

MERCY HOUSING AND SHELTER

Medical PDSA



WHY DID WE NEED A MEDICAL PDSA?

WE WERE FAILING OUR CLIENTS MEDICALLY

WE NEEDED TO BUILD A BETTER RELATIONSHIP WITH CLIENTS

WE NEEDED TO BUILD A BETTER RELATIONSHIP WITH MEDICAL PROVIDERS

WE NEEDED BUILD A RELATIONSHIP WITH THE HIV COMMUNITY AS A WHOLE

WHAT WE DID.....

WE CREATED A PDSA

WE FOCUSED ON:

100% of our clients belong to an EIIHAH targeted population and therefore our goal is for 94% of clients to attend medical appointments every 6 months.

WHAT WE DID.....

We began ensuring that all clients who are seeking medical services at Ryan White funded medical providers had up to date sharing requests so that we have accurate and up to date information on their medical appointments.

For clients who do not receive medical services from a RW funded medical provider the Case Manager would follow up with those providers to get the most up to date medical information and provide it to the QA manager.

We analyzed each clients' last 2-4 medical appointments and assess how compliant client is with their medical visits.

QA updated spreadsheet monthly with latest lab dates and data.

WHAT WE DID.....

CMs referred to spreadsheet when contacting clients so they were aware of their latest medical status and inquired about next scheduled appointment and whether client needs any assistance to make appointment

Clients who are noncompliant with medical care, CMs would use motivational interviewing techniques to move clients towards including this as a service plan goal

Referrals were made to EIS.

WHAT WE FOUND.....



We found that following up on doctor appointments, clients went to their appointments



We referred clients that were hard to engage/noncompliant with appointments EIS for medical case managers



We built relationships with medical providers and we follow up on appointments and address missed appointments in a timely manner with clients



WE BUILT A BETTER RELATIONSHIP WITH OUR CLIENTS