

CALLEN-LORDE COMMUNITY HEALTH CENTER



Transforming Clinical Practices Initiative

Anthony Fortenberry, Chief Nursing Officer





MAY 2016: VISION STATEMENT & PROJECT GOALS

Our Transformation Vision

IN FOUR YEARS, CALLEN-LORDE WILL USE DATA
IN A CLEARLY DEFINED PROCESS TO OPTIMIZE
ACCESS, EFFICIENCY, AND STAFF VITALITY.

Project Goals:

- Transparent Measuring and Monitoring
- Stratify Risk
- Care Management
- Manage Care Transitions
- Staff Vitality and Joy in Work

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PHQ-2 IMPLEMENTATION

- CPCI Data Validation
- Documentation Guidelines
- Interdisciplinary Workflow Review
- Compliance Reporting and Feedback Plan
- Nursing Staff Training & Implementation
 - Incentive Contests
- Organizational Quality Plan Reporting
 - External Entities Data Validation

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RISK ALGORITHMS & Pre-Visit Planning

- Social Determinants of Health
- Race & Ethnicity Concerns
- Evaluation of Algorithm
 - Payer Risk Models
 - Known Health Disparities
- Getting Buy-In from Providers & Board
- Lessons from our Pilot
- New Clinical Quality Coordinator Model

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HOSPITAL NOTIFICATIONS & Coordination of Care Transitions

- Single Point of Contact
 - Payers
 - Healthix
- Administrative Staff Outreach with RN Oversight
 - Follow-up Appointment Scheduling
 - RN Discharge Instruction Review
 - Referrals Support
- NOA Tracker & EHR Documentation
- Medical Records & Discharge Summaries
- Medical Provider Review

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STAFF VITALITY & JOY IN WORK

Annual Employee Satisfaction Survey

- Do you think Callen-Lorde is a great place to work?
- Do the things you learn on the job at Callen-Lorde help advance your career?
- Does Callen-Lorde respect individuals and value their differences?
- Does Callen-Lorde meet its mission of providing quality sensitive care primary to the LGBTQ Community and people living with HIV?
- Would you recommend Callen-Lorde for its quality health services?
- Would you recommend Callen-Lorde to a friend as a good place to work?

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THANK YOU

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