



# Tarrant County CQM Committee

6/29/2023

PRESENTERS: Kaitlin Lopez & Kaitlyn Malec


<b>Welcome and Introductions/ Icebreaker</b>	<b>Kaitlin Lopez</b>
<b>Fishbone Diagrams</b>	<b>Kaitlyn Malec</b>
<b>Medication Updates</b>	<b>Kaitlin Lopez</b>
<b>CQM Plans, QIPs, and Performance Measures</b>	<b>Kaitlin Lopez</b>
<b>IHI Licensing</b>	<b>Kaitlyn Malec</b>
<b>Life QI Licensing</b>	<b>Kaitlyn Malec</b>
<b>Technical Assistance</b>	<b>Kaitlin Lopez</b>
<b>Announcements</b>	<b>All</b>



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How do you like your marshmallow roasted?



# Fish bone Diagram: Learning Objectives



Discuss the benefits of constructing a Fishbone diagram to assess causes of a problem.



Identify the steps in constructing a Fishbone diagram.



Discuss how to successfully use a Fishbone diagram to identify and address causes.



Build a Fishbone diagram.

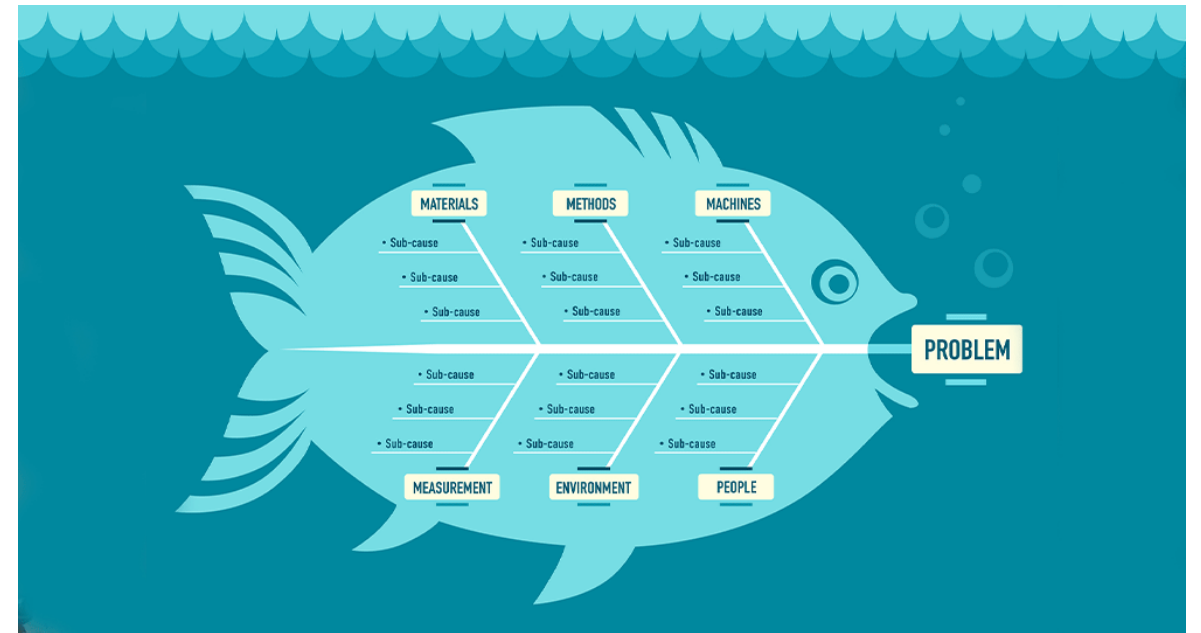


What is a  
Fishbone  
Diagram?



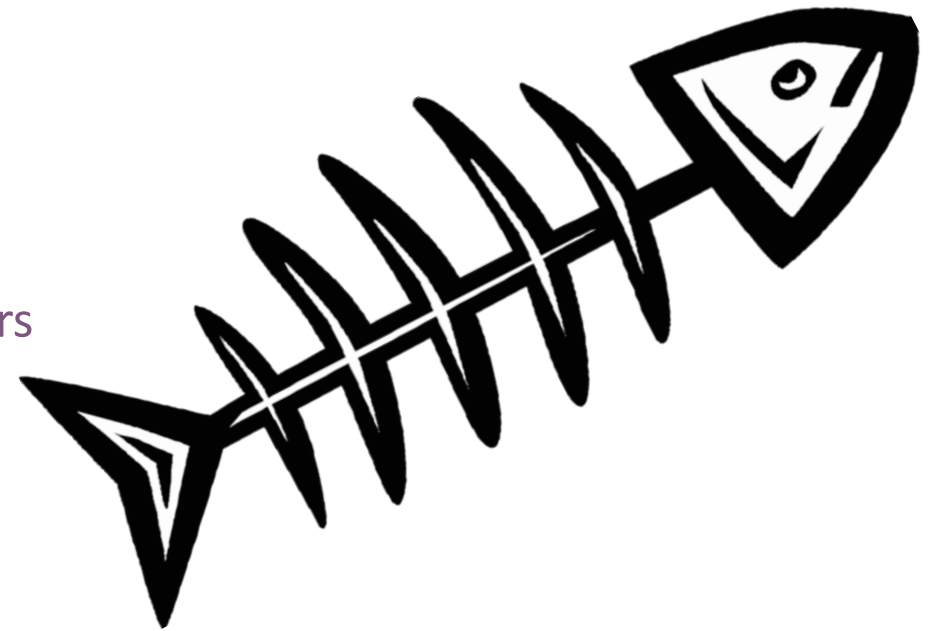
# What is a Fishbone Diagram?

- Also known as the “Cause and Effect” Diagram or the “Ishikawa” Diagram
- Displays all the possible causes of a particular problem in a simple, easy to read visual.
- Captures the relationships between the potential causes and shows them in the chart.
- A great tool for solving complex problems where many factors have to be taken into consideration.



# Benefits of a Fishbone Diagram

- Gives you a bigger picture and better understanding of the problem.
- Stimulates an in-depth analysis and evaluation because it allows you to explore possible causes in detail
- Boosts and frameworks brainstorming about the possible reasons to a problem.
- Stimulates in-depth discussion among team members about the problem.
- Helps in maintaining team focus.
- Identifies where a process isn't working.

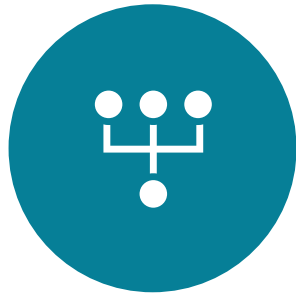


# Constructing a Fishbone Diagram

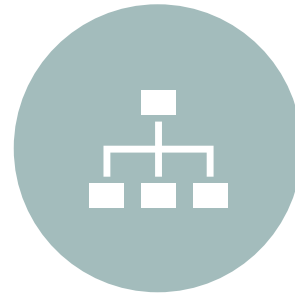
1. Establish what the problem (effect) is:
  - State in clear, concise terms, agreed by everyone
2. Write the problem (effect) on the head of the fish
  - Main causes and related causes are identified by the team under categories
    - Use standard categories that are related to the process (ex: People, Methods, Resources, Environment)
3. Brainstorm
  - Write down simple, recognizable processes that might be impacting the situation
  - Continue to ask “why?”
    - When ideas run low, ask for “just one more” Check for logic, completeness and balance



# Common Categories



**People**: Anyone involved with the process



**Methods**: How the process is performed and the specific requirements for doing it, such as systems, policies, procedures, rules and regulations



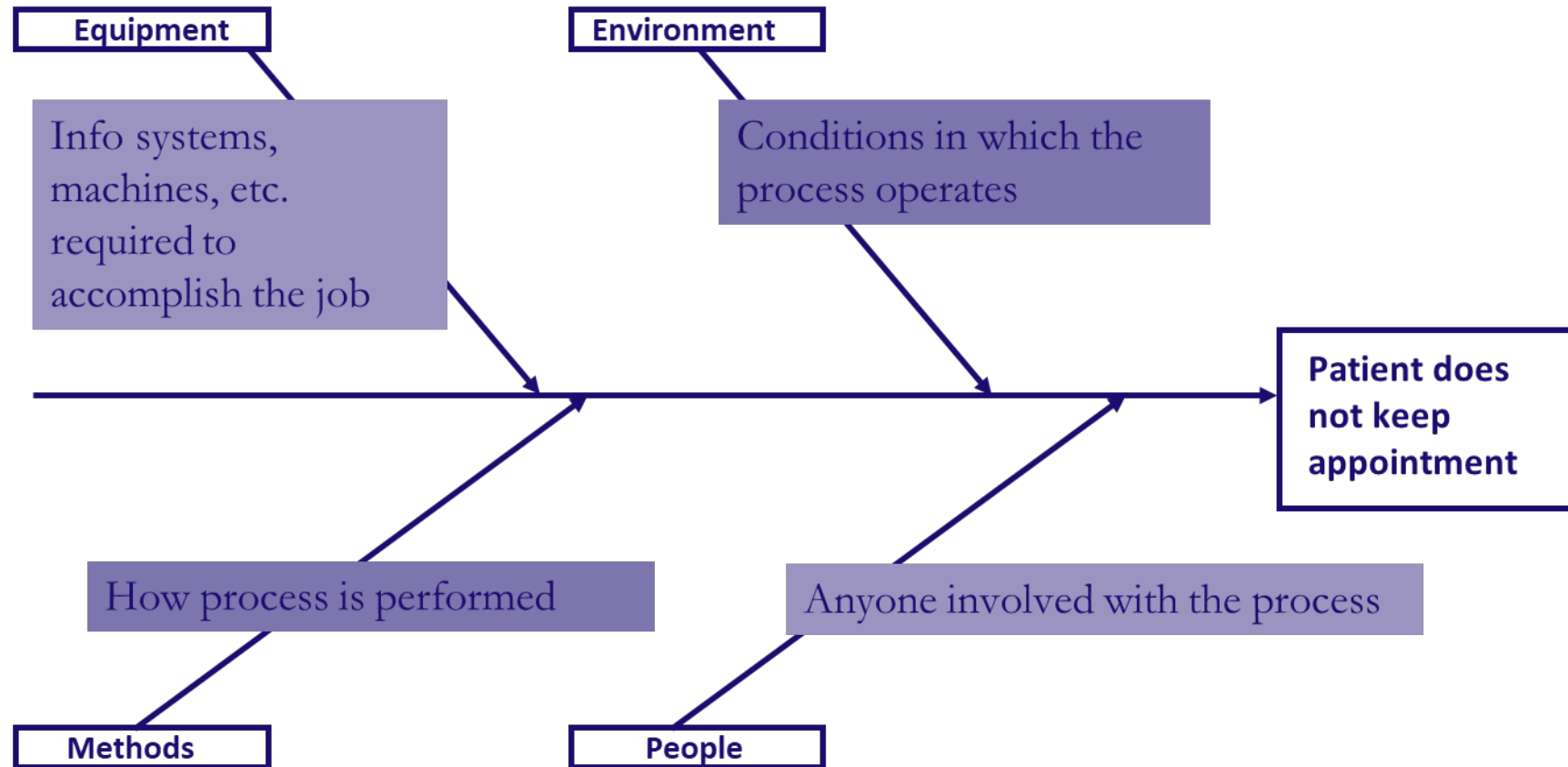
**Equipment/Resources**: Computers, tools, bus pass, car, childcare "etc."- things required to accomplish the job/task



**Environment**: The conditions, such as location, time, temperature, and culture in which the process operates

*Note: These are examples of common categories and not an exhaustive list!*

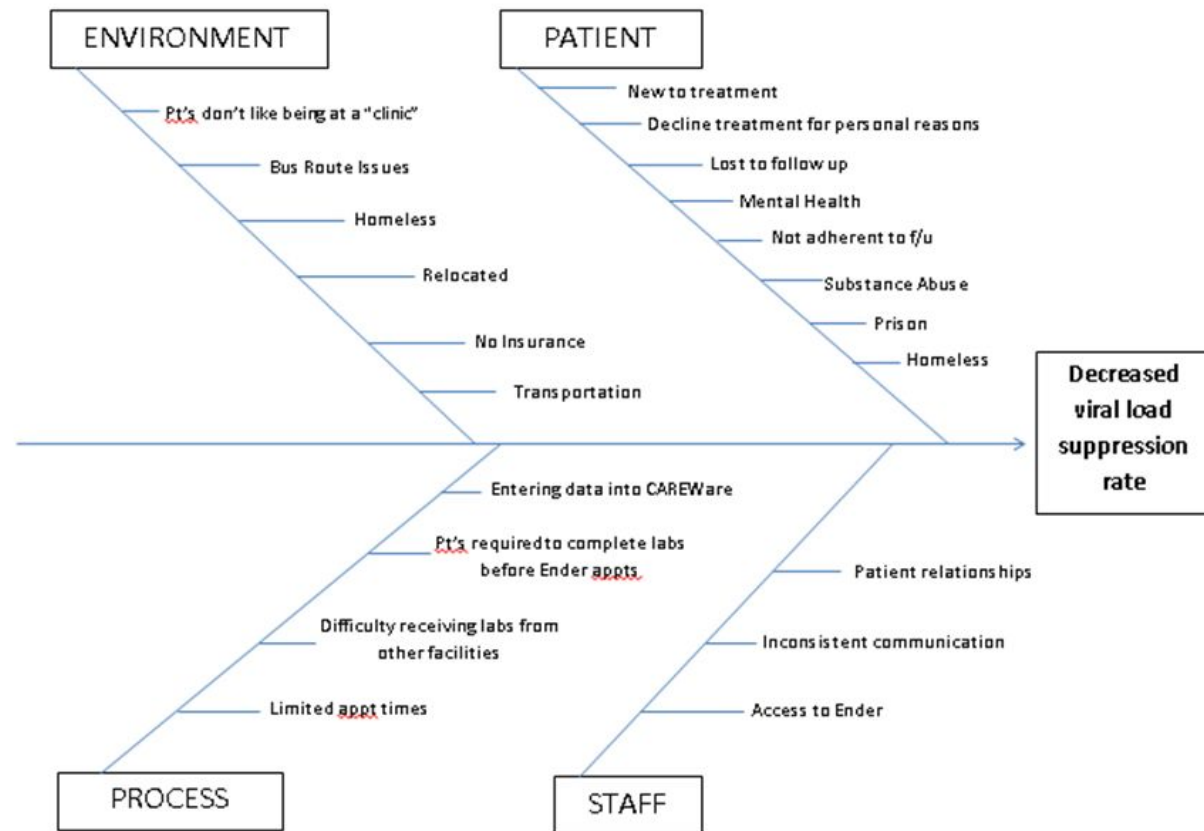
# Visual Example



# Completed Fishbone Example

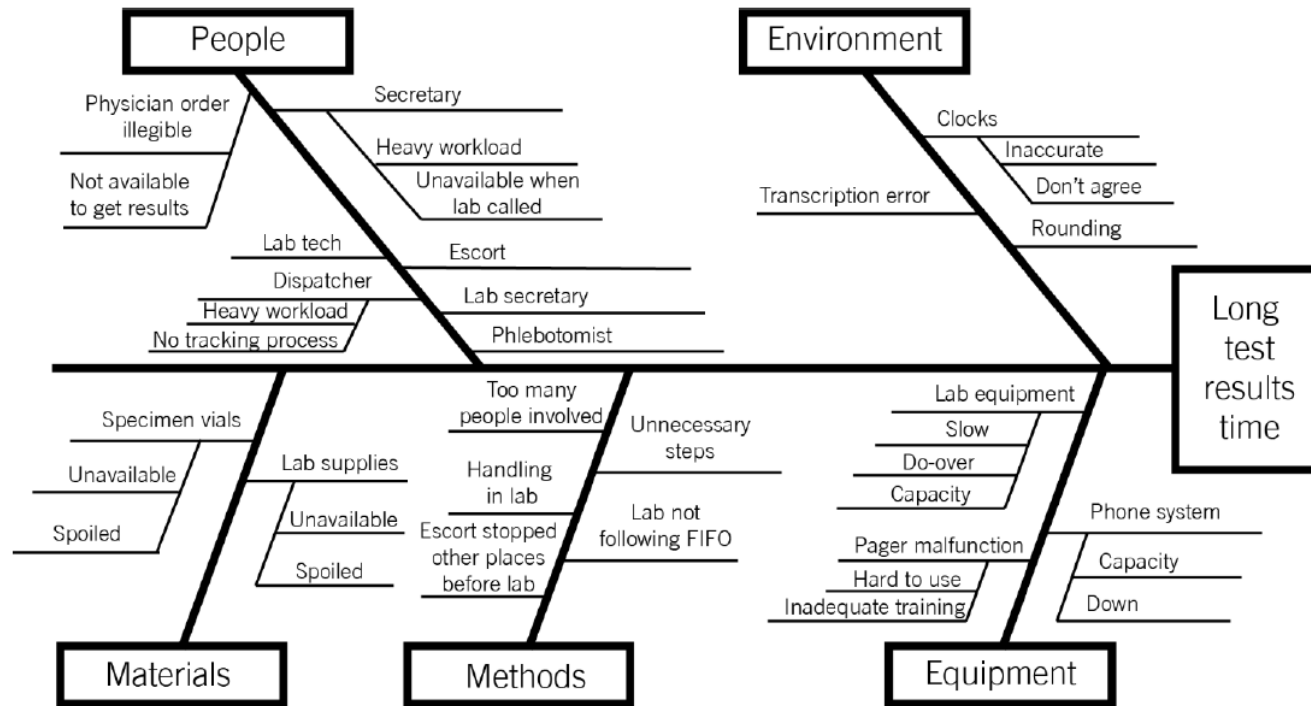


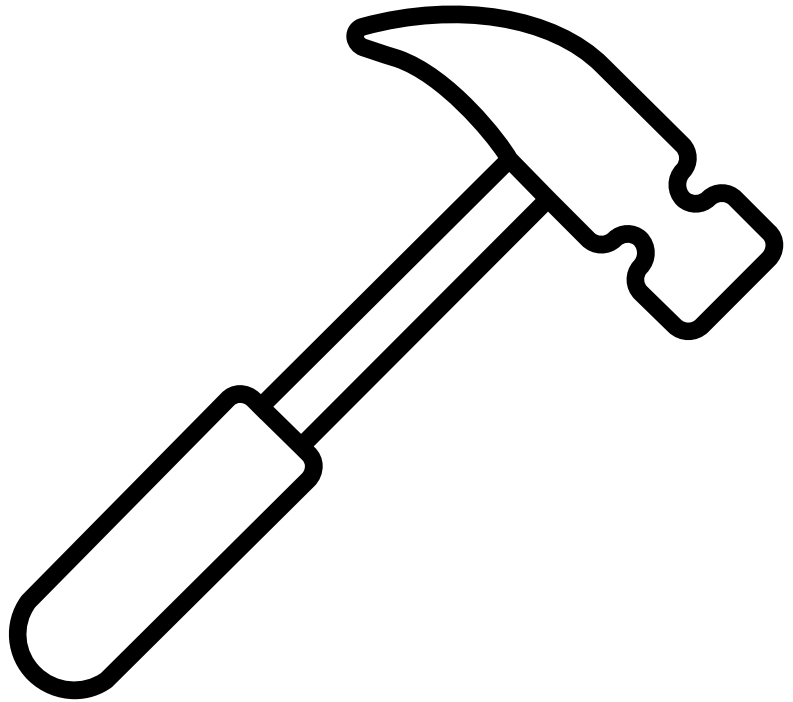
## Barriers to Viral Load Suppression



# Completed Fishbone Diagram Example

Example: Cause and Effect Diagram

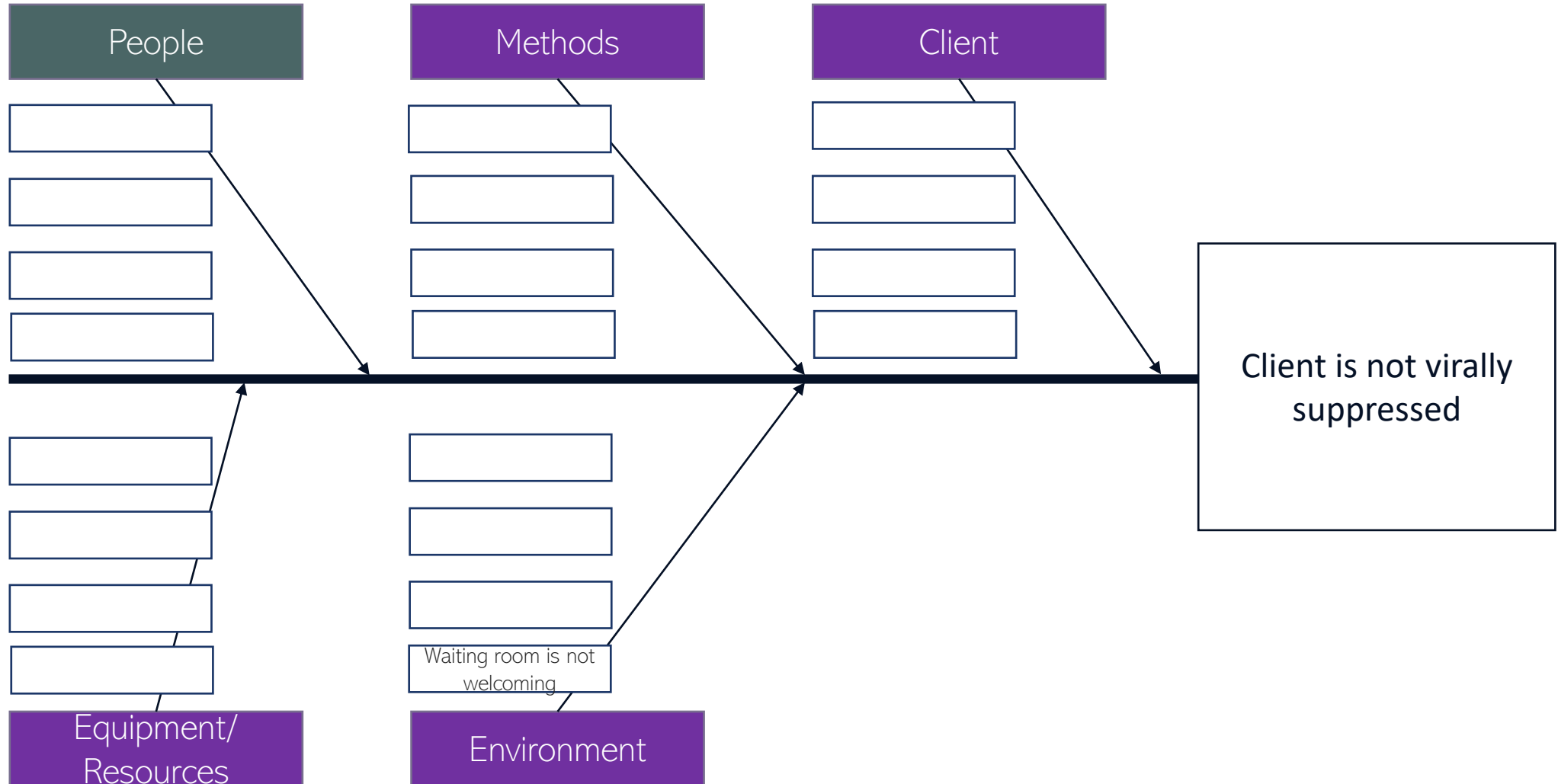




Let's Build  
Our Own!



# Building A Fishbone Diagram



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# Additional QI Tools and Resources

- **IHI Open School:**  
<https://www.ihl.org/education/ihl-open-school>
  - Tons of videos and additional resources for QI
  - Licenses available upon request
    - Email me for more info:  
[krmalec@tarrantcounttx.gov](mailto:krmalec@tarrantcounttx.gov)
- **Target HIV/CQII:**  
<https://targethiv.org/category/source/center-quality-improvement-and-innovation-cqii>
- **Miro:** <https://miro.com/app/dashboard/>
- **Tarrant County HIV Administrative Agency**
  - Kaitlin Lopez:  
[kmlopez@tarrantcounttx.gov](mailto:kmlopez@tarrantcounttx.gov)
  - Kaitlyn Malec:  
[krmalec@tarrantcounttytx.gov](mailto:krmalec@tarrantcounttytx.gov)



# Medication Updates

The THMP formulary now includes the dosages and strengths listed below. These changes impact the THMP medications reinstated effective April 1, 2023.

Name Brand (Generic)	Strength/form	Maximum quantity/ number of days	Indications
Amlodipine	5 mg	90 tablets/90 days	Hypertension
Atorvastatin	10 mg, 20 mg, 40 mg	90 tablets/90 days	Statin
Hydrochlorothiazide (HCTZ)	25 mg	100 tablets/100 days	Hypertension
Lisinopril	5 mg, 10 mg, 20 mg	100 tablets/100 days	Hypertension
Metformin HCL	500 mg	200 tablets/100 days	Diabetes
Metoprolol Tartrate	50 mg, 100 mg	200 tablets/100 days	Hypertension
Trazadone	100 mg	200 tablets/100 days	Psychiatric
Duloxetine	30 mg	90 tablets/90 days	Psychiatric
Gabapentin	300 mg, 600 mg	400 tablets/100 days	Psychiatric
Sertraline	25 mg, 50 mg, 100 mg	100 tablets/100 days	Psychiatric

# QM Plans, Projects, and Performance Measures

Run Date: 6/2/2023

## HAB Clinical Performance Measures - Core

Measure	Numerator	Denominator	Percentage
HIV Viral Load Suppression	2,219	2,616	85%
Prescription of HIV Antiretroviral Therapy	1,945	2,616	74%
HIV Medical Visit Frequency	1,129	2,237	50%
Gap in HIV Medical Visits	556	2,215	25%
PCP Prophylaxis NQF #405	0	92	0%
Annual Retention in Care	1,822	2,616	70%



# IHI Licensing

- With a large library of online courses, the IHI Open School is an easy and effective way for healthcare students and professionals from around the world and across disciplines to gain essential training and skills in quality improvement, patient safety, leadership, and other topics — on their own time, at their own pace.
- Tarrant County AA is offering multiple licenses for each agency
- Email Kaitlyn Malec at [krmalec@tarrantcountytexas.gov](mailto:krmalec@tarrantcountytexas.gov) to get access

# Life QI

- Can be used for QIPs within your agency
  - Driver Diagrams
  - PDSAs
  - Measures/Charts
- Limited Licensing
- If you think a time member needs a license, email Kaitlyn Malec at [krmalec@tarrantcountytexas.gov](mailto:krmalec@tarrantcountytexas.gov)



# Clinical Quality Management

- Be prepared to share
  - Quality Improvement Projects
  - CAB
  - Patient Satisfaction
  - Performance Measures



# Organizational & Telehealth Assessments





# Technical Assistance Request?

Email: [Kmlopez@tarrantcountytexas.gov](mailto:Kmlopez@tarrantcountytexas.gov)





**Thank you!**