Date: August 13, 2014


Quality Council: Paulette Blanc (quality coordinator), Peter Carek, Ku-Lang Chang (outpatient quality), David Feller (inpatient quality)

I. Inpatient
   A. Weekly Quality Rounds with the Family Medicine Inpatient Service
      1. Readmission root-cause analysis
      2. Quality Improvement Project development
   B. Quality Improvement Projects
      1. Readmission rate/ Readmission Registry
      2. GIS Mapping of Readmissions
      3. Discharge Medication Comprehension Survey
   C. Peer Review Committee (bi-monthly)
      1. Reviews mortality and morbidity issues
      2. Faculty chair (Dave Feller, MD) and two residents

II. Outpatient
   A. Monthly data monitoring (presented during monthly faculty and director meetings)
      1. Patient Satisfaction Surveys
      2. Patient Safety reports/ trends
      3. Crimson Health Outcomes measures (see list in excel spreadsheet)
   B. Quarterly data monitoring (tabulated by site)
      1. Meaningful Use
      2. Diabetes (PQRS report)
   C. Quality improvement projects
      1. Each clinic site will be responsible for a quality improvement project during the year
      2. Annual presentations in June to determine most effective project (“Curry Cup”)
   D. Quality Assurance (Department wide)
      1. Flu Vaccines
      2. High-risk patient population project (Diabetes)
      3. Review of “near misses” or adverse events to be conducted

III. Faculty Evaluations (Yearly)
   A. Components:
      1. Patient satisfaction
      2. Documentation audit
      3. Peer-to-peer evaluation
      4. Staff (360°) evaluation