

How CABs help define quality

Using Data to Better Our Services

Agenda

- CABs & Quality
- What We Are Doing
- Reading Your Dashboard
- Advising Your Organization

Before We Start...

- How combining a CAB and data became a personal mission for me...

CABs and Quality

- Our Community Advisory Board (CAB) is a volunteer board comprised of dedicated patients and families of patients who provide feedback and suggestions on the programs and services that Callen-Lorde provides.
- The CAB meets with Callen-Lorde staff on a quarterly basis to discuss which aspects of our programs are successful and which could use some improvements.
- The CAB is a vital part of our patient feedback and a wonderful way to give back to Callen-Lorde.

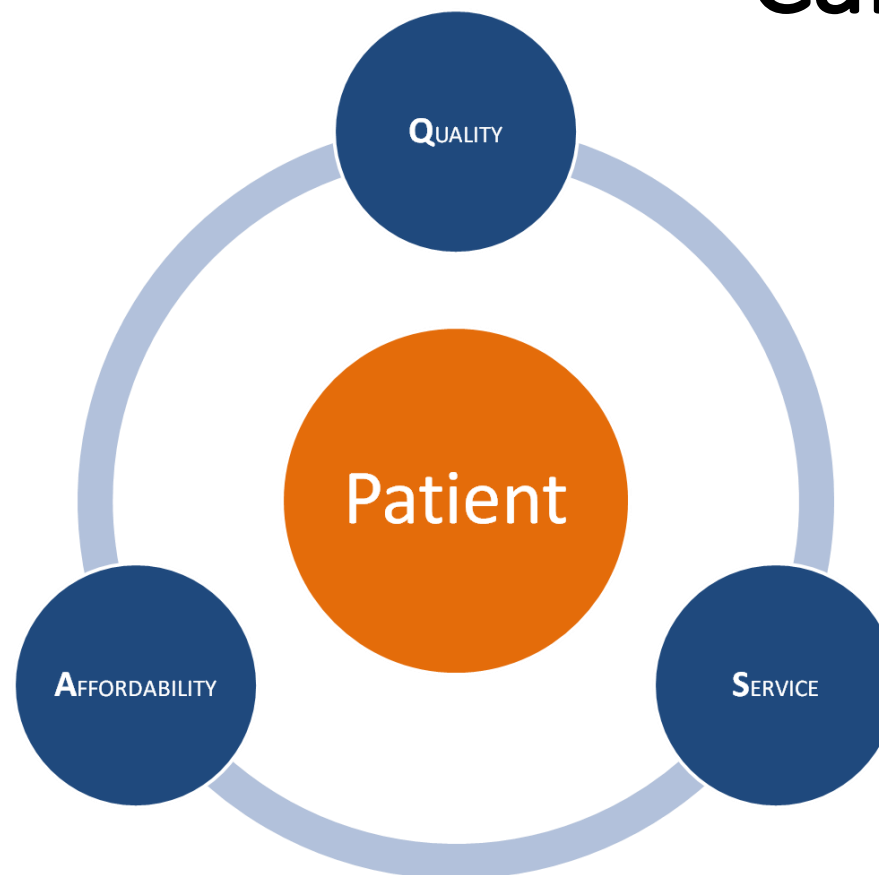
What is a CAB?



CABs and Quality

- The goal is to maximize each as much as possible given one's particular circumstances.
- In other words, the objective is to maximize quality of care and patient service.

What is Quality of Care?



CABs and Quality

- Quality measures are tools used to make sure we are delivering quality care that is:
 - effective
 - safe
 - patient-centered
 - fair
 - and timely
- Most quality measures are based on medical evidence, using data to make clinical decisions.
- There are several organizations that focus on quality measures.

Quality Measures



What We Are Doing

- Discussions were held in November's 2018 CAB meeting on how to decide where to make quality improvement recommendations.
- The realization was made that we needed data to help guide our focus.
- The Callen-Lorde Community Advisory Board has requested a CAB Quality Dashboard (Scorecard vs. Dashboards and why that matters in non-profits).
- A partnership was built with the data and quality teams.

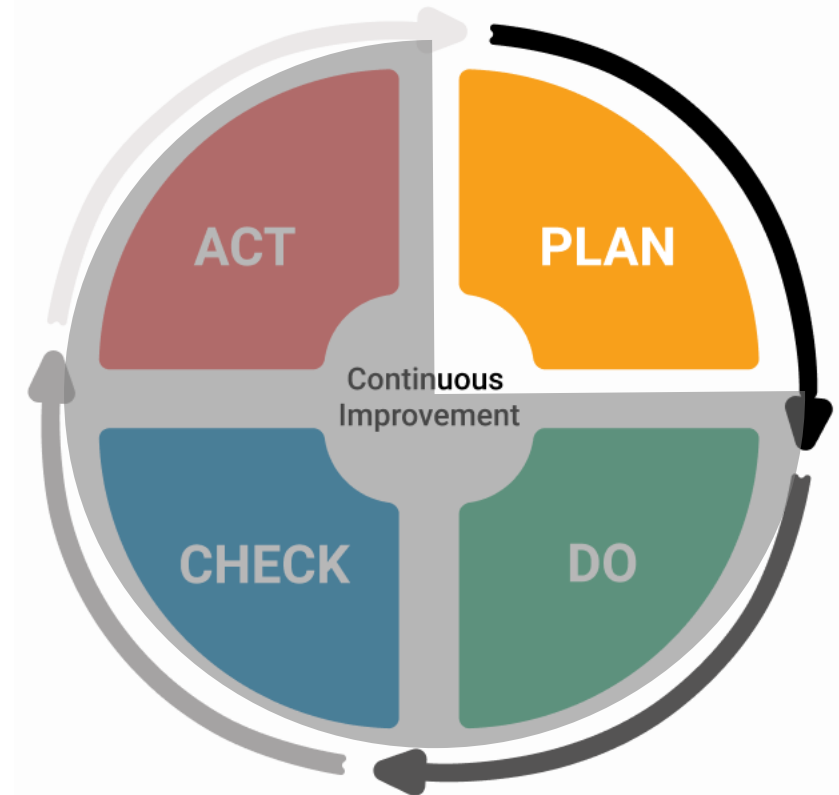
How Do We Know Where to Start?



CAB Quality Dashboard

- A conversation with providers and our data and quality team resulted in the recommended following measures.
 - Wait times on Call Centers.
 - No show rates for appointments.
 - 3rd Available Appointment.
 - Depression Screening Rates.
 - HIV Viral Suppression Rates.
- Partner with Callen-Lorde's Quality and Data Teams.
- We asked for demographic breakdowns based on race and age.
- Based on Sata from 2018.

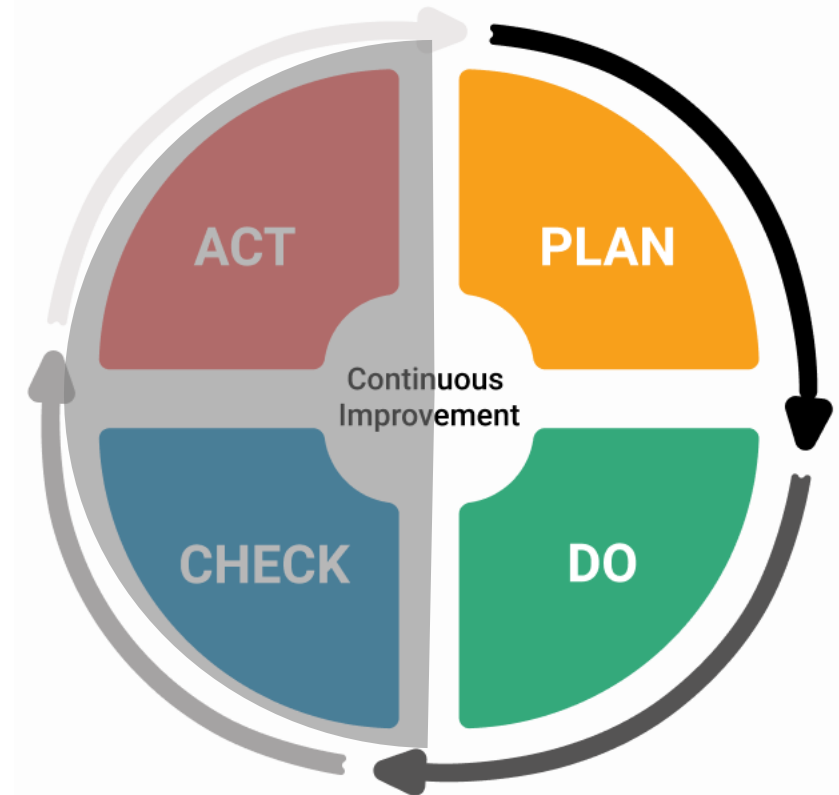
Plan to Use a Dashboard



CAB Quality Dashboard

- Once the Dashboard is complete we move to the next phase:
 - Review the measured results. Look for anything that is outside the perception of what the CAB believes makes sense*
 - REMEMBER: Outliers may still be important.
 - Create a report that will be shared during the next review with Callen-Lorde staff that:
 - Asks for clarity on measures that might not work.
 - Makes recommendations that might improve measures that are outside acceptable levels.
 - Get commitment from Callen-Lorde on accepting recommendations.

Build the Dashboard and Make Recommendations

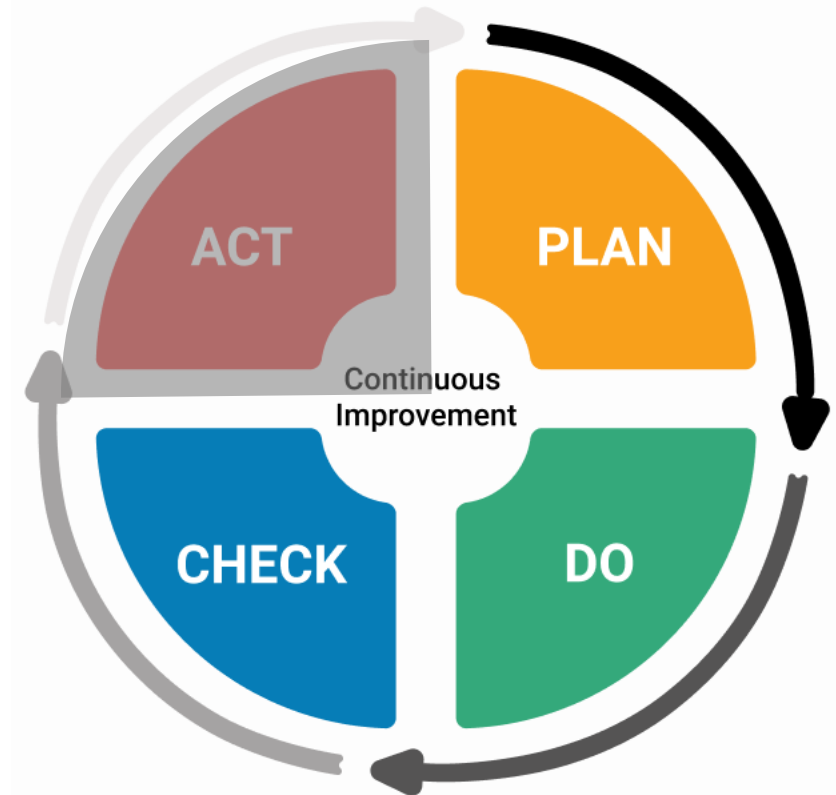


* Our perception vs what the data says

CAB Quality Dashboard

- Fall 2019 - Refresh (Review Data for 2019 YTD)
 - Work with both the data and quality teams.
 - Ask them to help explain the changes.
- Check to see if proposed plans improved service and changed our measures.
- Why did certain things work?
- Why did others not?

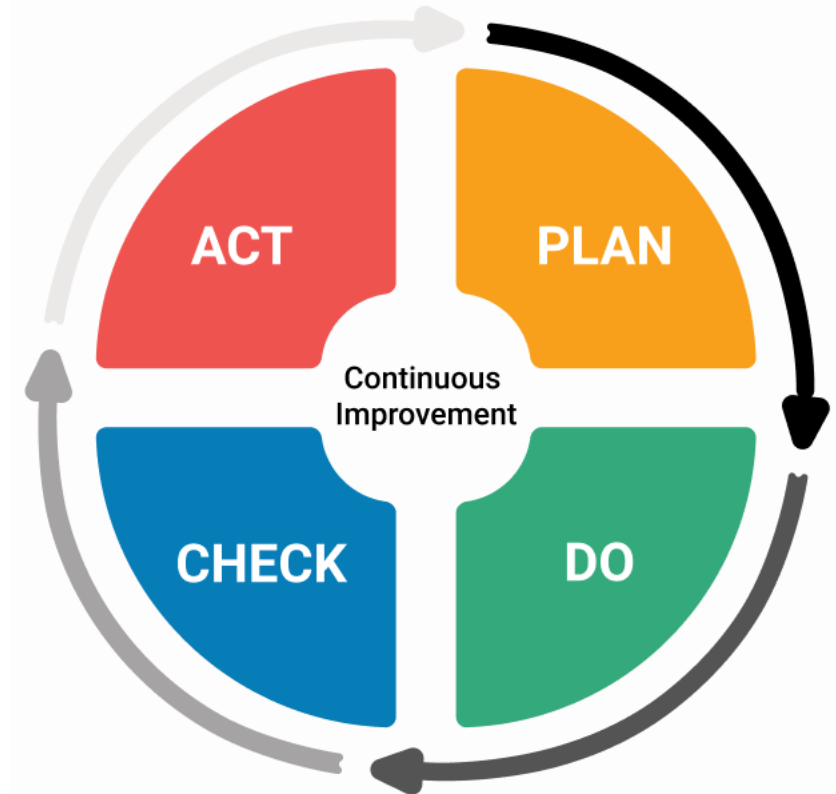
Wait, Refresh and Check?



CAB Quality Dashboard

- Make continued recommendations based on results.
 - Review items we performed well at and check to see if recommendations can be made to replicate.
 - Review areas we underperformed in and discuss perhaps what can be done better.
 - Look for areas that simply require additional monitoring.
- The goal is to use the dashboard to open quality conversations with Callen-Lorde staff

Review with Callen-Lorde Staff

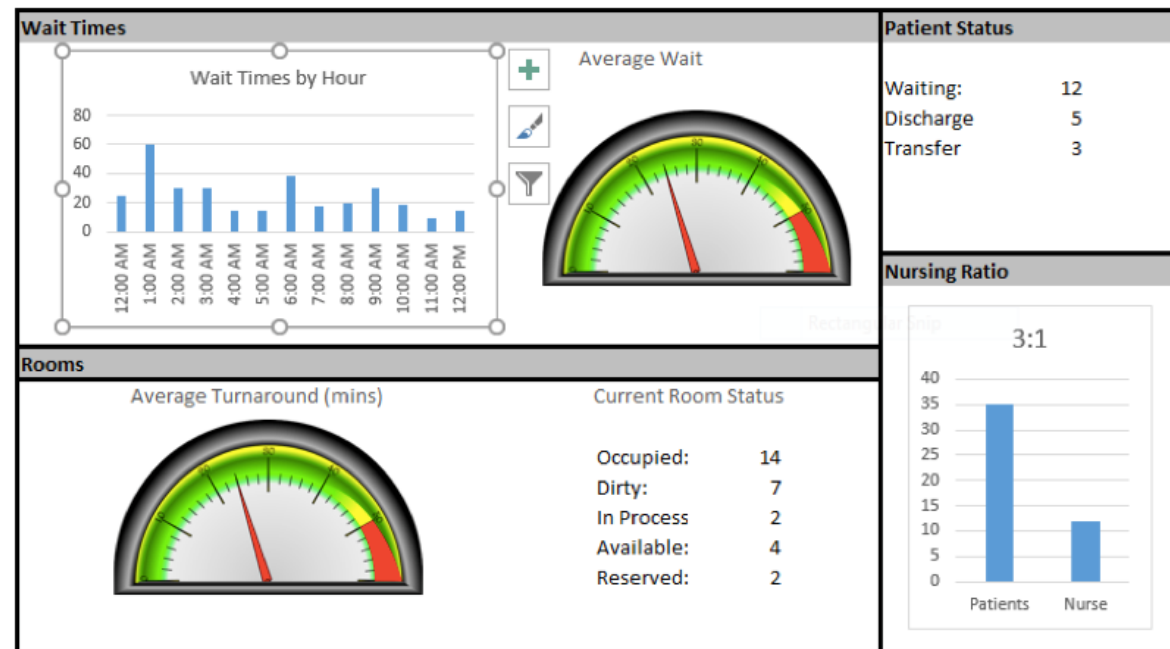


Reading your Dashboard

- #1 Partner with your Data and Quality Teams.
- #2 Ask lots of questions about the data.
- #3 Understand data terms (Percentage, Numerator, Denominator, Requirements, etc.). Bring someone in to help if necessary.
- #4 It's ok if the data says something may be wrong.
- #5 Discuss why the data might be saying something.

How to Read a Dashboard

SAMPLE DASHBOARD



Advising your organization

- Inform your organization of the priority of the dashboard.
- Write a letter to Leadership.
- Request audience with Leadership.
- Have presentation for Senior Management.
- Request department heads attend CAB meetings to discuss concerns and policy.
- Invite the Executive Director to the CAB meeting.
- Invite chairperson of the Board of Directors to CAB meeting.

Tips for communicating with your organization



Advising your organization

Tips for meeting with your organization

- Arrange the visit through a liaison. Be prompt, but be patient.
- Introduce yourself and any person in your group.
- Designate in advance who will lead the discussion and what points you wish to make.
- Keep It Short & Simple (KISS): State why you have come and clearly outline the case for your position on the issue that prompted the meeting.
- Give examples of how the issues affect the clients/patients/staff of your center.
- Stay focused on the two or three key recommendations you want to leave.
- Answer any questions asked of you, but if you do not know the answer, do not bluff.
- If you have written out your issues, leave a one-page position paper.
- Do not be disappointed if you end up meeting with staff other than the Executive Director.
- The Executive Director depends on advice from staff because it is impossible for them to be the only driving force on all issues.

Thank You

