

GLPTN Spotlight: Chicago Family Health Center

Fantastic 15: Improving patient care and health outcomes related to 15 clinical quality measures



Chicago Family Health Center (CFHC) joined Great Lakes Practice Transformation Network (GLPTN) to enhance the quality improvement (QI) work already in place at the health centers. Providing healthcare to more than 30,000 underserved, uninsured and underinsured patients at five clinics in Chicago, CFHC has a strong commitment to providing excellent care.

One initiative the federally qualified health center tackled is called Fantastic 15, which focuses on improving patient care and health outcomes related to 15 clinical quality measures. Tracked on a monthly basis and presented via a

quality dashboard, each measure is compared against baseline data as well as against a yearly goal. The quality department analyzes the data monthly, involving principal stakeholders and re-evaluating after feedback from those teams.

Originally, the initiative was called Fantastic Four, focusing on improving diabetes, hypertension, depression screening and follow-up, and BMI planning for adults and pediatrics. The initiative experienced such success that the list expanded from four to 15 measures, to include additional measures such as cervical screening, and tobacco use screening and cessation intervention.

The key to implementing Fantastic 15 was taking a team approach to QI, which involved participation from leadership, providers, the care team, a data analyst, a quality improvement team, and the care coordination team. Everyone worked together to create and maintain the workflows that helped the team improve on the measures. Implementation included the use of huddles, provider education, development of monthly reports, and provider education.

A combination of factors contributed to the success of the initiative: transparency in data, leadership involvement, willingness of providers to participate, and a team devoted to improving care and patient outcomes.

While there were many accomplishments, one to highlight is the depression screening and follow-up measure increased from 36 percent to 78 percent in one year. The improvement is the direct result of a devoted team committed to carrying out the implementation plan to address the measure. While waiting for their appointments, patients complete the Patient Health Questionnaire - 9 (PHQ-9) depression screening tool. Then the medical assistant enters the information into the electronic health record (EHR). If a patient tests positive, the primary care provider



conducts a warm handoff to an on-site behavioral health professional following their appointment. This same-day method reduces the possibility of a no show for a subsequent visit and provides proper follow up to the patient.

To maintain the successes of Fantastic 15, the quality department and others have committed to sustaining efforts to improve health outcomes, quality, and patient care. This entails ongoing efforts to break down silos and involve the Quality Assurance committee of the Board of Directors and care teams, with special investment made in technology. Sustainability will require continuing to cultivate a culture of quality, supporting personnel, and obtaining tools to evaluate and monitor progress. The organization is in a constant state of quality improvement.