

# FINAL PRESENTATION: CHQA SUMMER INTERNSHIP

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# AGENDA



Quality Improvement Projects I Shadowed and Assisted On



Karabots Process Map



Next Steps...



# CHILD ABUSE SAFETY SCREENING

- Worked with Zoe Sivak, improvement analyst, and Karina Melkonyan, senior enterprise improvement advisor
- Child Abuse Safety Screenings are a federal requirement by the Joint Commission
- **SMARTIE AIM:**
  - Increase completion rate by 3% quarterly goal of 80% (currently completion is about 60%) regardless of patient age, race/ethnic and language.
  - Increase documented SW follow up of positive screens from ~40% to 100%, regardless of patient age, race/ethnicity, and language.



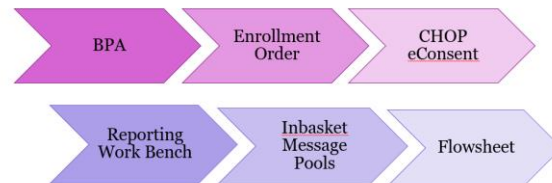
## **I was able to:**

- ✓ **Participate in the Child Abuse Screening Simulation at Buerger!**
- ✓ **Discuss feedback and help update process map**
- ✓ **Research different Safety Screenings**

# MINDS MATTER (MINDS MATTER CARE AT HOME PROGRAM)

- Worked with Jia Lapointe, Quality Improvement Advisor, and Gosia Hutchinson, Data Analyst
- Minds Matter is a remote patient monitoring program and Frontier program.
- **Purpose:**
  - is to provide remote care for patients with concussions at home. The program also aims to provide information about patients' symptoms for health care providers to review.

## Epic Tools



## I learned about:

- ✓ Conversations around Clearance
- ✓ The uses of RPM
- ✓ Designing Workflow/Playbook to be followed when project moves to “test and implement”
- ✓ Working with an outside party vendor, Conversa

## CHOP Communications



# CARING CONTACTS

## ~ PART OF ZERO SUICIDE PROJECT PORTFOLIO

- Worked with Melanie Katrinak, Improvement Analyst
- **SMARTIE AIM:** Increase rate of caring contacts communication from 0% to 50% by January 2024 for consented patients that are discharged from CHOP's KOPH ED, inclusive of all races, ethnicities, languages, and payor status.
  - Note: plan to pilot in January, so SMARTIE AIM date will be moved back to March/April



### I learned about:

- ✓ Zero Suicide Executive Steering Committee.
- ✓ Communication with Adolescents and parents (review of consents and waivers)
- ✓ Adapting to change and turn over within the Caring Contacts Team and KOPH ED
- ✓ Process Mapping

# KARABOTS BACKGROUND

- Interns visited Karabots on July 11<sup>th</sup> and were able to observe processes
  - Ex: PSR (check-in/check out process), triage, rooming, etc.
- Met the PSR, Nursing Leadership, Charge Nurse, Manager



# OBSERVATIONS



8 Vitaling  
rooms in  
comparison  
to 56 pt.  
rooms



Wasted  
Movement



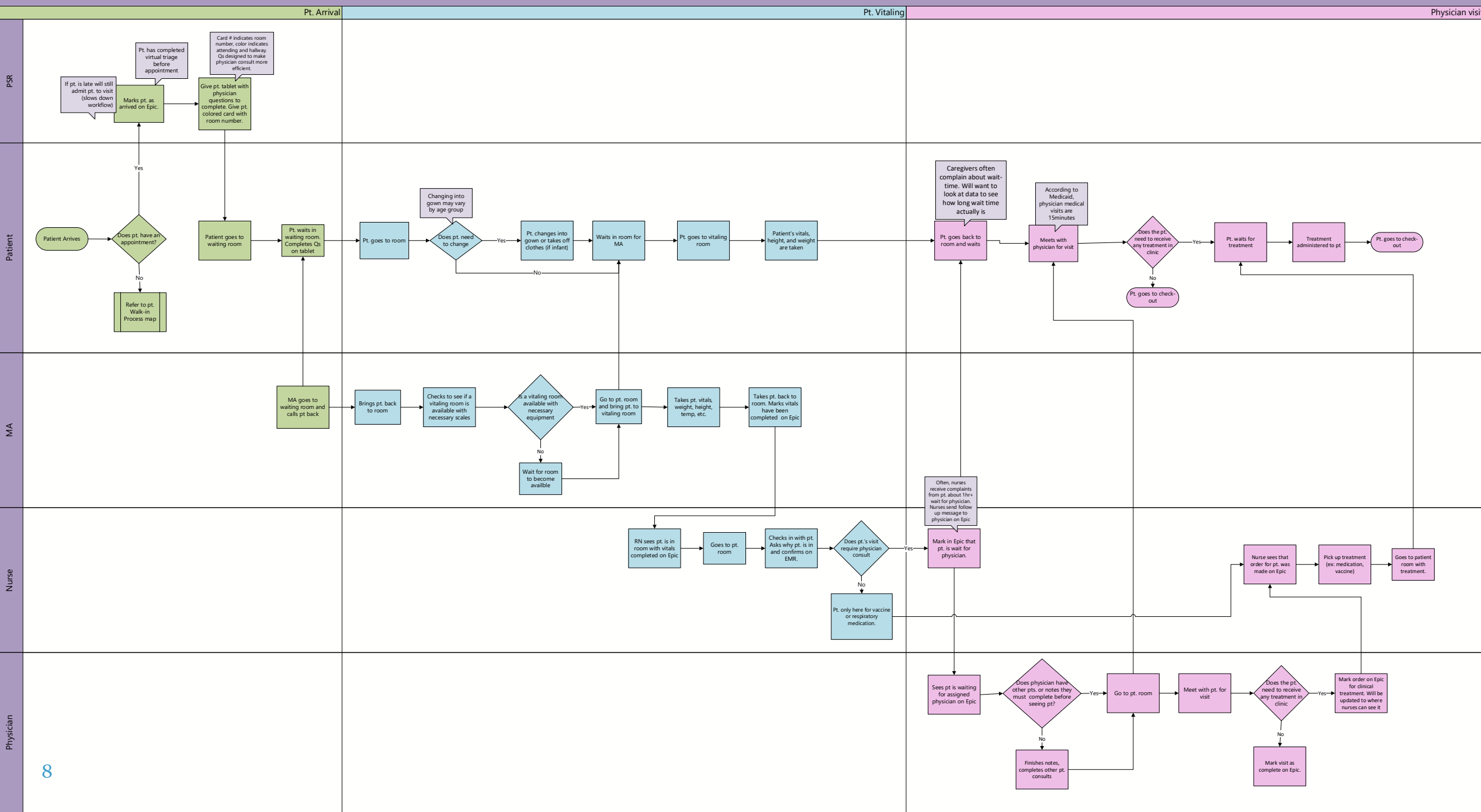
Walk-ins



Patients are  
booked in 15-  
minute  
intervals



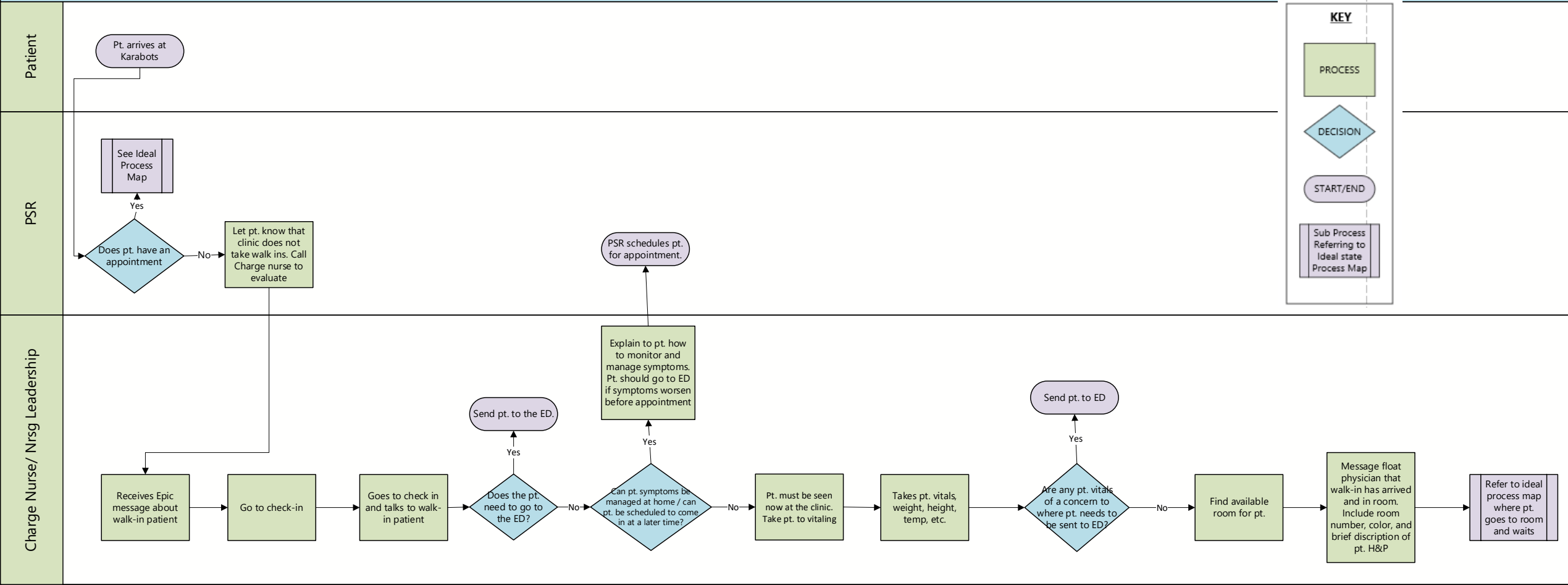
Long wait  
time for  
providers (up  
to 1.5 hours)





Karabots Process Map (Walk-ins)

Walk-Ins



# FEEDBACK FROM PROCESS MAP MEETING

15 minutes is billed  
by physician visit.  
Separate billing for  
other parts of visit.



Patient  
Population



The “By the  
way” statement



“No data available.”  
In the future want  
qualitative/quantitative  
data



Look into lab  
process for visits.  
Add to create a more  
complete process  
map



Space for  
innovation  
design.



## POTENTIAL NEXT STEPS:

- Going into senior year at Emory! I will be graduating in May 2024 with a Bachelor of Science in Biology and a minor in Rhetoric Writing and Information Design.
- I plan on taking a gap year before applying to graduate school. I would like to work in healthcare during this time



Thank You!  
Questions?

