrastinated, rescheduled, cancelled, and we eventually had to discuss with her that we would need to make a hotline for medical neglect if she cont'd not to follow through with her scheduled well child checks. This came after offering support, identifying barriers, several attempts to help her problem solve, and discussing at home visits and via secondary communications. She did follow through.

We have had families go into creative outreach where we could not make contact. In these situations, there have been two outcomes. One, they re-engaged and had stayed up to date on well child checks. Two, we ended up discharging and have no way of knowing.

3.) Do

- A.) Given the problematic tracking in Redcap, we will continue to monitor in our reflective supervisions and our social services database.
- B.) In supervision will review and remind going back and changing "no" to yes when well child completed in time frame
- C.) We will continue to communicate our concerns with Redcap to DHSS
 - encourages 30 days ahead reporting and documenting "no" even if appt is scheduled.
 - doesn't offer same window of acceptability as AAP recommends
 - asks about well child and other measurable goals and intervals that don't coordinate with schedule or other documentation
 - doesn't allow for issues such as pediatrician refusing well child check or shots because of ailment (fever, earache, congestion) so scheduled at next visit with AAP recommendations but not accurate for Redcap

4.) Study- will review monthly in supervision and quarterly at level 1

This has been consistently done since beginning in summer 2019

5.) Act- No Changes as we are at 100%

6.) Future CQI- TBD