

More than Words: Using QI Tools to Communicate and Unify Cross-Division Improvement



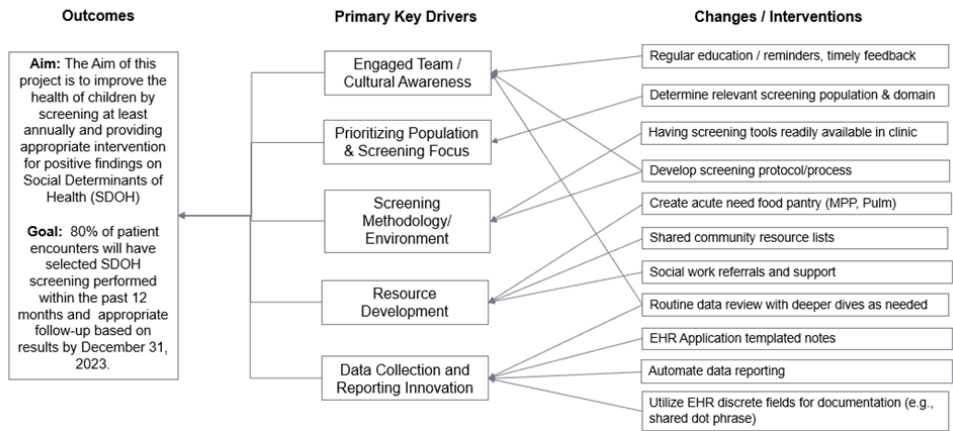
Atrium Health
Levine Children's

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Problem: Initiate SDOH screening plus intervention across 9 divisions spanning multiple locations with different workflows and resources.

Goal: Increase from zero screenings to 80% screened at least annually AND each positive screen receive an agreed-upon intervention with EHR documentation by 12/2023.

Children's Service Line Social Determinants of Health Screening



Tool Selection: Key driver (KDD) - essential given quantity / diversity of participating teams, ensuring all participants work from the same playbook using agreed-upon interventions. Annotated dashboard - equally valuable, allowing teams to see which interventions were most consistently impactful, thus benefiting from shared learning to spread those changes rapidly.

Usage: KDD developed to align work across initial divisions, reviewed often, used to onboard new divisions as work spread across the service line. Annotated run charts within the dashboard were reviewed monthly among the coaching team and used for teaching/discussion at division meetings.

Results: All teams met or exceeded goal. Performance improved from 0 to 94%, sustained during project's final 6 months. Barriers: standardizing documentation, operational definitions, and data mining, plus an EMR transition triggering a temporary but significant drop in results. All barriers ultimately resolved.

