

# TRIPLE AIM IMMERSION PROJECT

## CYSTIC FIBROSIS AWARENESS EVENT

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**Problem/Goal:** In an attempt to increase awareness for cystic fibrosis (CF) in our community, we would like to host an interprofessional health screening/education event in coordination with the Cystic Fibrosis Foundation of Arkansas. The event supports the importance of teamwork and collaboration among an interprofessional team, patient and family-centered care, and an overall improved patient care/experience. Additionally, this activity would support a relationship between UAMS and cystic fibrosis patients and caregivers prior to the time period when these patients transition from care at Arkansas Children's Hospital to the adult CF clinic at UAMS.

**Triple Aim Goal(s) Addressed:** Patient care/experience improvement

**Maximum Number of Teams:** 4

**Facilitators:** Dr. Kat Neill ([kkneill@uams.edu](mailto:kkneill@uams.edu)), Mr. Larry Taylor, and Ms. Theresa Gramlich

# TRIPLE AIM IMMERSION PROJECT

## LGBTQ EDUCATION



**Problem/Goal:** Healthcare providers/staff can enhance communication skills for patients and families with varied backgrounds and home and family settings. These skills can improve the quality and safety of the care we provide. The goal of this project is to implement training for students and faculty regarding interaction and conversation for LGBTQ patients at UAMS and in the community. The outcome of the training should develop communication skills that support a patient/family who is welcomed in a positive health care experience at UAMS.

**Triple Aim Goal(s) Addressed:** Patient care/experience improvement

**Maximum Number of Teams:** 4

**Facilitators:** Dr. Kelly Betts ([kbetts2@uams.edu](mailto:kbetts2@uams.edu)), Dr. Kathy Lease, Mr. Jesse Gatewood

# TRIPLE AIM IMMERSION PROJECT

## ORAL HEALTH EDUCATION/SERVICES EXPANSION



**Problem/Goal:** The incidence of dental caries in Arkansas in pre-K children is high. Project ideas are needed to identify opportunities to educate parents regarding oral health for young children and maximize screening opportunities and resources to better meet the needs of the community.

**Triple Aim Goal(s) Addressed:** Patient care/experience improvement

**Maximum Number of Teams:** 4

**Facilitators:** Dr. Susan Long ([longsusanl@uams.edu](mailto:longsusanl@uams.edu)), Dr. Mitzi Efurd, Ms. Claire Tucker, Ms. Shannon Hannon

# TRIPLE AIM IMMERSION PROJECT

## OUR HOUSE MEAL AND HEALTH SCREENINGS

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**Problem/Goal:** Our House is a homeless shelter in Little Rock that meets the needs of homeless families of all sizes. Our House serves over 1,400 people each year with 110 people calling it home each night. It allows families the opportunity to stay together while rebuilding their lives. All adult family members are required to find and maintain full-time jobs. Residents are offered job training, financial literacy programs, and after school programs for children. To meet the growing demand, Our House relies on donations from the community to serve over 77,000 meals to residents each year.

For the last year, a group of students has partnered with a local restaurant to provide one meal each month, typically the last Monday of the month. The restaurant donated the food and students worked together to cook a healthy meal for Our House residents. While residents proceed through the food line, students have offered educational programs for the residents on topics such as diabetes, sun health, and nutrition. Students have also conducted blood pressure and blood glucose screenings. Funding has been lost to support meal provision. Goals for proposals are to identify new sources of support to provide a meal and to develop a schedule for interprofessional screening and education events to correspond with providing the meal.

**Triple Aim Goal(s) Addressed:** Population health improvement

**Maximum Number of Teams:** 4

**Facilitators:** Dr. Kat Neill ([kkneill@uams.edu](mailto:kkneill@uams.edu)), Ms. Tonya Cook, and Ms. Lisa Rhoden

# TRIPLE AIM IMMERSION PROJECT

## Non-English Speaking Patients

**Problem/Goal:** Healthcare providers/staff can enhance communication skills for patients and families with limited English proficiency (LEP). These skills can improve the quality and safety of the care we provide.

Develop a case study for the Simulation Center to train clinicians on how to effectively and appropriately communicate with a patient/family who has LEP or is legally blind or deaf, that meets federal law. The outcome of the simulation should be a patient/family who is well-informed about their medical care resulting in a positive health care experience at UAMS. In your simulation case study, what are best practices to help this family navigate the health care system.

Key items to consider:

- Research the difference between Bilingual and Medical Interpreting.
- Research the roles of medical interpreters and sign interpreters and how Federal Laws protect patients requiring interpreting services.
- Medical interpreters need a high level of communication skill in both English and a foreign language and medical terminology. They act as conduits by listening to the professional and orally translating information into a patient's native language in layman's terms and then interpret the patient's response back to the professional, using proper medical terminology.
- Identify barriers that the LEP patient/family might encounter.
- Look at and describe potential outcomes if the appropriate resources are in place and utilized verses if they are not.
- Review the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care and how these apply.

**Triple Aim Goal(s) Addressed:** Patient care/experience improvement

**Maximum Number of Teams:** 2

**Facilitators:** Mrs. Julie Moretz ([jmoretz@uams.edu](mailto:jmoretz@uams.edu)) and Ms. Janina Fordyce

# TRIPLE AIM IMMERSION PROJECT

## Patient Complaints

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**Problem/Goal:** Patient complaints have increased steadily over the past few years at UAMS. This could be, in part, due to the enhanced functionality within the new Safety Intelligence Patient Feedback Module. The Joint Commission specifies that complaints/grievances must be tracked in an effort to respond to patients and improve outcomes. It is important to track and trend and identify specific areas of improvement opportunities.

**Objective:** Upon review and assessment of the complaint categories, determine one complaint category and identify an interprofessional team approach in developing an action plan for improvement.

**Triple Aim Goal(s) Addressed:** Patient care/experience improvement

**Maximum Number of Teams:** 4

**Facilitators:** Mrs. Barbara Brunner ([bwbrunner@uams.edu](mailto:bwbrunner@uams.edu)) and Mrs. Julie Moretz