

Date: July 28, 2017

CHFM Quality Improvement Plan (2016-2017)

Quality Council: Kim Lynch, MSHI - Quality Improvement Analyst; Peter Carek, MD – Chair; Dr. Maribeth Porter, MD - Outpatient Quality, David Feller, MD – 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. COMPARE2
3. Monthly Team Meetings

C. **Peer Review Committee** (bi-monthly)

1. Reviews mortality and morbidity issues
2. Faculty chair (Dave Feller, MD) and two residents

II. Outpatient

A. **Weekly Reports**

1. Emergency Department Utilization
2. Patient Satisfaction Surveys

B. **Monthly Reports**

1. PQRS report
2. Patient Safety reports/ trends

C. **Quality improvement projects**

1. Each clinic site will be responsible for a quality improvement project during the year, updates given at medical director meetings
2. Pneumococcal Vaccines
3. Influenza Vaccines
4. Advanced Directives

III. Faculty Evaluations (Semi-annually and Annually)

A. Components:

1. Patient satisfaction
2. Documentation audit
3. Peer-to-peer evaluation
4. Diabetes care evaluation
5. Staff (360°) evaluation