

## Objective

- Enhance patient satisfaction and engagement through a trauma-informed approach to quality improvement projects

## Background

### Description of Clinics

- Caritas Clinics, Inc. is a mission-forward safety net clinic with two sites.
  - 100% self-pay, not a FQHC
- 3.4 FTE serving ~1,800 uninsured adults at or below 150% FPL at Duchesne Clinic in Wyandotte county, KS and at Saint Vincent Clinic in Leavenworth county, KS.
- All patients qualify for services annually.

## Actions Taken

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- Formed a Patient and Family Advisory Council (PFAC) at both sites
- Re-tooled patient satisfaction survey and reported results to PFAC
- Developed a Welcome video as engagement strategy to be integrated during the qualification visit
  - The video will set the stage for Social Determinants of Health (SDOH) and Adverse Childhood Experiences (ACEs) screening.

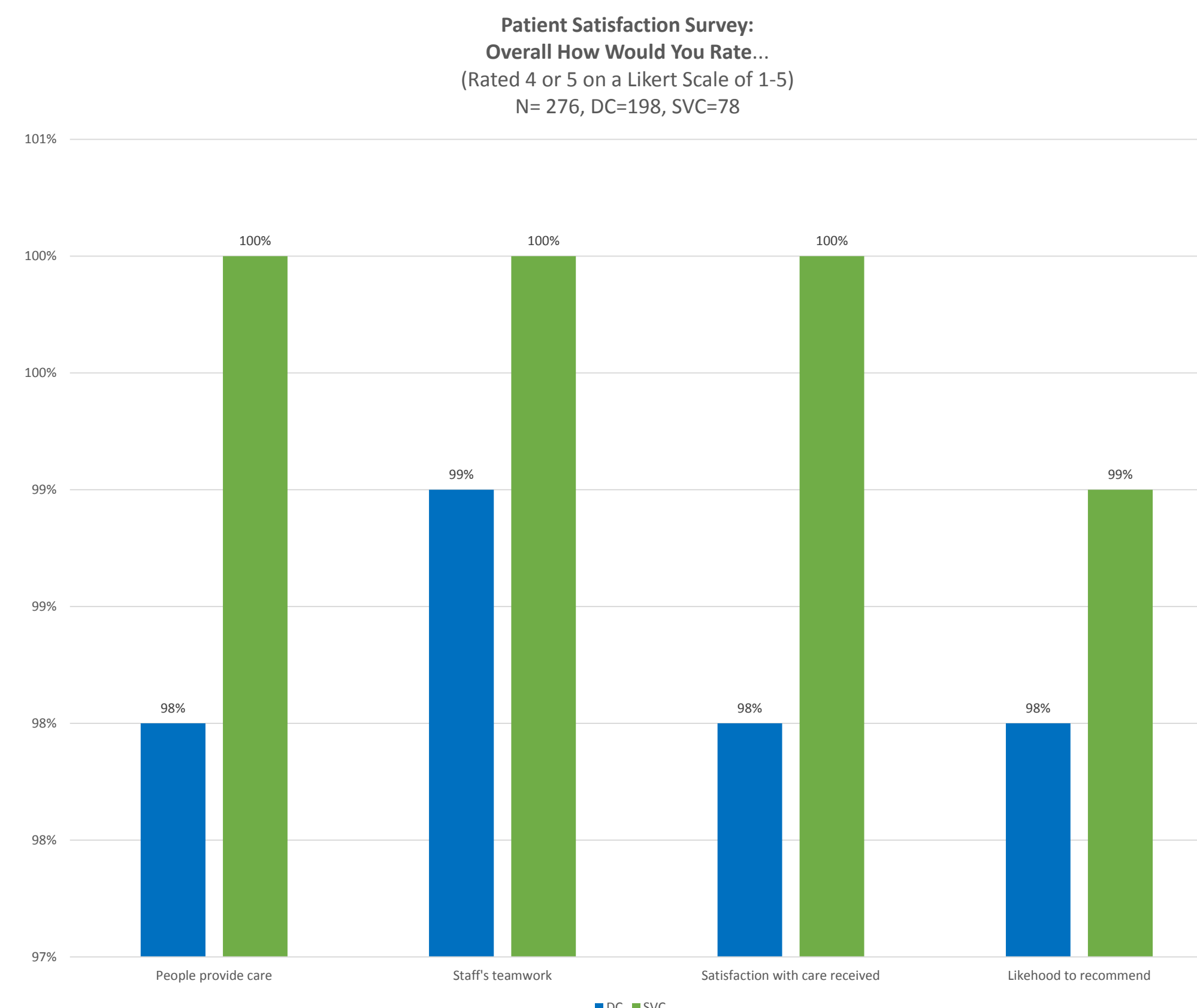
# Enhancing Patient Engagement through Trauma-Informed Quality Improvement

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## Metrics

- Re-tooled patient satisfaction survey using CAPHIS items and standards.
- Initiated SDOH and ACE screening January 2, 2019.
  - # of patients who underwent screening
  - # of patients with at least 1 + SDOH need
  - # of patients who agreed to accept a referral to the Community Health Worker

## Graphs, Pictures, Supporting Documents



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## Analysis

### Patient Satisfaction Results

- 98% -100% of patients responded good to excellent for 'Satisfaction with Care Received'

### SDOH Screening

- Between January and April 2019, 457 patients underwent SDOH and ACE screening
- 224 patients reported at least 1 + SDOH need
- 101 patients agreed to accept a referral to the Community Health Worker

### PFAC Formation

- Hosted PFACs at both sites in April 2019 and shared patient satisfaction results with them.

## Next Steps

- Complete Welcome video and integrate into qualification process
- Share video with PFAC for feedback
- Continue to track and adjust SDOH and ACE screening workflow related to PFAC feedback, referral management, and video messaging

