



# Summer 2024 Learning Collaborative

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QTIP Project Director, Bureau of Quality  
South Carolina Department of Health and Human Services  
Aug. 10, 2024

# Agenda

- Welcome
- 2023/2024 review
- QTIP 101
- What this year entails
- Day ahead

# QTIP Staff



**Dr. Ramkumar  
Jayagopalan**  
Medical Director



**Shiann Bradley, MSHS**  
Project Director



**Marlo Thomas-Koger,  
MPH**  
Quality Improvement Specialist



**Kelli Scurry, LISW-CP**  
Mental Health Integration  
Specialist



**Kristine Hobbs**  
Director of Community  
Initiatives



# A Look Back on the 2023/2024 Year

## Accomplishments

- All practices received site visits
  - 28 in person
  - 1 virtual
- Workshops completed
  - Safe sleep
    - 14 practices
  - Anxiety
    - 14 practices

## What's New?

- QTIP is fully staffed.
- QI power hours on Fridays
- 7:30 calls
- Mental health (MH) resources by age
- Evaluations 😊
- New practice added in July

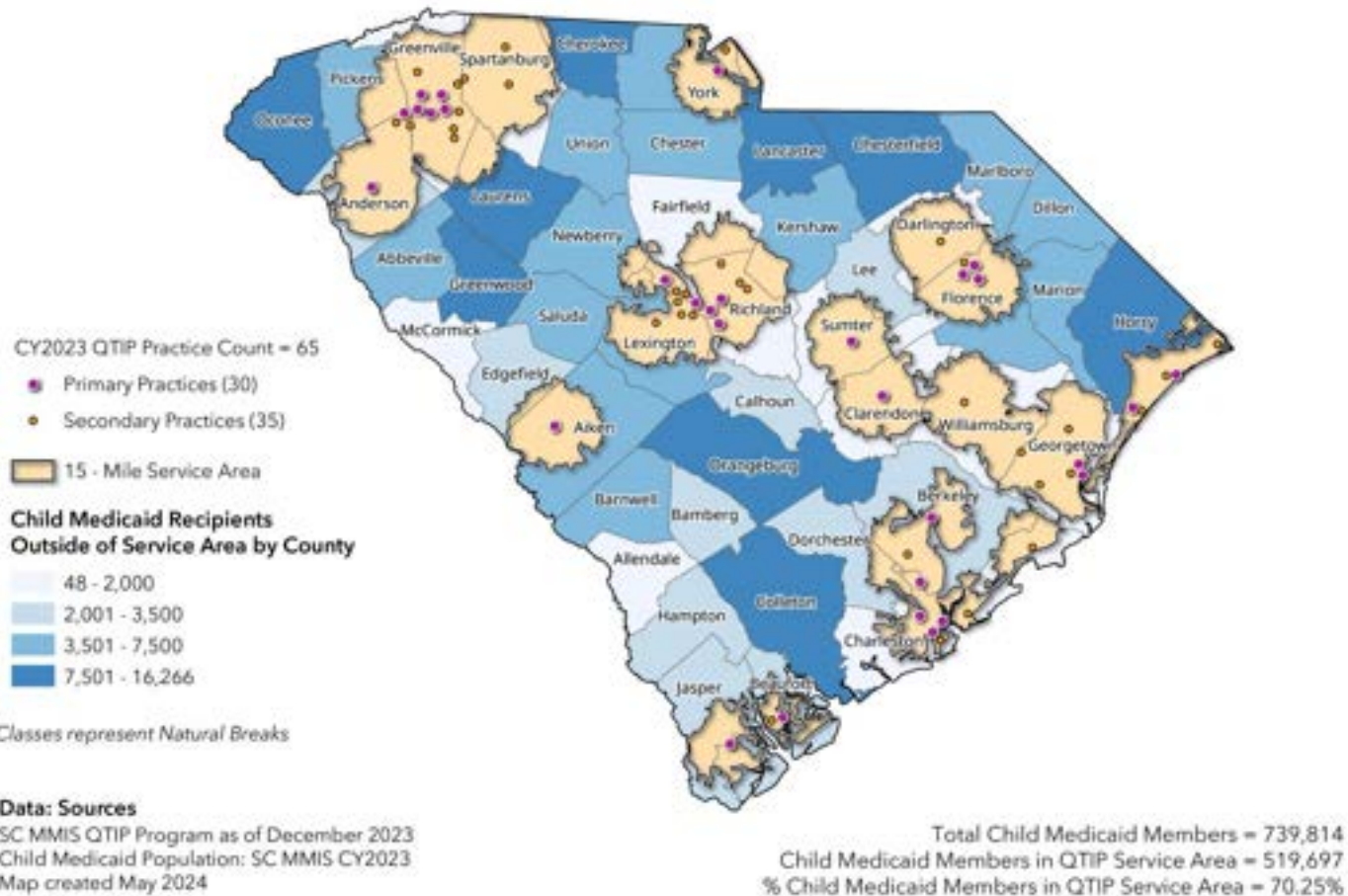
# Welcome to QTIP



# QTIP State Spread

## QTIP 15-Mile Service Areas

Potential Pediatric Population Served  
FY2023

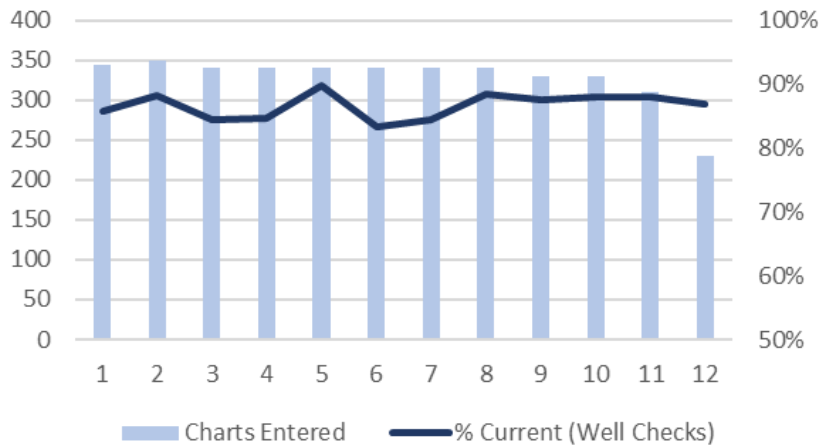


# The Past Year's Data

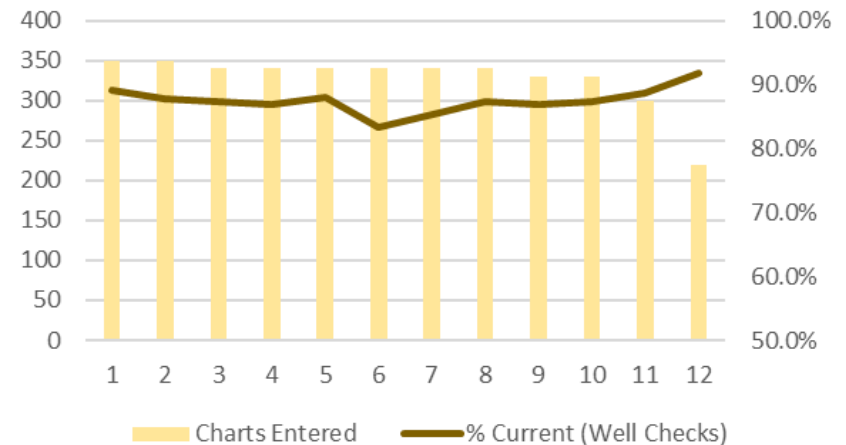
# At-a-glance

7,871 total chart audits between August 2023 and June 2024

7-10 Year Olds Measure Trend  
Well Child Checks



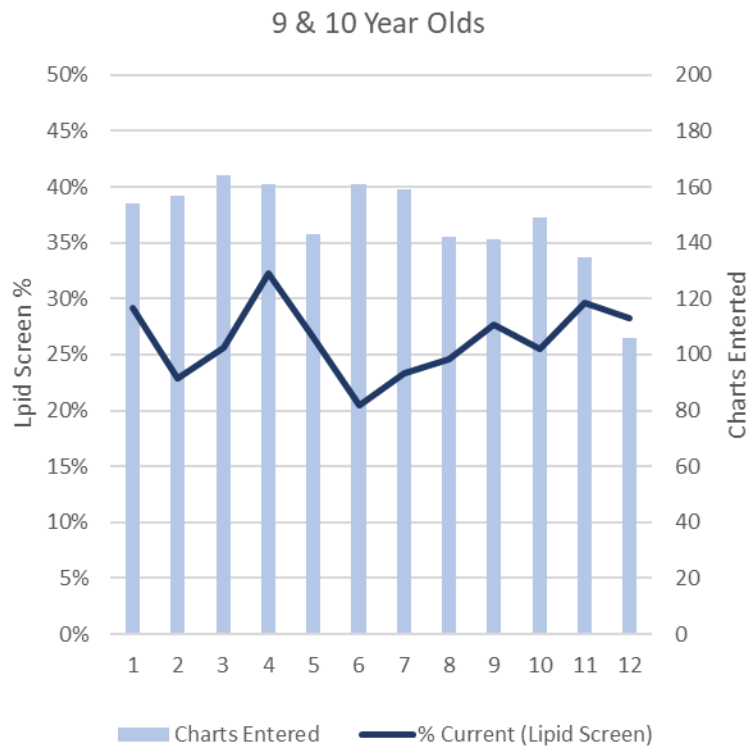
13-18 Year Olds Measure Trend  
Well Child Checks



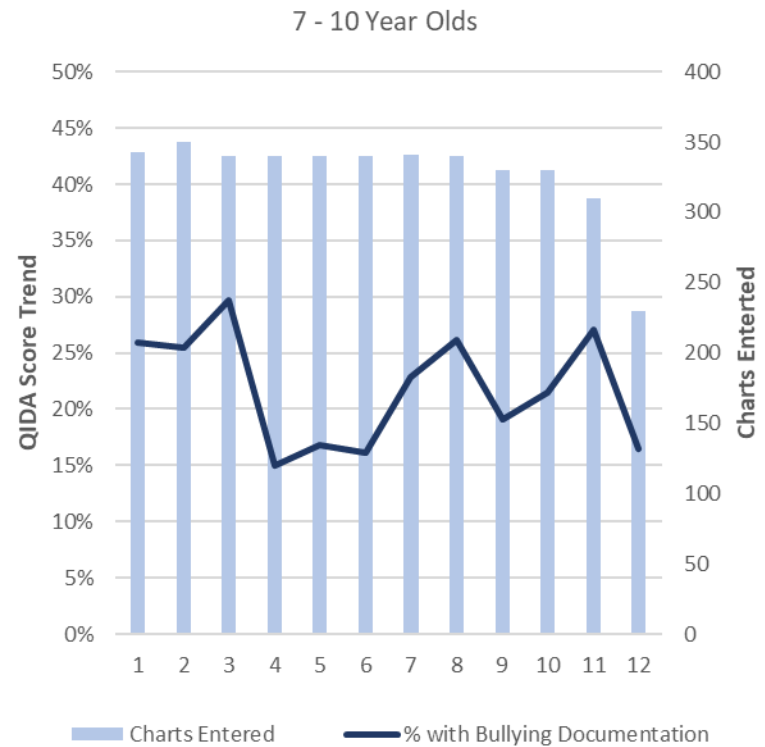


# Ages 7-10 QIDA Data

## Lipid Screens

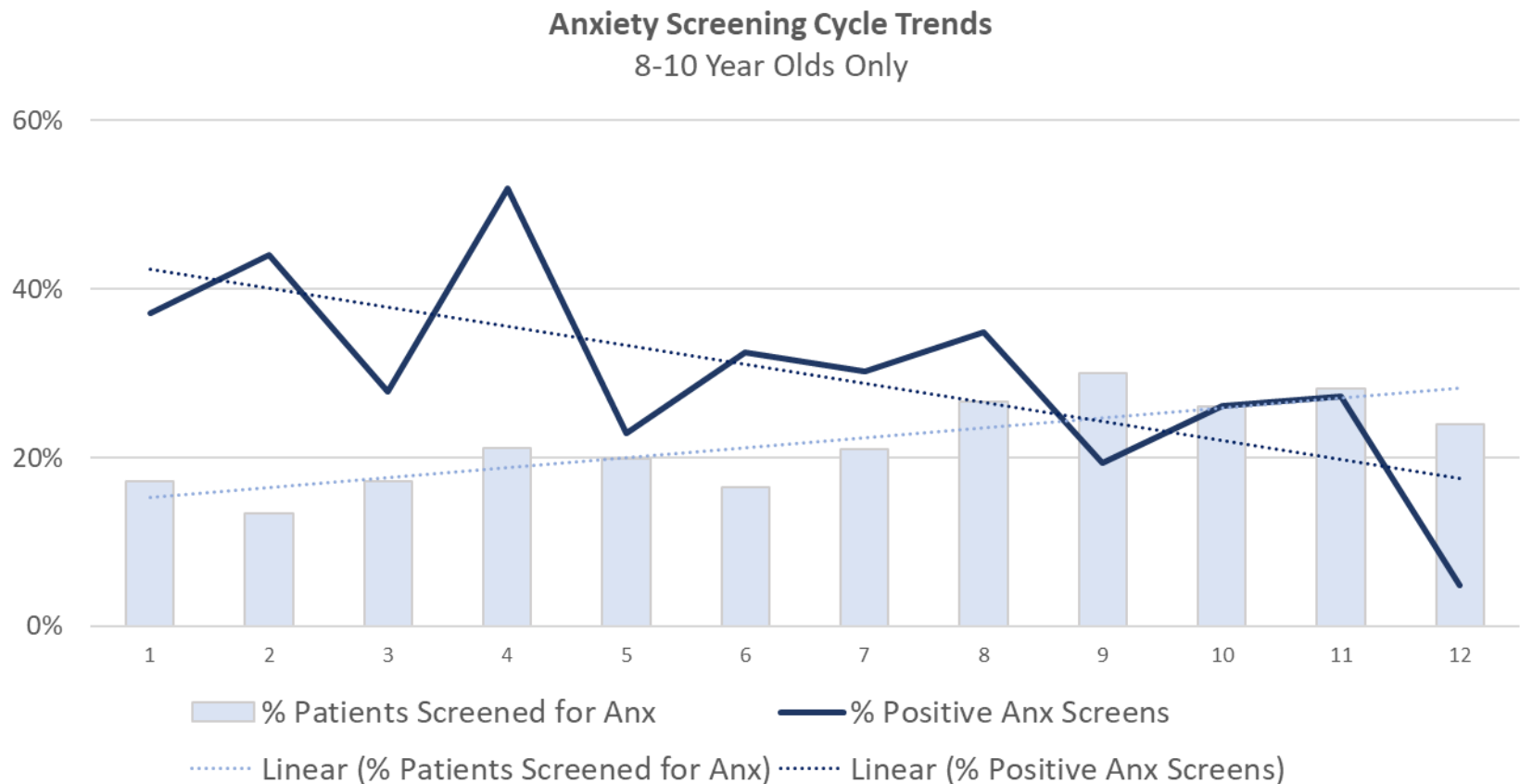


## Bullying Discussion Documentation



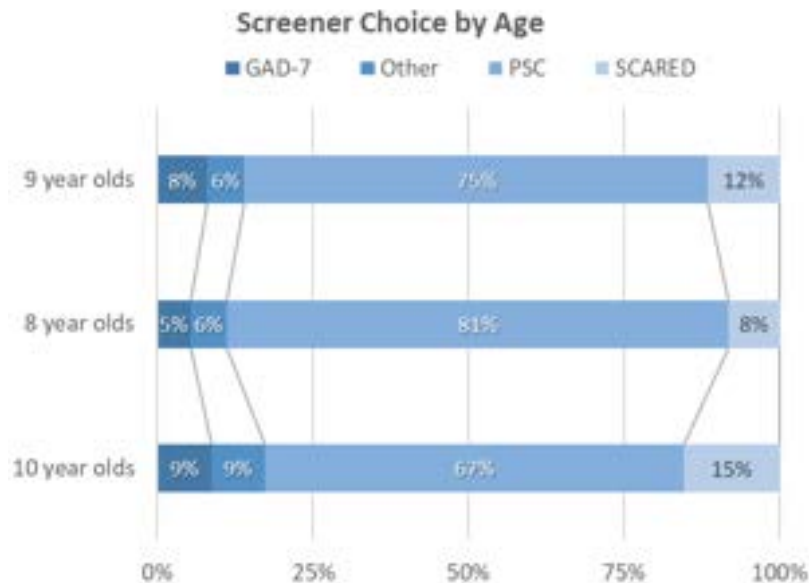
# Ages 8-10 QIDA Data *(continued)*

## Anxiety Screening Rates



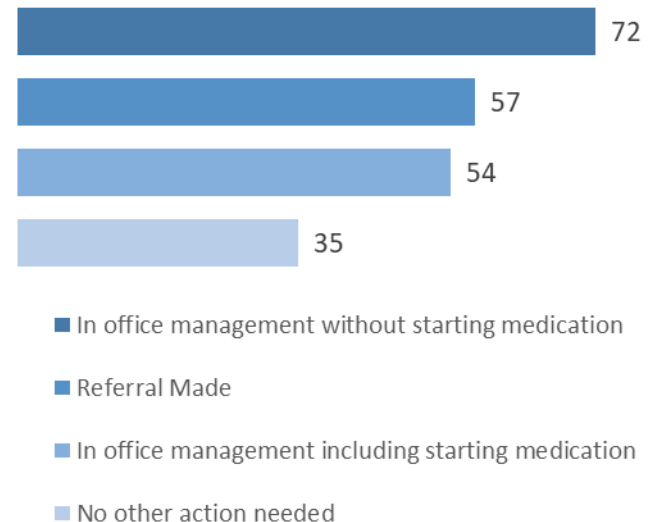
# Ages 7-10 QIDA Data *(continued)*

## Anxiety Screeners Used



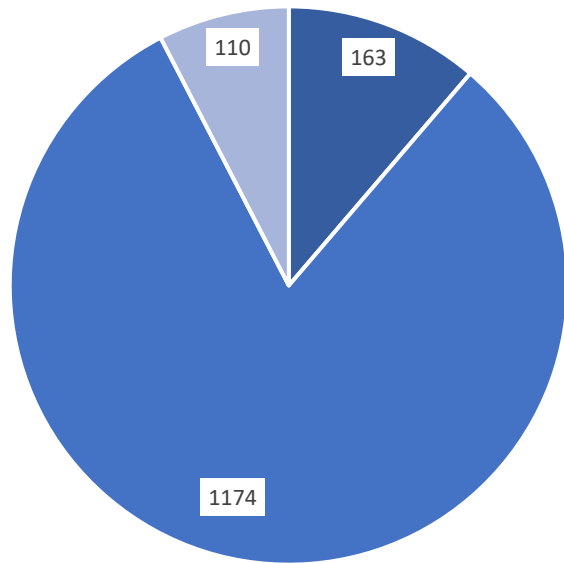
## Anxiety Management

### Anxiety Management Option Ranking



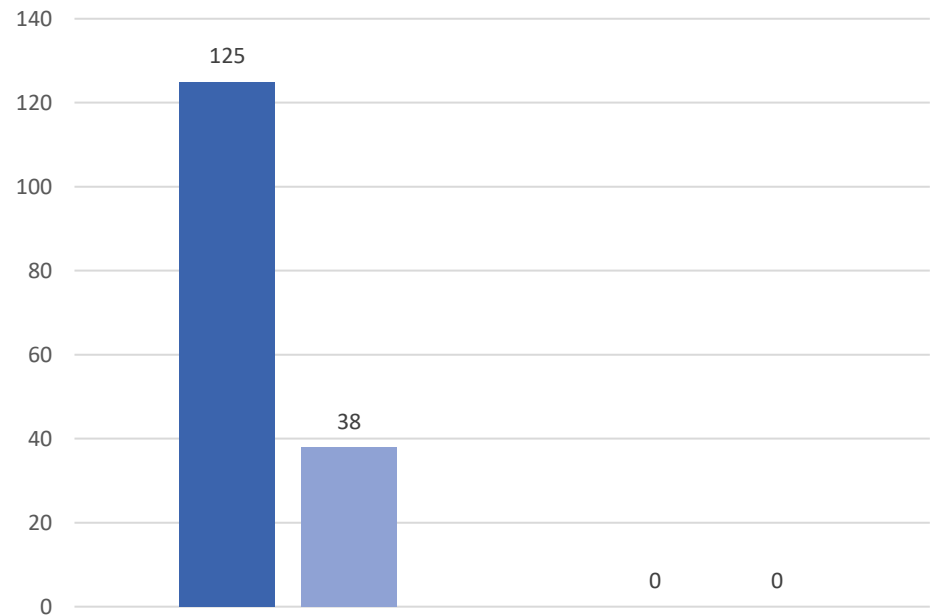
# Human Papillomavirus (HPV) in Younger Ages

9 and older, HPV vaccine



■ HPV - yes ■ HPV - no ■ HPV - n/a

# of HPV doses

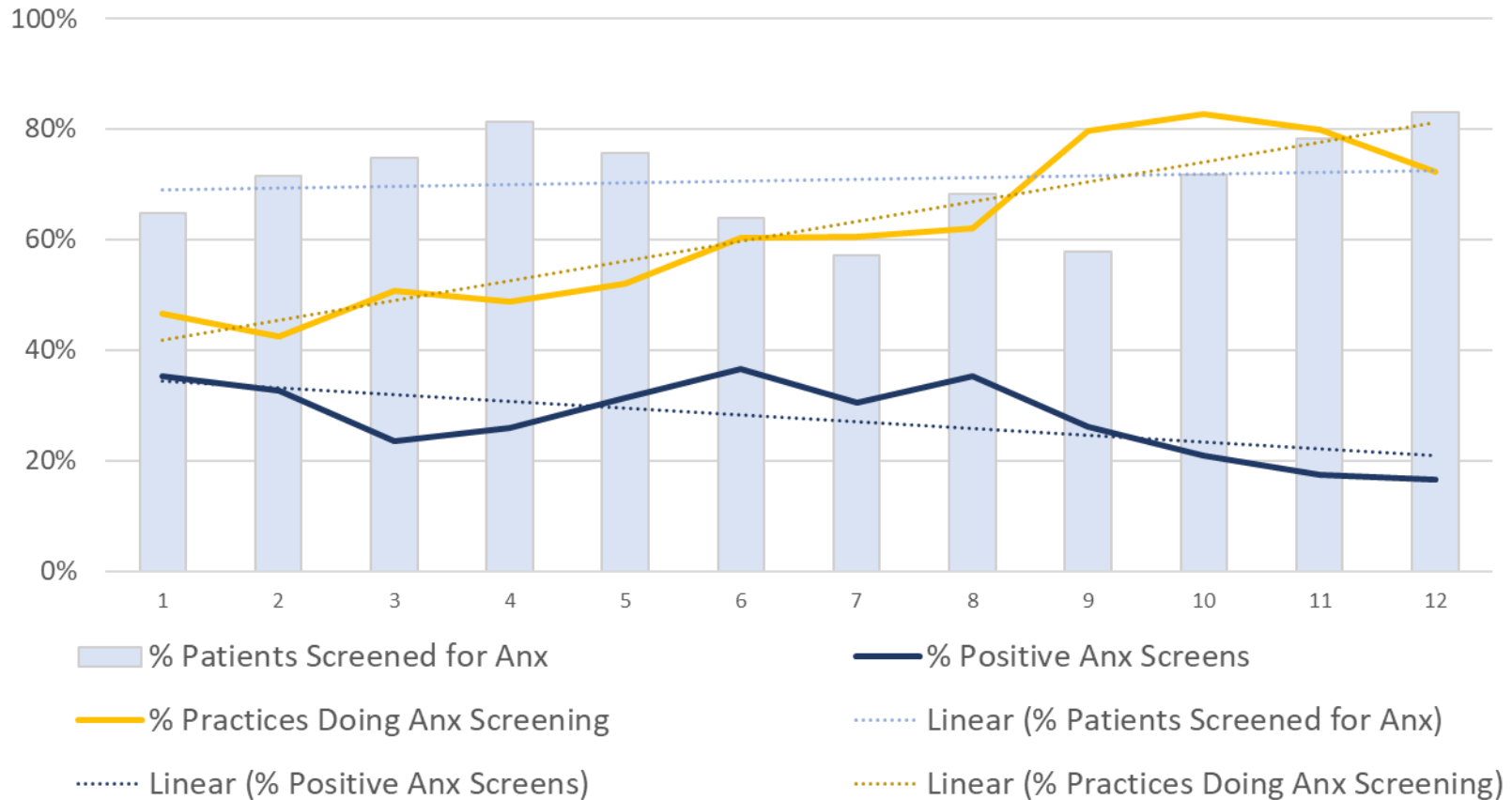


■ 1 dose ■ 2 doses



# Ages 13-18 QIDA Data

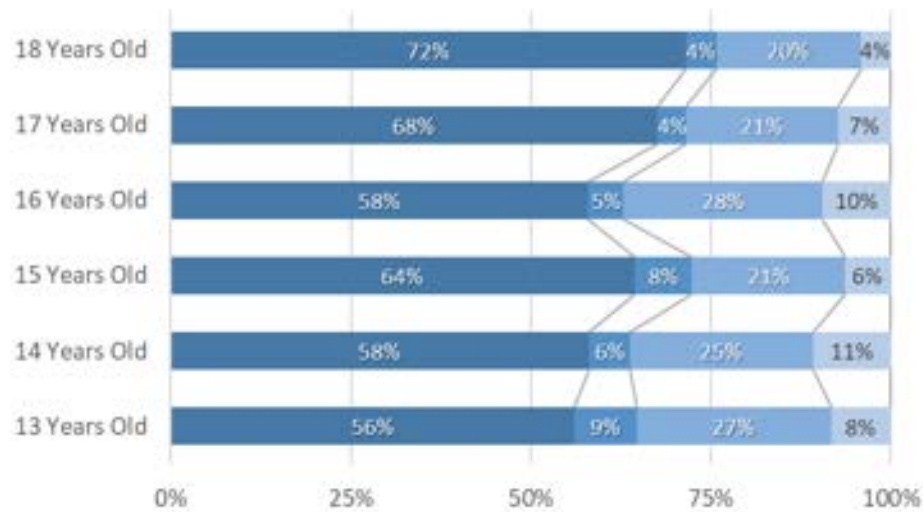
Anxiety Screening Cycle Trends  
13-18 Year Olds



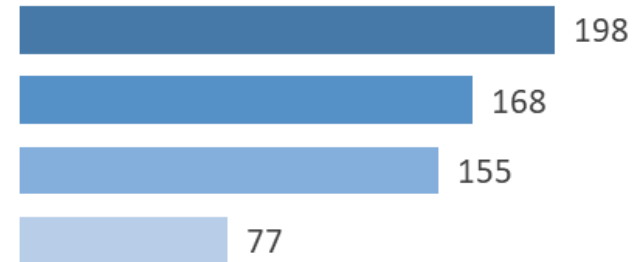
# Anxiety Screening for Ages 13-18

Anxiety Screener Choice by Age

■ GAD-7 ■ Other ■ PSC ■ SCARED



Anxiety Management Option Ranking

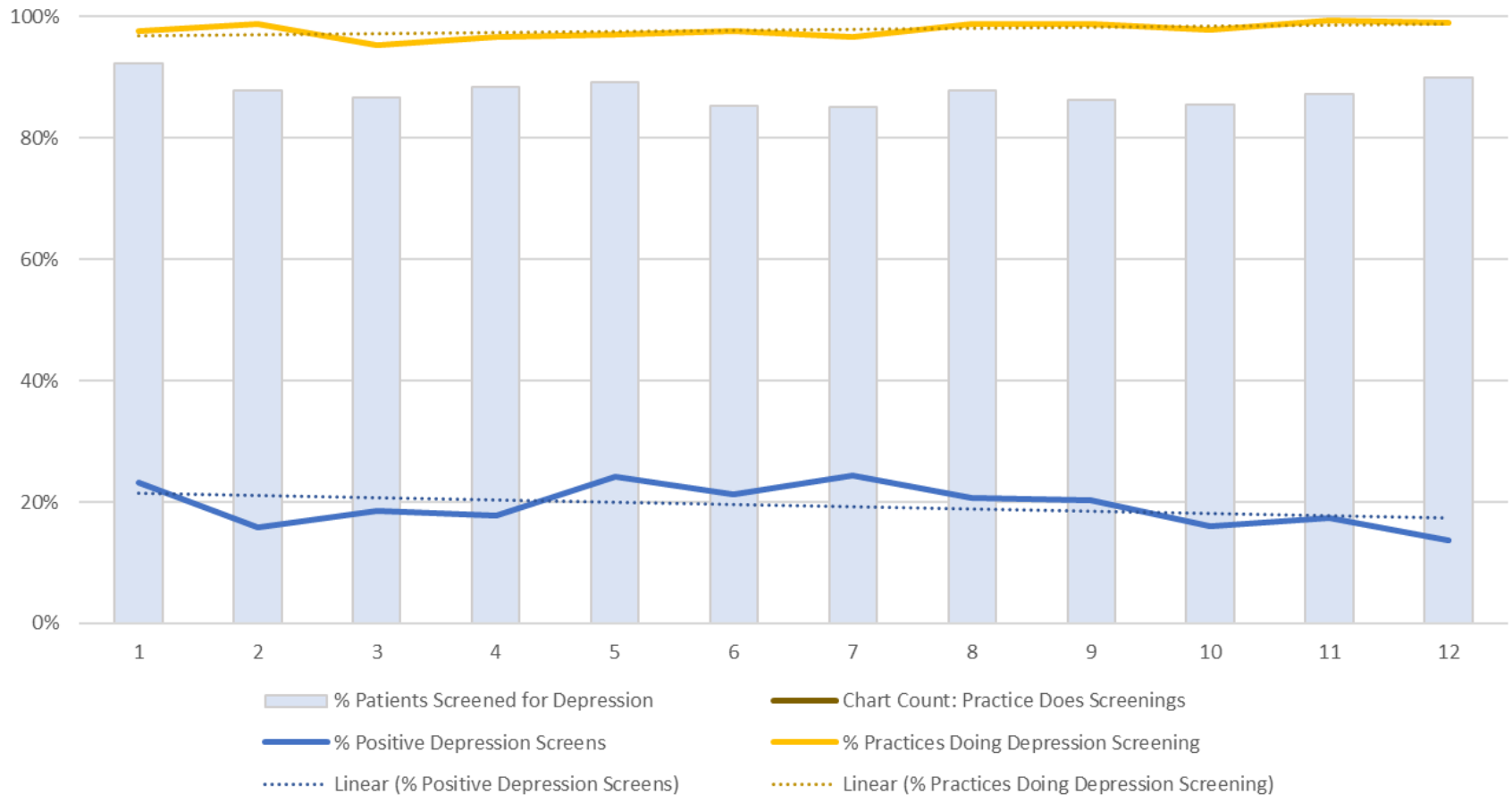


- Referral Made
- In office management including starting medication
- In office management without starting medication
- No other action needed

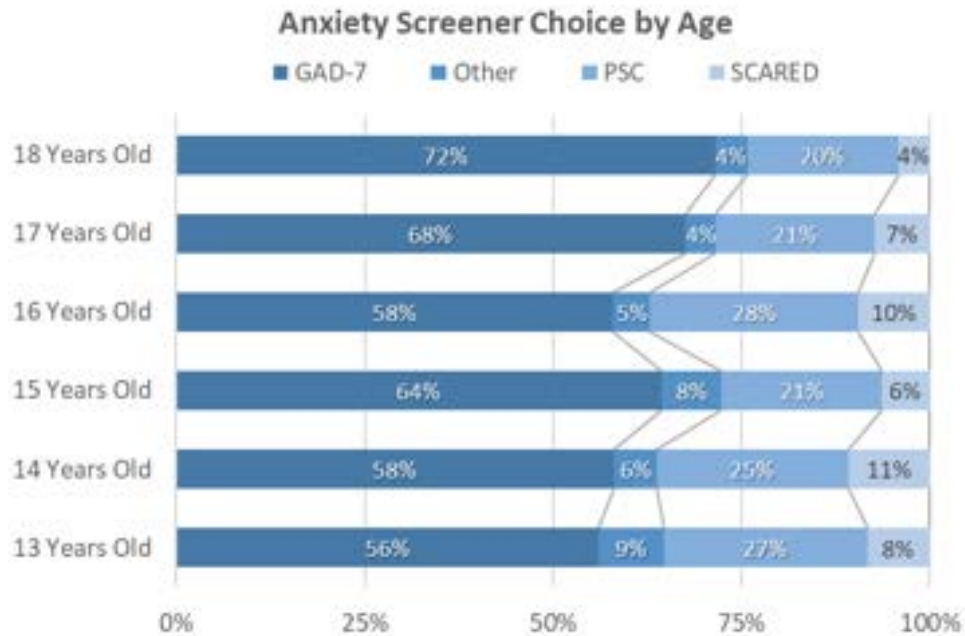


# Depression Screenings for Ages 13-18

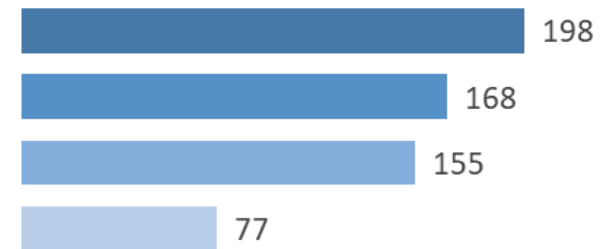
Depression Screening Cycle Trends  
13-18 Year Olds



# Depression Screenings for Ages 13-18 *(continued)*



## Anxiety Management Option Ranking



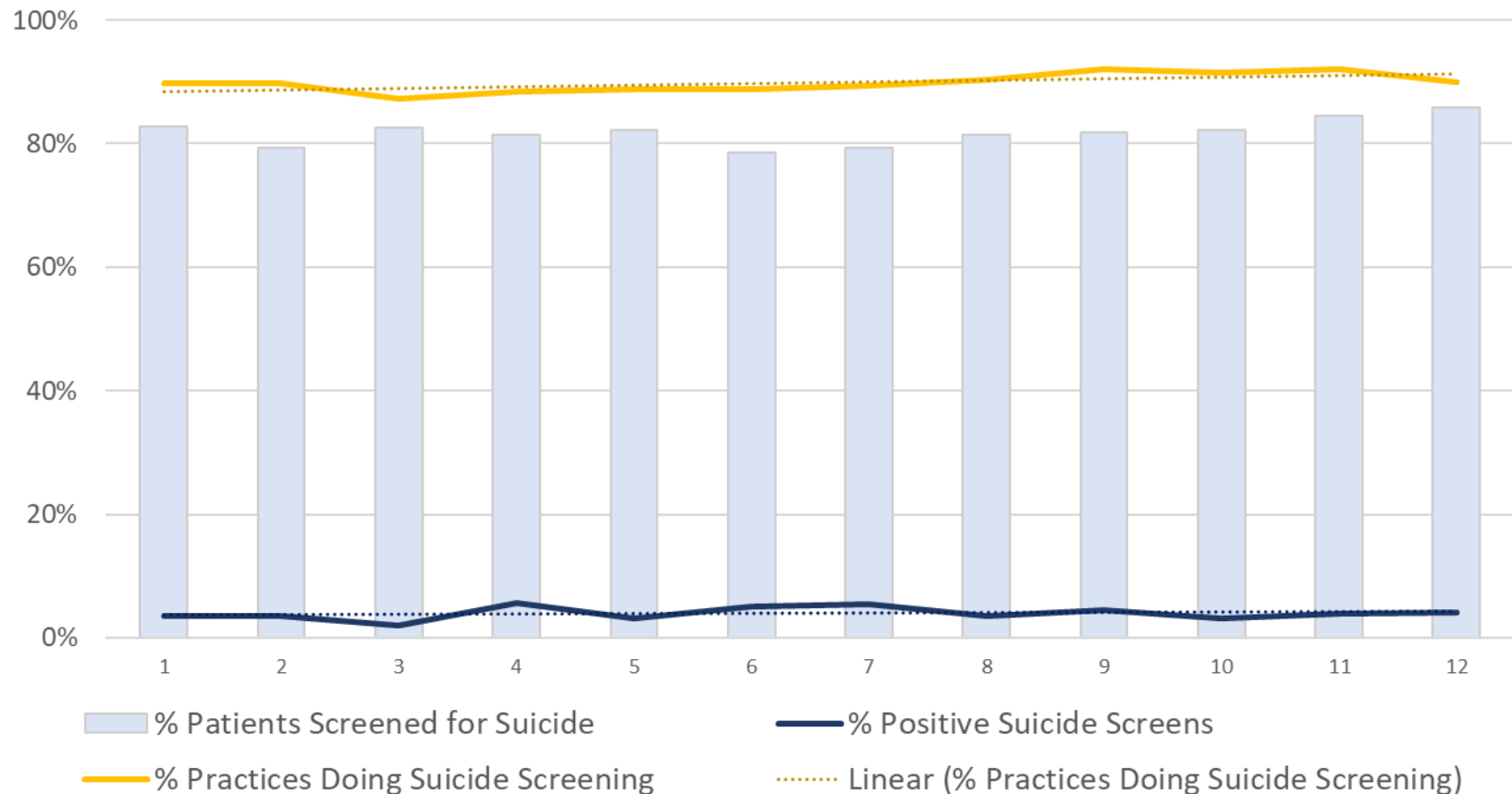
- Referral Made
- In office management including starting medication
- In office management without starting medication
- No other action needed





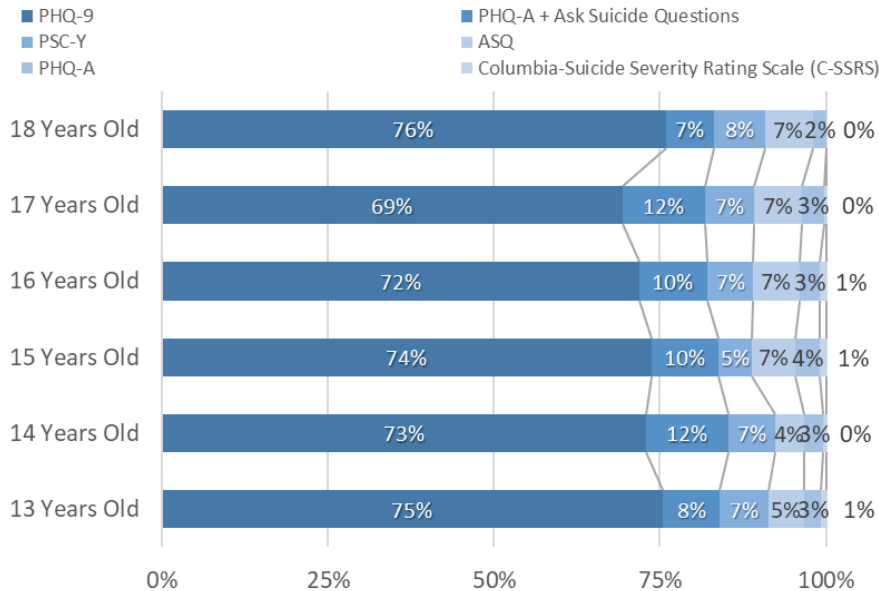
# Suicide Screenings for Ages 13-18

Suicide Screening Cycle Trends  
13-18 Year Olds

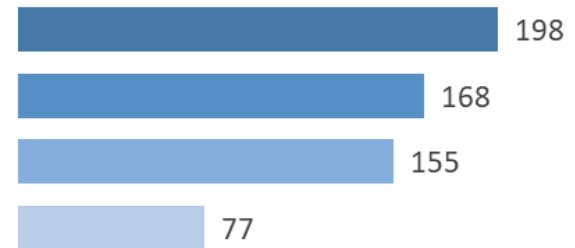


# Suicide Screenings for Ages 13-18

**Suicide Screener Choice by Age**



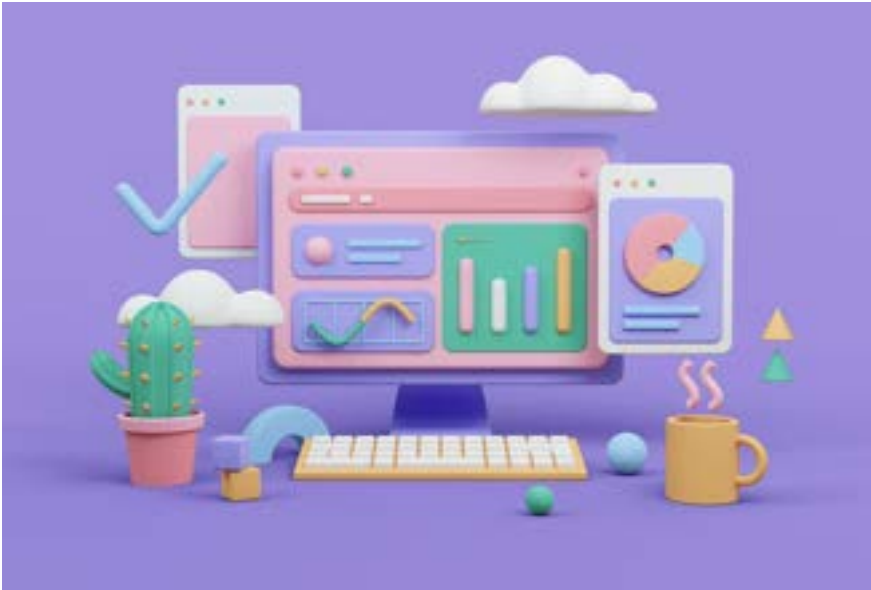
**Suicide Management Option Ranking**



- Referral Made
- In office management including starting medication
- In office management without starting medication
- No other action needed



# QTIP Award for August 2024



“Quality”

...outstanding work in  
Quality Improvement...

Georgetown



# Spring 2024 Workshop Focus: Anxiety

Because their anxiety shouldn't make you anxious too!



- Purpose: increase knowledge of and comfort with anxiety diagnosing and treatment:
  - Screenings
  - Community/treatment referrals
  - Medication management



# Fall 2024 Workshop

- 4<sup>th</sup> trimester
- Baby is here. Now what?

# A Great Big Thank You to Our Sponsors



Gold  
Level



# A Great Big Thank You to Our Supporters

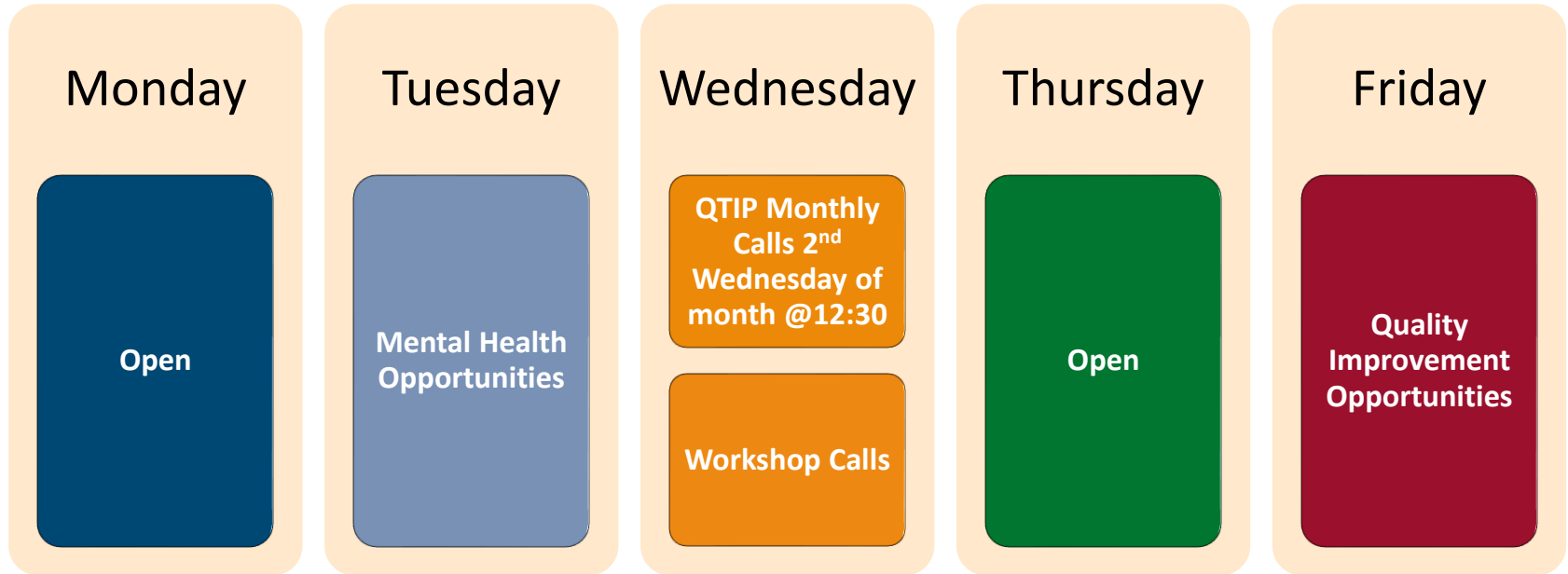
- Door prizes
- 4<sup>th</sup> trimester workshop sponsor



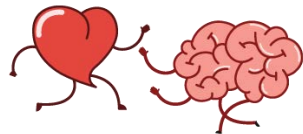
# Looking Ahead to Year 2024/2025



# QTIP Weekly Overview



*Site Visits – Per Schedule*



# QTIP Monthly Calls

**August 14**  
**12:30-1:30 p.m.**

**Chronic School Absenteeism with Vicky Ladd, MSN, RN**

**September 11**  
**12:30-1:30 p.m.**

**Fall 2024 Workshop Kick-Off: 4<sup>th</sup> Trimester**

**October 9**  
**12:30-1:30 p.m.**

**Hearing Screens with First Sound @ Department of Public Health**

**November 13**  
**12:30-1:30 p.m.**

**Screen Time and Social Media Guidance - Center of Excellence on Social Media and Youth Mental Health**

**December 11**  
**12:30-1:30 p.m.**

**Home Visiting with The Parenting Place**

**January 8**  
**12:30-1:30 p.m.**

**Looking back and looking ahead – YOUR QTIP semester in review**

# New for This Year (2024-2025)

## Mental Health with Kelli (and Loy)

- Cognitive Behavioral Therapy
- Wellness Check-ins

## Quality Improvement

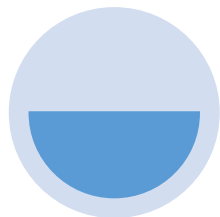
- Reviewing QIDA with You
- August and September power hours will be questions and answers

## Peer Review Site Visits

- Back in action

# 2024/2025 Focus

# 2024/2025 Focus Areas



## Newborns (1st 36 months)

### Screenings

#### Hearing

- Developmental: Autism

#### Lead

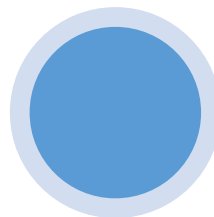
- Photometric
- Oral

### Immunizations

### WCC completions

### Mother/child dyad

- Breastfeeding
- Safe sleep
- Relational health – MH focus
- SDOH screening
- Postpartum depression screening



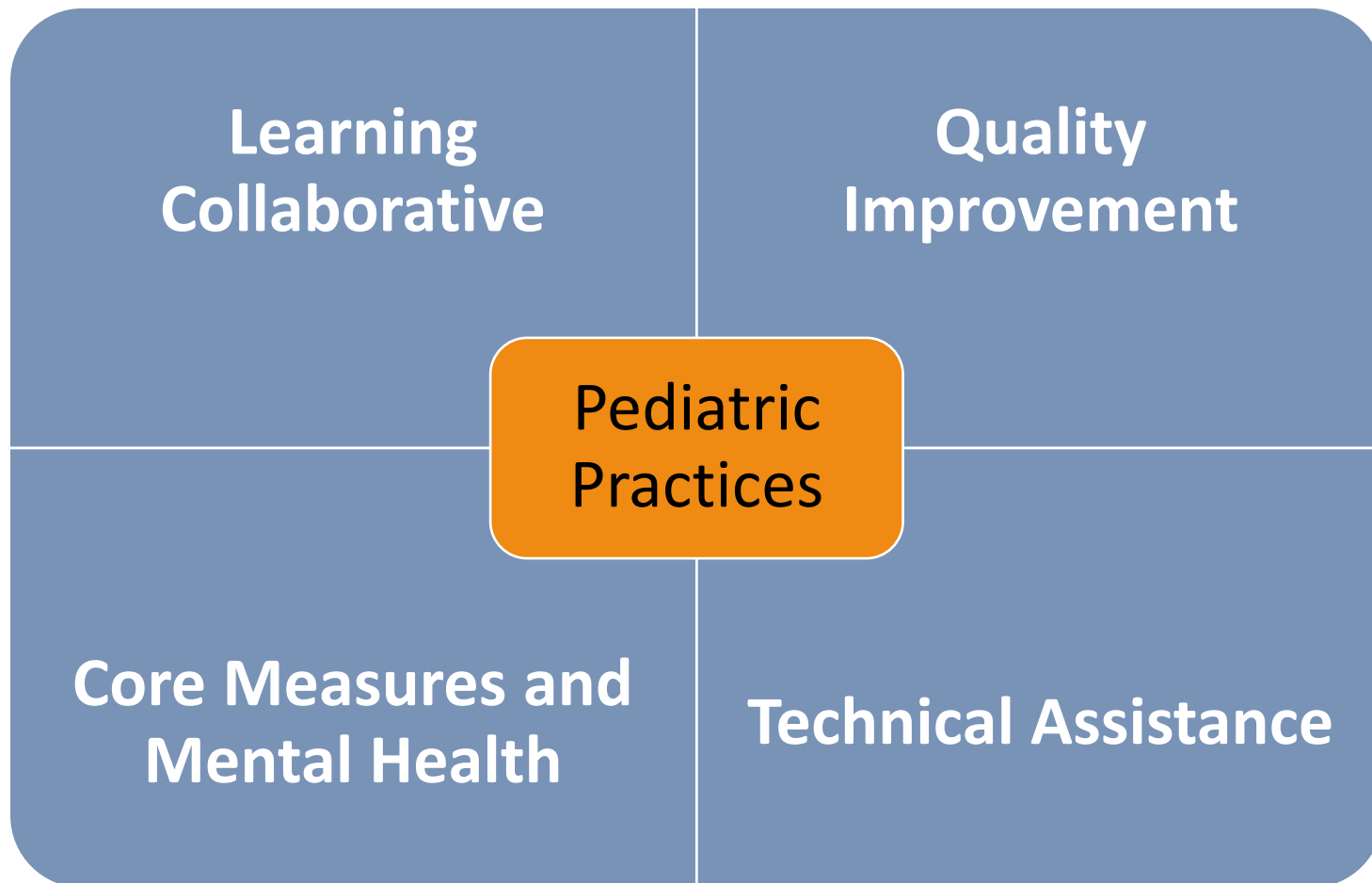
## Asthma

- Asthma clinical guidelines
- Updated medication management
- Obesity with a healthy lifestyle
- Smoking cessation
- ER utilization
- Immunizations
- Asthma visits
- WCC completions



# QTIP 101

# Components of



# Pediatric Practice

Practices must establish/maintain a quality improvement team. The team composition should include a lead physician, lead nurse and lead administrative staff.

## Lead Physician

- Medical Doctor (MD)
- Doctor of Osteopathic Medicine (DO)
- Nurse Practitioner (NP)
- Physician Assistant (PA-C)

## Lead Nurse

- Nurse Practitioner (NP)
- Licensed Practical Nurse (LPN)
- Registered Nurse (RN)
- Certified Medical Assistant (CMA)
- Tech

## Lead Administrator

- Office manager
- Front desk member/lead
- Clinical supervisor
- Call center
- Quality improvement specialist



# Technical Assistance

- At least two (2) site visits per year from QTIP staff
  - In-person (preferred)
  - Virtual
- How do you want your site visit to go?
- Have you thought about?
  - Staff and/or provider meeting
  - QTIP 101
  - Clinic observation/shadowing
  - Quality improvement (QI) training
  - Mental health coaching



# Please Share Your Story

“Stories have power. They delight, enchant, touch, teach, recall, inspire, motivate and challenge. They help us understand. They imprint a picture on our minds. Want to make a point or raise an issue? Tell a story.”

*-Janet Litherland (author)*

## What YOU bring to a site visit:

- Current QI focus of the office
- Questions or issues for SCDHHS
- Other locations (virtual or in-person)
- Data



# What Should be Seen at a Site Visit



Complete QIDA entry for that month if we are scheduled for a site visit on the 11<sup>th</sup>. However, QIDA is not due until the 15<sup>th</sup>. please try to have your data in and “closed” before the site visit.



An up-to-date PDSA log. You may use what ever method works for you.



An up-to-date QI meeting log of when you met, what was discussed, what is meant to happen before the next meeting and the date for next meeting.

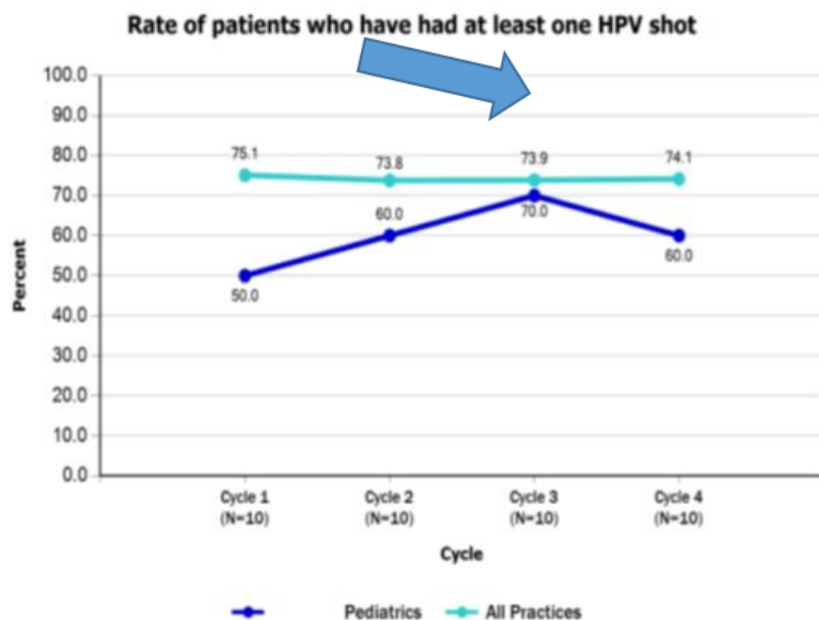


# Using QIDA to Develop a QI Project

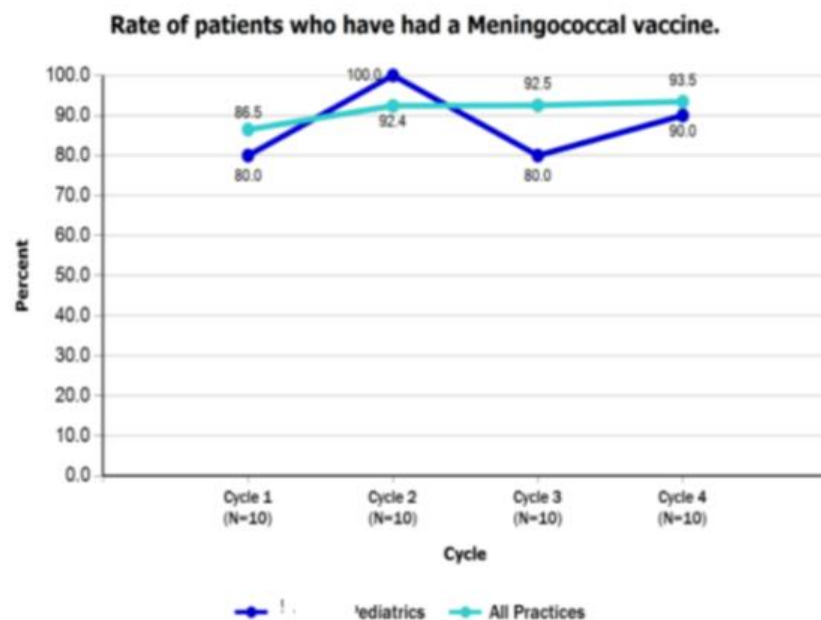
QIDA can show you where you have the most room for the most improvement, could benefit from a deeper dive and can initiate a QI project.

QIDA is not a competition or exam. It is a tool to let you see where you can make big strides.

Why did the upward trend stop?



Why does this look inconsistent?

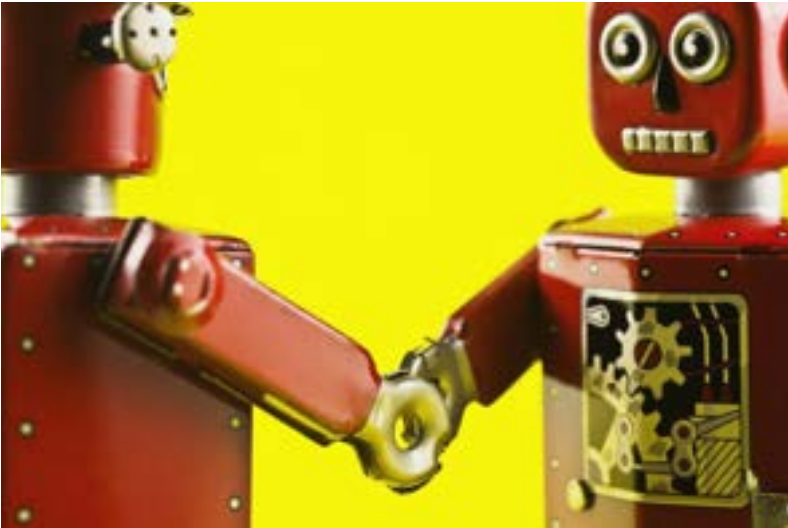


# QTIP Award for August 2024

“Technology”

...utilizing your  
technology to enhance  
patient care...

Children’s Medical Center



# Bingo

- Mingle with your fellow attendees and find practices/individuals who fit each category.
- Write the attendee's name or practice on the corresponding category.
- You cannot use the same attendee for multiple categories.
- The first to complete their entire sheet will earn a door prize.



# Before Your Leave...



- **Complete and turn in:**
  - Next Steps form – 1 per practice
    - Verify your spring site day/time
    - Peer reviewer?
  - Evaluation – 1 per person
- **Visit the share and steal table**
- **Mark QTIP calls on your calendar**
  - Monthly calls 2<sup>nd</sup> Wednesdays at 12:30 p.m.
  - Friday power hours
  - MH trainings
- **Make a new QTIP buddy**
  - Meet a QTIP member from another practice and grow your network 😊



# Learning Collaborative Break-outs

## Break-out Sessions on Saturday

<u>Break-out Session Details</u> Saturday, Aug. 10, 2024			
Room	1:30-1:55 p.m.	2:00-2:25 p.m.	2:30-2:55 p.m.
Charleston	<b>Small Practices</b> Shiann Bradley	<b>Medium Practices</b> Shiann Bradley	<b>Large Practices</b> Shiann Bradley
Dorchester	<b>Birth Outcome Initiatives</b> Zeporia Tucker	<b>QIDA Application in Office</b> Marlo Thomas-Koger	<b>HPV Work for Younger Ages – What Works?</b> Dr. Kumar
Savannah A	<b>Triangle Theory</b> Kelli Scurry	<b>Mental Health Wellness</b> Kelli Scurry	<b>Triangle Theory</b> Kelli Scurry





# Thank You

QTIP Project Director

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Community Initiatives Director

**Kristine Hobbs, LMSW**

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[Marlo.Koger-Thomas@scdhhs.gov](mailto:Marlo.Koger-Thomas@scdhhs.gov)



# QTIP Award for August 2024

“Rookie of The Year”

MUSC Moncks Corner



# QTIP Award for August 2024

“Innovations”

...getting creative with  
your QI activities in the  
office...

Grandstrand



# QTIP Award for August 2024



“Pediatric friendly”

...creating a fun, family-  
friendly office...

Parkside



# Learning Collaborative Break-outs

## Break-out Sessions on Sunday

<u>Break-out Session Details</u> Sunday, Aug. 11, 2024			
Room	1:30 – 1:55	2:00 – 2:25	2:30 – 2:55
Charleston	<b>Clinical Staff</b> Shiann Bradley	<b>Administrative Staff</b> Shiann Bradley	<b>Providers</b> Shiann Bradley
Dorchester	<b>Ask Medicaid</b> Dr. Kevin Wessinger and Kristine Hobbs	<b>Collaborative Care Codes</b> Dr. Kevin Wessinger and Kristine Hobbs	<b>Ask Medicaid</b> Dr. Kevin Wessinger and Kristine Hobbs
Savannah A	<b>Pulmonology</b> Dr. Heather Staples and Dr. Ramkumar Jayagopalan	<b>Pulmonology</b> Dr. Heather Staples and Dr. Ramkumar Jayagopalan	<b>Pulmonology</b> Dr. Heather Staples and Dr. Ramkumar Jayagopalan
Savannah B	<b>What Counts as a Yes?</b> Kelli Scurry and Marlo Thomas-Koger	<b>How to Pull QIDA Data Efficiently</b> Kelli Scurry and Marlo Thomas-Koger	<b>What Counts as a Yes?</b> Kelli Scurry and Marlo Thomas-Koger



