

## Carolina Conexiones Project Charter

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### Aim

Between July 2015 and June 2016 the NC Children’s Outpatient Clinics will improve patient experience and flow for Spanish-speaking families. Our specific goal is to achieve an average satisfaction score of 93 among Spanish-speaking families. Additional goals are:

- Improve *measurement of satisfaction* by increasing the number of patient experience surveys completed by Spanish-speaking patients to 30 per month
- Improve *visit efficiency* by reducing mean pre-visit (lead) time for Spanish speaking patients
- Improve *efficiency and timeliness* of interpreter use by decreasing mean interpreter wait time
- Improve *adherence with follow-up visits, and completion of planned labs and studies*

We will accomplish these aims by:

- 1) **Phase 1:** Initially we will test and implement changes to improve *measurement* of Spanish-speaking families’ experience of care. Currently, patient experience survey response rates are very low, and addressing this gap in data is fundamental to achieving measureable improvements in patient experience.
- 2) **Phase 2:** We will then sequentially implement and adapt a system of Spanish-speaking volunteer patient *liaisons* to facilitate the check in process, assist with way-finding and non-medical questions, and expedite connections to formal medical interpreters. All Spanish-speaking families whose children are seen in the NC Children’s Hospital Outpatient Clinics will be included in this project.

### Team Members and Roles

Name	Team Role
Kori Flower General Pediatrics	QI Lead: Plans, organizes, and facilitates team meetings; guides overall improvement methodology
Linda Bowles Director, Volunteer Services	Assist with recruitment of Spanish speaking volunteers; organize usual volunteer registration and trainings; planning for sustainability
Claudia Rojas Program Manager, Center on Latino Health	Oversee liaisons’ specific training in way-finding; oversee development of manual to guide training; facilitate sustainability
Shane Rogers Director, Patient Relations	Coach: Oversee relationship between Interpreter Services and volunteer liaisons; facilitate Spanish proficiency evaluation of liaisons; help coordinate data collection with existing Patient Relations/Interpreter Services project
Jenny Dixon Administrative Director, Children’s Clinics	Improvement Advisor: Oversee relationship between administrative staff and volunteer liaisons; help coordinate data collection with existing clinic flow and efficiency measurement
Sam Wurzelmann	Project Coordinator: Organizes and supervises volunteer liaisons; assists with measurement
Patient Representative**TBA	Represent voice of family and provide input on patient experience

Sponsor: Mike Steiner, Medical Director of Children’s Clinics

Construct and IOM Domain	Measure Type	Measure	Data Source	Collection Frequency
Patient Experience	Outcome	Average overall patient satisfaction score for respondents seen in NC Children's Outpatient Clinics and completing survey in Spanish	Press Ganey	Monthly
Timeliness of care	Outcome	Average difference between time of patient arrival in NC Children's Outpatient Clinics to time patient is ready for provider	Cycle Time Forms	Monthly
Timeliness of care	Outcome	Mean patient wait time for interpreter	Service Hub Interpreter Database	Monthly
Efficiency	Outcome	Percent of encounters in NC Children's Outpatient Clinics during which interpreters wait less than 10 minutes to provide interpreter services	Service Hub Interpreter Database	Monthly
Efficiency	Outcome	Average time from patient check-in to check out for all patients in NC Children's Hospital	Cycle Time Surveys	Monthly
Safety and Effectiveness	Outcome	Percent of return appointments in NC Children's Hospital for which Spanish-speaking patient does not show	Epic	Monthly
Safety and Effectiveness	Outcome	% Spanish speaking atients who complete ordered labs and studies	Epic	Monthly
Patient Experience	Process	Mean hospital cultural competency score	Cultural Competency Tool of Hospitals	Baseline and follow up
Degree of Intervention Implementation	Process	Total number of liaisons trained	Tally by CELAH	Every 6 months

Construct and IOM Domain	Measure Type	Measure	Data Source	Collection Frequency
Degree of Intervention Implementation	Process	Total number of families assisted by liaisons	Tally by liaisons	Monthly
Data Systems Improvement	Process	Percent of Spanish-speaking patients in NC Children's Outpatient Clinic who have an email address listed	Epic	Monthly
Data Systems Improvement	Process	Number of Spanish speaking patients in NC Children's Outpatient Clinic who return satisfaction survey each month	Epic	Monthly
Patient and Staff Satisfaction	Balancing	Average overall patient satisfaction score for respondents seen in NC Children's Outpatient Clinics	Press Ganey	Monthly
	Balancing	Percent of interpreters who agree that job stress is manageable	Interpreter survey	Every 6 months
	Balancing	Percent of administrative assistants who agree that job stress is manageable	Administrative assistant survey	Every 6 months

## Timeline

### Carolina Conexiones

	2015							2016						
	Feb-May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Pre-Project Planning*	█													
Kickoff Meeting		█	█	█										
Develop Training Manual		█	█	█										
Measurement Improvement Phase		█	█	█										
Baseline Staff Surveys				█										
Milestone Meeting #1				█	█	█	█	█						
Recruit and Train Liaisons				█	█	█	█	█	█	█	█	█	█	█
Wave 1 Liaison Implementation						█	█	█	█	█	█	█	█	█
Milestone #2							█	█	█	█	█	█	█	█
Wave 2 Liaison Implementation							█	█	█	█	█	█	█	█
Wave 3 Liaison Implementation									█	█	█	█	█	█
Milestone #3										█	█			
Follow Up Staff Surveys												█	█	
Transition to Sustainability Phase													█	█
Dissemination of Results														█

\*Includes process flow diagramming and patient interviews to clearly define causes of low satisfaction survey response prior to measurement improvement phase; also additional baseline data collection for Spanish speaking patients