

**EMPOWER**  
**COMMUNITY**  
**HEALTH CENTER**



**MAI QUALITY INITIATIVE**

**PY 2021-2022**

# MAI Quality Initiative Target Population

- ▶ Empower U will provide MAI medical case management services that target program eligible clients from the following minority populations:
  - Black/African American heterosexual males
  - Black/African American heterosexual females
  - Black/African American MSM.
- ▶ Total number of patients we aim to serve = 100



# MAI Quality Initiative 2021-2022

EUI will utilize the following approach for MAI Quality Initiative for year 2021-2022

## **Strategy 1:**

We aim to increasing the frequency of MCM and Peer contacts with clients through text messaging. The MCMs and Peer will connect with the clients via text messages multiple times a month. The frequency of contacts & type of messaging will be based on patient related characteristics.

## **Strategy 2:**

We will utilize the EMR appointment reminding feature to increase appointment reminders in order to reduce No-show rates.

## **Strategy 3:**

We will consolidate the appointment setting for MAI clients within the case management department to ensure better appointment generation and follow-up.

# MAI Quality Initiative Strategy 1

- ❖ The number of text messages/contacts will depend on certain client characteristics like:
  - Repeatedly missed outpatient and MCM appointments
  - Risky sexual behavior
  - Lack of medication adherence
  - Patients with Substance Use or Mental Health Disorders

Clients with the following characteristics will be contacted at least 4 times a month.

- ❖ We will also categorize the messages into:
  - Treatment/medication adherence
  - Educational/Informational
  - Appointment related correspondence



# MAI Quality Initiative Strategy 2

- EUI will utilize the EMR appointment reminding feature to increase appointment reminders in order to reduce No-show rates.
- To do so, all MCM appointments need to be made in the EHR.
- Once the appointments are made in the EHR, the Solution Reach system automatically sends appointment reminders to the clients.
- This strategy was part of the FY 2020 too. However, we were not able to make all appointment in the EHR system.
- Therefore, we planning to improve adherence to this strategy in FY 2021 to reduce no show rate.



# MAI Quality Initiative Strategy 3

- ▶ EUI will consolidate the appointment setting for MAI clients within the case management department to ensure better appointment generation and follow-up.
- ▶ Currently, the appointments are being made for the clients by the MCMs as well as EUI main scheduling desk. Some clients receive the call to make appointments from both MCMs and scheduling desks and some from neither. This creates double appointments and increased missed appointments. Therefore, to remedy this situation, moving forward only the MSMs will be making appointments (case management, outpatient etc.) for the MAI clients.
- ▶ Appointments made by the MCM staff provides them with better control of client scheduling and ensures better adherence to appointments as clients can make appointments that they can keep.

## Measure for PY 2021-2022

- Viral Suppression for African American heterosexual males will be 90% in PY 2021-2022

Baseline = 80.6%

- Viral Suppression for African American heterosexual females will be 80% in PY 2021-2022

Baseline = 65%

- Viral Suppression for African American MSM will be 90% in PY 2021-2022

Baseline = 87.1%

- 10 percent point reduction in No-show rate for MCM clients in PY 2021-2022

Baseline = We are still working towards obtaining the no-show rate as there are some discrepancies due to more than one department scheduling appts.



# Data Management & Reporting

- ▶ Data sources:
  - Provide Enterprise
  - GreenWay Intergy – EUI's EHR system
  - Tracking tools – Excel sheets
- ▶ Data will be extracted, analyzed and reported monthly for internal meetings. Quarterly reports will be provided to Key Management staff.





**Thank you  
&  
Questions**