

**SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.**  
**QA/QI Committee Meeting Minutes**  
**November 14, 2019 12:00 PM**

**PRESENT:** Dr. Ralph Kaiser, Medical Director; Barb Wool, Clinical Operations Manager; Max Houseknecht, Jr., CFO; Dr. Christopher Coyner; Dental Director; Jackie Oliva Strus, HR/Grants Manager; and Jim Yoxtheimer, President & CEO

Excused: Emily Drick; Karla Sexton; Dr. John Boll; and Angie Houseknecht

**I Policies for Review**

Barb reviewed all the Clinical policies for review for the month of November, including the new hand washing policy. All policies and revisions were sent to the Committee for review prior to the meeting.

**Motion #1 Max Houseknecht, Jr. made the motion to recommend approval of policies 10.0.08, 10.0.32, 10.0.33, 10.0.34, 10.0.35, 10.0.36, 10.0.37, 10.0.39, 10.0.40, 10.0.41, 10.0.43, 10.0.46, 10.0.47, 10.0.48, 10.0.50, and 10.0.51 by the Full Board. Dr. Christopher Coyner seconded the motion. The motion passed unanimously.**

Dr. Kaiser indicated that the QM Plan with all attachments was sent to the Committee for their review and will need a motion for Full Board approval at the November meeting.

**Motion #2 Barb Wool made the motion to recommend approval of the QM Plan with all attachments by the Full Board. Jackie Oliva Strus seconded the motion. The motion passed unanimously.**

**II FTCA**

Nothing to report.

**III PCMH**

Nothing to report.

**IV Credentialing/Re-credentialing**

Barb reviewed with the Committee that there were two providers in need of credentialing/privileging needs. Based upon Dr. Coyner's review of the applications for appointment to the River Valley Health and Dental Center, Dental staff by Christa Tempesco, PHDHP & Laura Bierly, PHDHP and the results of the credentialing verification process, he recommends that they be granted appointment to the dental staff. Their requests for medical practice privileges were also reviewed and found suitable for the granting of their privileges as requested.

**Motion #3 Dr. Christopher Coyner made the motion to recommend approval for credentialing and privileging of Christa Tempesco, PHDHP and Laura Bierly, PHDHP by Full Board. Jim Yoxtheimer seconded the motion. The motion passed unanimously.**

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**V Dental QA/QI Reports**

Due to the go-live of eCW there were no chart reviews for the month.

Dr. Coyner indicated that there was one complaint for the month. A patient came in for an appointment which was previously cancelled due to the provider being out. The patient was angry and filed a complaint.

**VI Medical/Reproductive Health/Behavioral Health QA/QI Reports**

Due to the go-live of eCW there were no chart reviews for the month.

Barb reported that there were three complaints for the month. Two were provider/patient relationship. The third complaint was from a parent whose child was in for a visit as requested from the school nurse who stated they needed immunizations. The parent did not accompany the child and were unable to obtain the consent. After review of the immunization record it was determined the child did not need the immunization.

Barb indicated that when she receives complaints provider/patient relationship in nature she does speak with the specific provider to make them aware. As expected, it is not received well from the provider. Dr. Kaiser indicated he would be willing to approach the providers with her and they can discuss a possible better approach.

**VII Patient Satisfaction Survey**

Barb reported that there are 363 total survey results available and are looking about the same in terms of results. When asked “I am able to get medical advice when the office is closed” only 90% responded with yes which went down from 92%. There are meetings scheduled for the text messaging/reminder campaigns that the Center can use to reach out to patients and remind them of our after-hours access. Barb indicated Emily is working on some educational materials around the after-hours access to add to new patient packets and place in the waiting room, nurses’ station, and exam rooms. When the patient portal is up and functional education can be added to the portal. The new survey will be started January 2020.

**VIII Performance Measures**

Barb reported that Emily was unable to run reports for the month of October due to the new eCW system. There is training scheduled next week for reporting in the new software. Barb indicated Emily is hoping to have quality metrics next month, but it may take some time to have full measures as previous.

**IX Risk Management**

- a. **Legal:** Nothing to report.
- b. **Incident Reports:** Barb reported that there were three incident reports in October. One was employee related where a staff member was carrying sterilized instruments when one of the instruments punctured the bag and cut the staff member’s right hand. The employee was sent to the ED for treatment. The process for transport of instruments was changed—instruments are now carried in trays or cassettes. The second report was a patient sitting on the floor under countertop at check in stood up

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and hit their head. No laceration. Patient was examined by Dr. Martin and no further treatment was needed. The third incident report was a patient was sitting sideways on a desk chair in the discharge area and fell off the chair, hitting their head. The mother was asked if she wanted the child assess and she declined. The child appeared uninjured and the parent declined intervention.

**X Care Coordination Team**

Barb reported that there are 112 patients followed by the care team. The CCM module is on and active for H3C. Training will continue next week for CCM. After CCM and H3C is up and running we will move forward with training for care planning for care team patients and using the population health module as the registry for care team patients.

**XI EHR Update**

Max reported that overall the new eCW system is going well. Today the system is slow and actually crashed for about 25 minutes. He reported he has a call with eCW tomorrow regarding the pending data migration. Max indicated he would keep the group updated as he receives the information.

**XII Open Discussion**

Barb reported that there were three instances where the Center did not receive results from UPMC.

- A chest x-ray was ordered on 09/11/19, read 09/18/19, and reports faxed to us on 09/23/19. The patient had pneumonia. The Center was informed by UPMC the results are now faxed from Pittsburgh with no further information on the reason for the delay.
- A mammogram was performed on 10/07/19. The report shows it was printed 10/25/19 but we did not receive the results until 10/28.19. The Breast Health Center was called to discuss the reason or the delay in receiving results. They explained that they did not have previous results (from another facility) for comparison and they do not read the mammogram until they have that information.
- A biopsy of a skin lesion was sent from our office for pathology, but no results were obtained. The patient returned to the office a few weeks later. We called for the results and the patient had skin cancer. The Center is still working to find more details on this instance.

After discussion it was decided Barb should reach out to Lori Beucler or Patti Jackson at UPMC to see if they can facilitate and help find out why we are not receiving results in a timely manner.

With no further business to discuss the meeting was adjourned.

**Next meeting: Thursday, December 12 at 12:00 PM, 471 Conference Room**