QDI Peer Learning Call

Screening for Depression and Follow-Up 8/26/20



QDInitiative

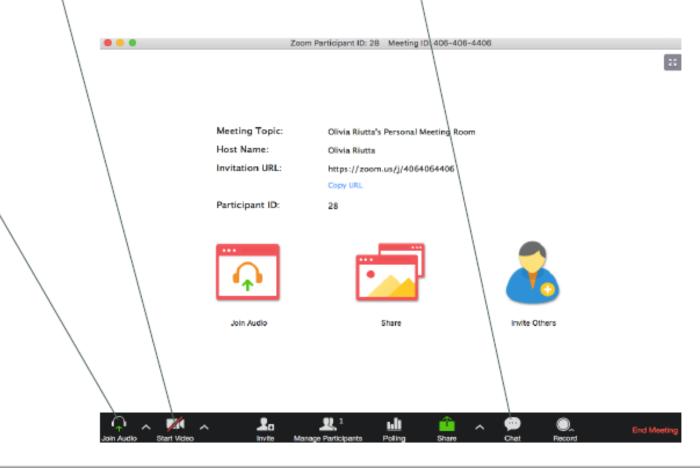


Zoom tips and tricks!

Computer Audio

CHAT: Please jump in if you have something to share, but we also have this nifty chat function.

VIDEO: We want to see you! If your camera isn't on, start your video by clicking here. ATTENDANCE: If there are multiple attendees together on the call, please list the names and your location in the chat box



AUDIO: You can use your computer speakers or your phone for audio. The phone is generally better quality. If you click "Join Audio," this "Choose one..." box will pop up. If you dial in, just make sure you include your audio code.

Choose ONE of the audio conference options

+1 646 558 8656

1 660 000 6833

V Phone Call

Dial:

Participant ID: 28

Meeting ID: 406 406 4406

MUTE/UNMUTE: *6 or click the mic on the bottom left of

your screen.





Data Review and Updates

FIT KIT Project

Screening for Depression and Follow-Up

Quality Awards







July QDI Data Report

JANUARY 1, 2020- JULY 31, 2020





Diabetes Management

Measure

Denominator: Patients 18-75 years of age with diabetes with a visit during the measurement period

Numerator: Patients whose most recent HbA1c level (performed during the measurement period) is >9.0%

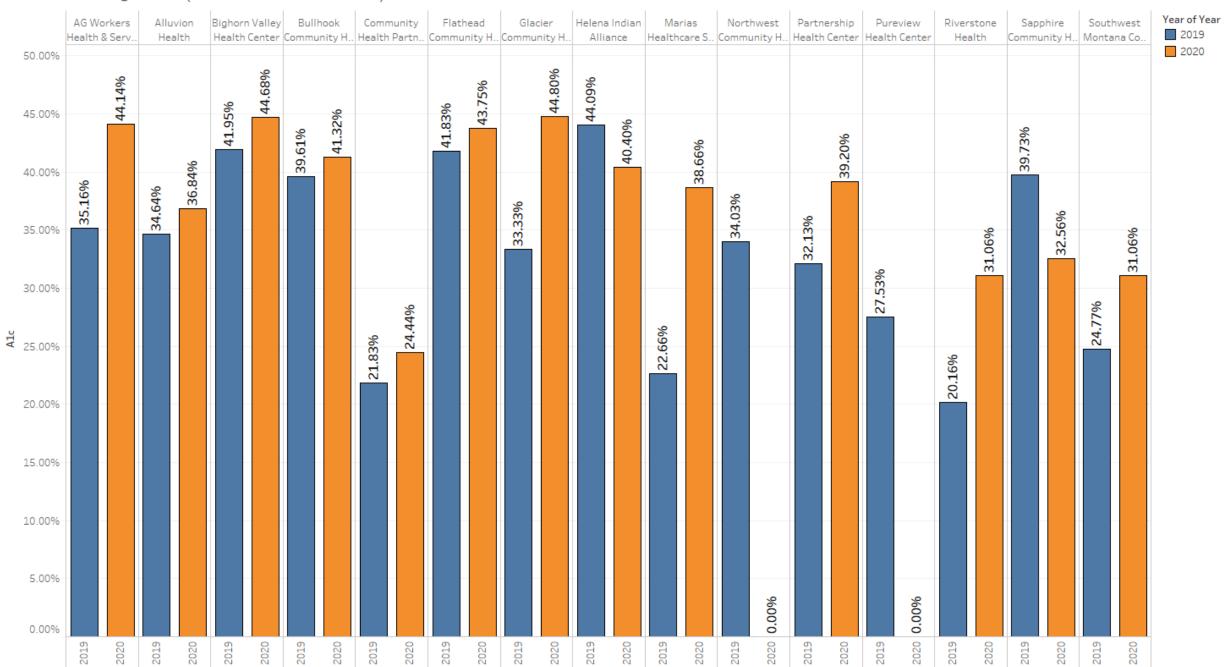






Diabetes Management

Pureview Health Center	0.00%									20%					30%			36%							50%	
Sapphire Community Health	18.06%																									
Northwest Community Health Center	22.16%																									
Community Health Partners	24.44%																									
Riverstone Health	31.06%																									
Southwest Montana Community He	31.06%																									
Alluvion Health	36.84%							QDI 2																		
Marias Healthcare Services	38.66%							2020 Goal																		
Partnership Health Center	39.20%							(15%)																		
Helena Indian Alliance	40.40%																									
Bullhook Community Health Center																										
Flathead Community Health Center AG Workers	43.75%																									
Health & Services	44.14%																									
Bighorn Valley Health Center																										
Glacier Community Health Center																										
	0% 2%	4%	6%	8%	10%	12%	14%	16%	18%	20%	22%	24%	26%	28%	30%	32%	34%	36%	38%	40%	42%	44%	46%	48%	50%	52%



Diabetes Management (June 2019 vs June 2020)

Colorectal Cancer Screening

Measure

Denominator: Patients 50-75 years of age with a visit during the measurement period

Numerator: Patients with one or more screenings for colorectal cancer. Appropriate screenings are defined by any one of the following criteria:

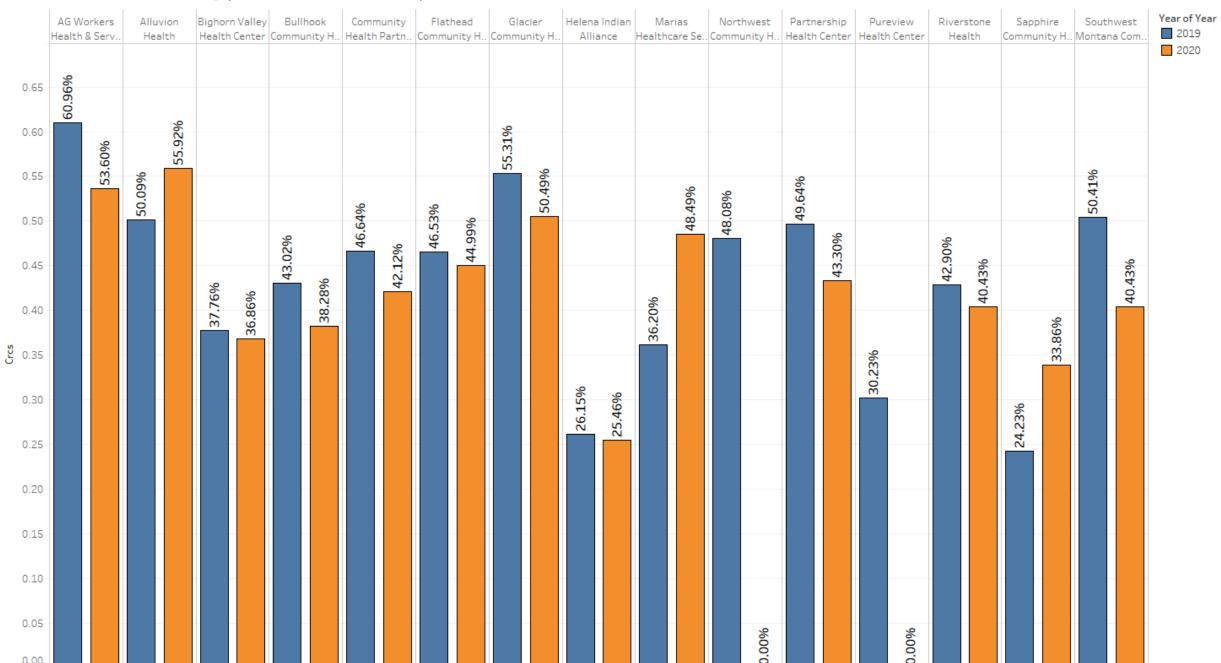
- -Fecal occult blood test (FOBT) during the measurement period
- -- Flexible sigmoidoscopy during the measurement period or the four years prior to the measurement period
- -- Colonoscopy during the measurement period or the nine years prior to the measurement period
- -- FIT-DNA during the measurement period or the two years prior to the measurement period
- -- CT Colonography during the measurement period or the four years prior to the measurement period **UDS**, **Medicaid PCMH**,

QDInitiative

Colorectal Cancer Screening

Pureview Health Center	0.00%						30%		40%		50%						75%
Helena Indian Alliance	25.46%																
Sapphire Community Health	33.86%																
Bighorn Valley Health Center	36.86%																
Bullhook Community Health Center																	
Riverstone Health	40.43%																
Southwest Montana Community He										QDI 20							
Community Health Partners	42.12%									QDI 2020 Goal (45%)							
Partnership Health Center	43.30%									(45%)							
Flathead Community He																	
Marias Healthcare Services	48.49%																
Glacier Community Health Center	50.49%																
AG Workers Health & Services																	
Northwest Community He	55.14%																
Alluvion Health	55.92%																
	0%	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	55	%	60%	65%	70%	75%

Colorectal Cancer Screening



Colorectal Cancer Screening (June 2019 vs June 2020)

Cervical Cancer Screening

Measure

Denominator: Women 23-64 years of age with a visit during the measurement period

Numerator: Women with one or more screenings for cervical cancer. Appropriate screenings are defined by any one of the following criteria:

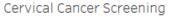
- Cervical cytology performed during the measurement period or the two years prior to the measurement period for women who are at least 21 years old at the time of the test

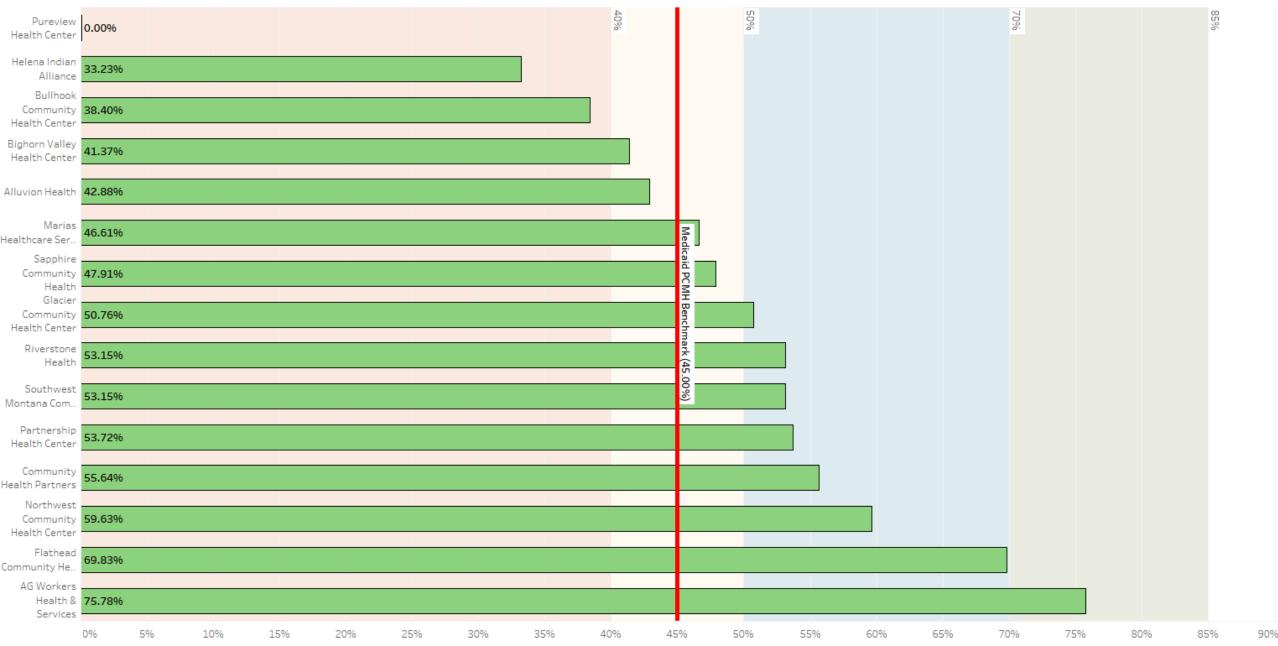
- Cervical cytology/human papillomavirus (HPV) co-testing performed during the measurement period or the four years prior to the measurement period for women who are at least 30 years old at the time of the test

UDS, Medicaid PCMH

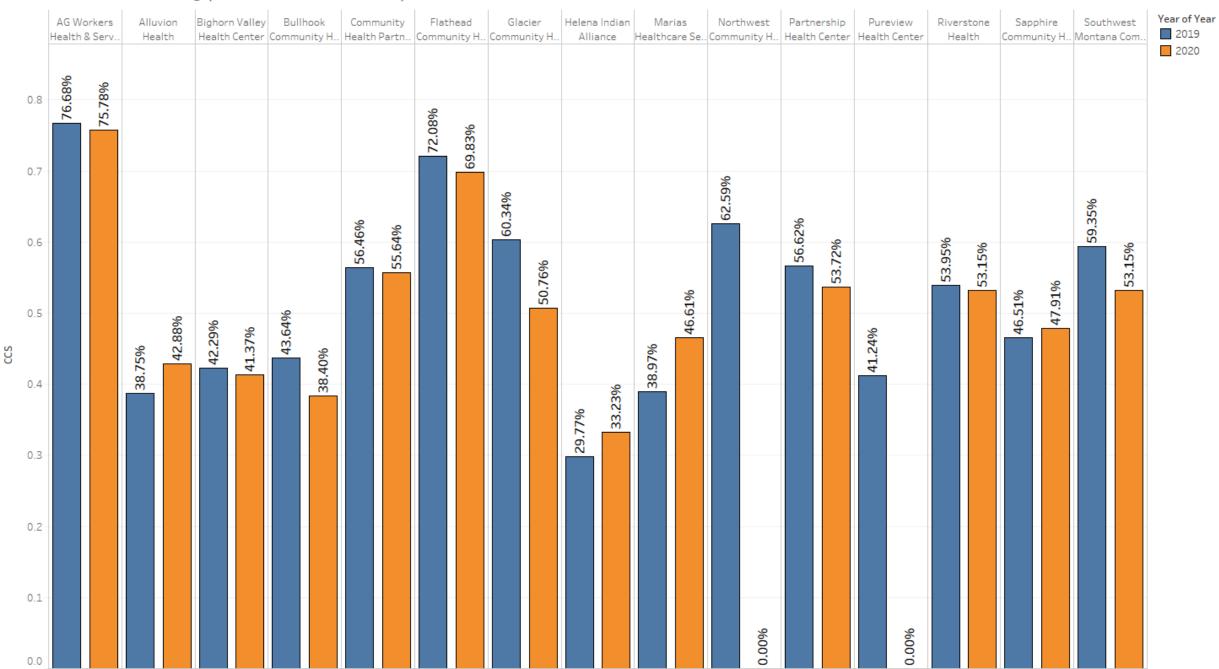
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Cervical Cancer Screening



Cervical Cancer Screening (June 2019 vs June 2020)

Breast Cancer Screening

Measure:

Denominator: Women 51-74 years of age with a visit during the measurement period

Numerator: Women with one or more mammograms during the measurement period or the 15 months prior to the measurement period

Medicaid PCMH, UDS



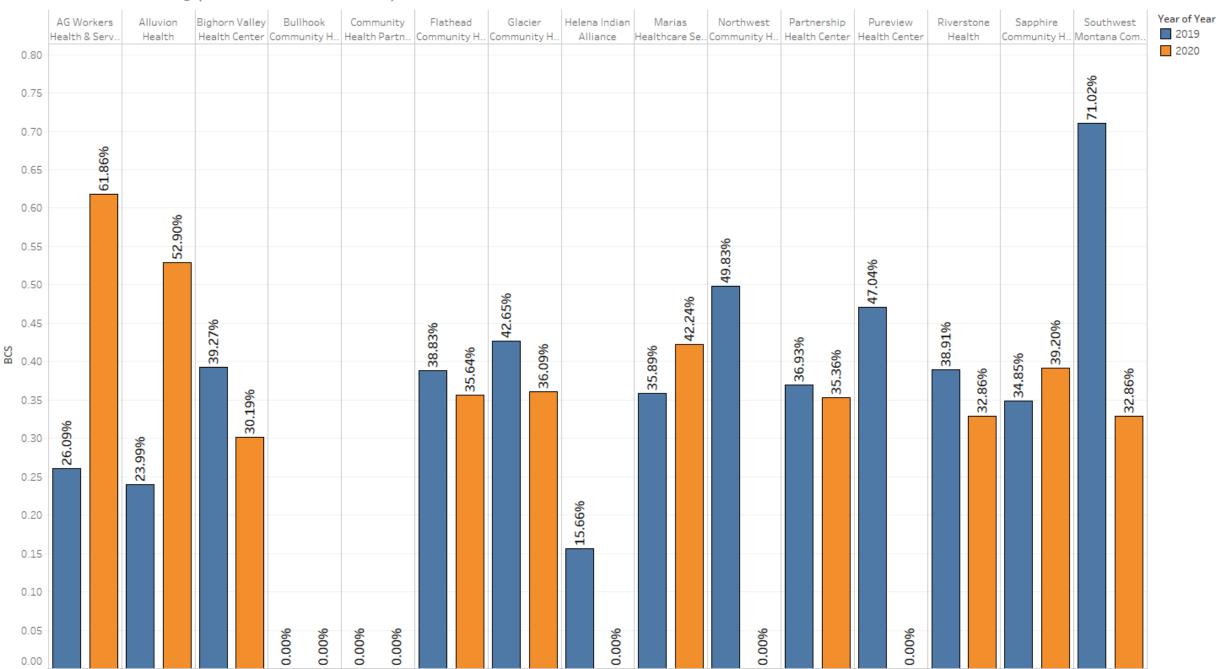




Breast Cancer Screening

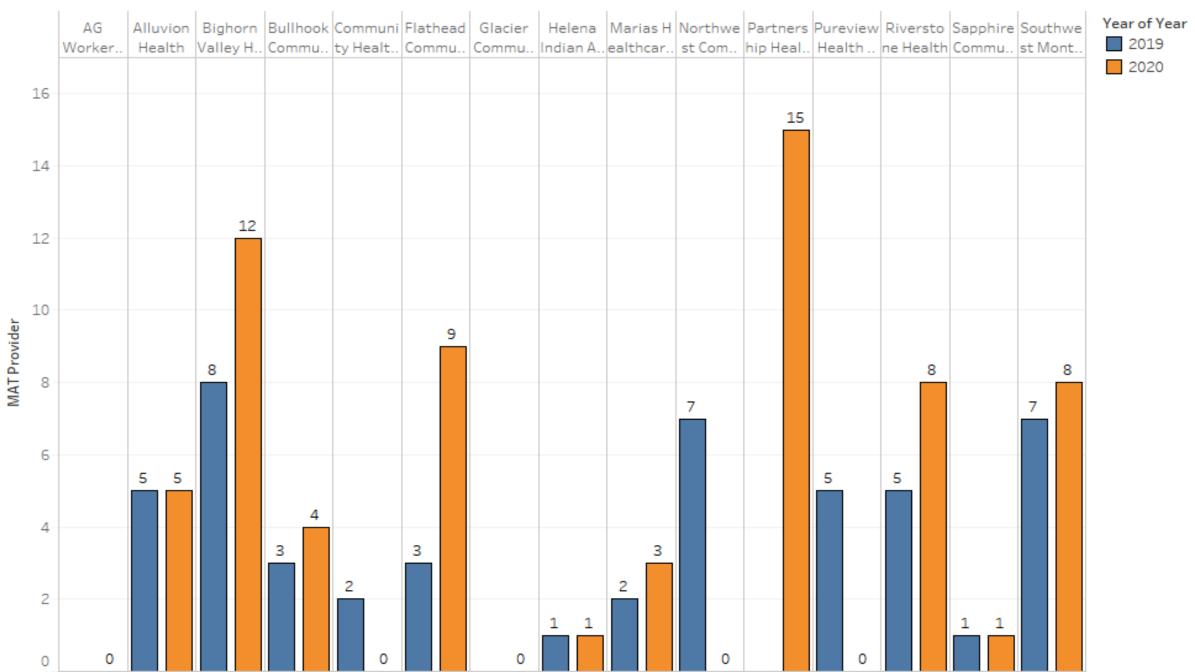
Bullhook Community Health Center Community																													
Health Partners	0.00%																												
Helena Indian Alliance	0.00%																												
Pureview Health Center	0.00%																												
Bighorn Valley Health Center	30.19%																												
Riverstone Health	32.86%																								Medi				
Southwest Montana Community He	32.86%																								Medicaid PCMH Benchmark (55.26%)				
Partnership Health Center	35.36%																								Bench				
Flathead Community Health Center	35.64%																								mark (55.2				
Glacier Community He	36.09%																								26%)				
Sapphire Community Health	39.20%																												
Marias Healthcare Services	42.24%																												
Alluvion Health	52.90%																												
Community He	59.04%																												
AG Workers Health & Services	61.86%																												
	0% 2%	4%	6% 89	6 10%	12%	14%	16%	18%	20% 2	22% 2	24% 2	.6% 28	8% 30)% 32%	34%	36%	38%	40%	42% 4	14%	46% 4	8% 50)% 529	% 54%	56%	58%	60%	62% 6	4%

Breast Cancer Screening

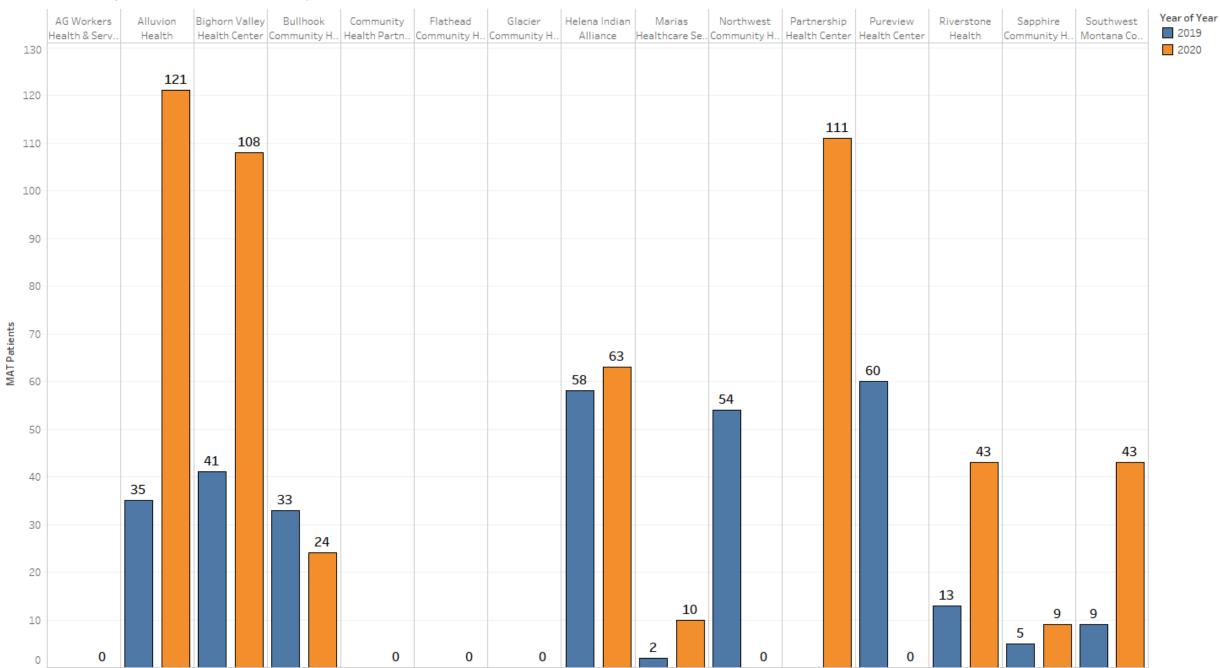


Breast Cancer Screening (June 2019 vs June 2020)

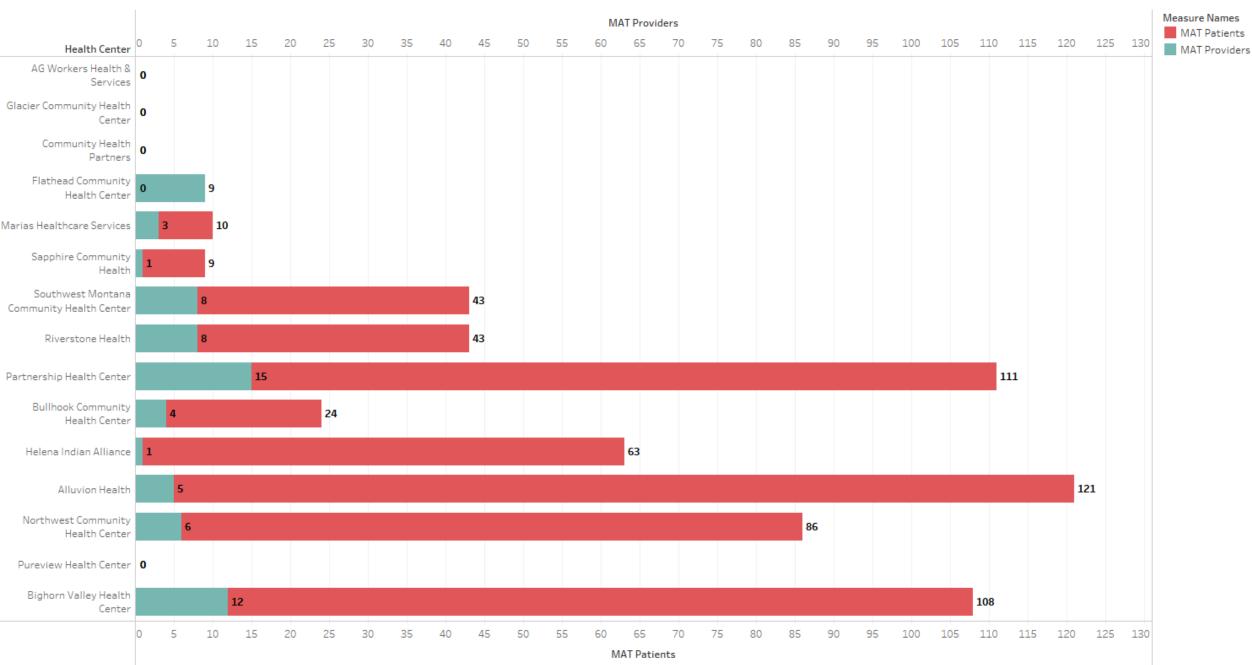
MAT Providers (June 2019 vs June 2020)



MAT Patients (June 2019 vs June 2020)



MAT Providers and Physicians



Measure	2020 QDI Goal	2019 UDS (MT)	2019 UDS (National)	HP 2020	2023 QDI Goal
A1c>9 or untested	15%	25.94%	31.95%	16.2% (not the exact measure- does not include untested)	15%
Screening for Depression		67.64%	71.61%	2.4% (not the exact measure- does not include f/u)	80%
Cervical Cancer Screening	45% (PCMH Benchmark)	53.82%	56.53%	93.0%	65%
CRC Screening	45%	46.06%	45.56%	70.5%	55%
Breast Cancer Screening	55.26% (PCMH Benchmark)	-	-	81.1%	55%



Coming Soon.... Screening for Depression and Follow-Up Plan

Measure Description Percentage of patients aged 12 years and older screened for depression on the date of the visit or 14 days prior to the visit using an age-appropriate standardized depression screening tool and, if positive, had a follow-up plan documented on the date of the visit

Denominator: Patients aged 12 years and older with at least one medical visit during the measurement period

Numerator: Patients who:

-were screened for depression on the date of the visit or up to 14 days prior to the date of the visit using an age-appropriate standardized tool and,

-if screened positive for depression, had a follow-up plan documented on the date of the

visit.



Mailed FIT Kit Project



Project Rational

COVID-19 has led to a decrease in primary care visits and therefore, reduced cancer screenings

Surgery centers are backlogged and cannot keep up with the number of patients that are due for procedures, such as colonoscopy

A mailed FIT project aims to prioritize those that are uninsured and underinsured, while also facilitating screening without a primary care visit

FIT allows for prioritization of those patients that truly need a colonoscopy

According to the American Cancer Society, a FIT performed annually has similar reductions in mortality rates as a colonoscopy completed every 10 years



QD**Initiative**

Project Description

MPCA will pay for the cost of the kits and will reimburse the rate that Medicaid would pay minus the FIT kit

MPCA will ask participating health centers to adhere to guidelines (provided in the manual) and will ask that clinics participate in regular check-ins

Clinics must be prepared and ready to help those with a positive FIT get into a surgical center for a colonoscopy within 6 months







Next Steps

MPCA will distribute project manual and ask health centers to fill out application and MOU

For this project, we have a limited number of FITS and will be distributing them based on health center interest and capacity

Any questions can be directed towards Laura Gottschalk <u>lgottschalk@mtpca.org</u> or Courtney Buys <u>cbuys@mtpca.org</u>

Deadline to apply and request number of FIT kits- October 9th



QDInitiative

Depression Screening

HCCN

Montana Primary Care Association





Depression Screening

QDI 2020

Table 6B: Line 21 Screening for Depression and Follow-up Plan

<u>CMS002v9</u>

Percentage of patients aged 12 years and older screened for depression on the date of the visit or 14 days prior to the visit using an age-appropriate standardized depression screening tool *AND*, if positive, had a follow-up plan documented on the date of the visit

IN 2019, there was no screen 14 days prior to the visit and the follow-up plan was documented on the date of the positive screen

Documentation of a follow-up plan "on the date of the visit" can refer to ANY reportable visit, not only a medical visit.

Follow-up for a positive depression screening MUST include one or more of the following: Additional evaluation or assessment for depression, Suicide risk assessment, Referral to a practitioner who is qualified to diagnose and treat depression, Pharmacological interventions, Other interventions or follow-up for the diagnosis or treatment of depression.





Measure break down

DENOMINATOR

NUMERATOR

Patients aged 12 years and older with at least one *medical* visit during the measurement period Patients who were screened for depression on the date of the visit or up to 14 days prior to the date of the visit using an age-appropriate standardized tool **AND**

if screened positive for depression, had a follow-up plan documented on the date of the visit

Include patients with a negative screen in the numerator





Screening Tools

ADOLESCENT SCREENING TOOLS (12–17 YEARS)

Patient Health Questionnaire for Adolescents (PHQ-A)

Beck Depression Inventory-Primary Care Version (BDI-PC)

Mood Feeling Questionnaire (MFQ)

Center for Epidemiologic Studies Depression Scale (CES-D)

Patient Health Questionnaire (PHQ-9)

Pediatric Symptom Checklist (PSC-17)

Primary Care Evaluation of Mental Disorders (PRIME MD)-PHQ-2

ADULT SCREENING TOOLS (18 YEARS AND OLDER) PHQ-9 Beck Depression Inventory (BDI or BDI-II) CES-D Depression Scale (DEPS) Duke Anxiety-Depression Scale (DADS) Geriatric Depression Scale (GDS) Cornell Scale for Depression in Dementia (CSDD) PRIME MD-PHQ-2 Hamilton Rating Scale for Depression (HAM-D) Quick Inventory of Depressive Symptomatology Self-Report (QID-SR) Computerized Adaptive Testing Depression Inventory (CA





Computerized Adaptive Diagnostic

DI)

Documenting Follow-up

HRSA Manual

AND if positive, either additional evaluation for depression, suicide risk assessment, referral to a practitioner who is qualified to diagnose and treat depression, pharmacological interventions, or other interventions or follow-up for the diagnosis or treatment of depression is documented on the date of the eligible encounter.

<u>CMS002v9</u>

Additional evaluation or assessment for depression such as psychiatric interview, psychiatric evaluation, or assessment for bipolar disorder

* Completion of any Suicide Risk Assessment such as Beck Depression Inventory or Beck Hopelessness Scale

* Referral to a practitioner or program for further evaluation for depression, for example, referral to a psychiatrist, psychologist, social worker, mental health counselor, or other mental health service such as family or group therapy, support group, depression management program, or other service for treatment of depression

* Other interventions designed to treat depression such as psychotherapy, pharmacological interventions, or additional treatment options





Denominator Exclusions

EXCLUSIONS

Patients with an active diagnosis for depression or a diagnosis of bipolar disorder

EXCEPTIONS

Who refuse to participate

Who are in urgent or emergent situations where time is of the essence and to delay treatment would jeopardize the patient's health status (Do not exclude patients who are seen for routine care in urgent care centers)

Whose cognitive or functional capacity or motivation to improve may impact the accuracy of results of standardized assessment tools



NOTE: There are no numerator exclusions for this measure



Guidance

HRSA Manual- "in the office of the provider"

Depression screening is required once per measurement period, not at all encounters; this is patient based and not an encounter-based measure.

Use the most recent screening results

The name of the *age appropriate standardized* depression screening tool utilized MUST be documented in the medical record

The follow-up plan must be related to a positive depression screening, example: "Patient referred for psychiatric evaluation due to positive depression screening."





Guidance continued

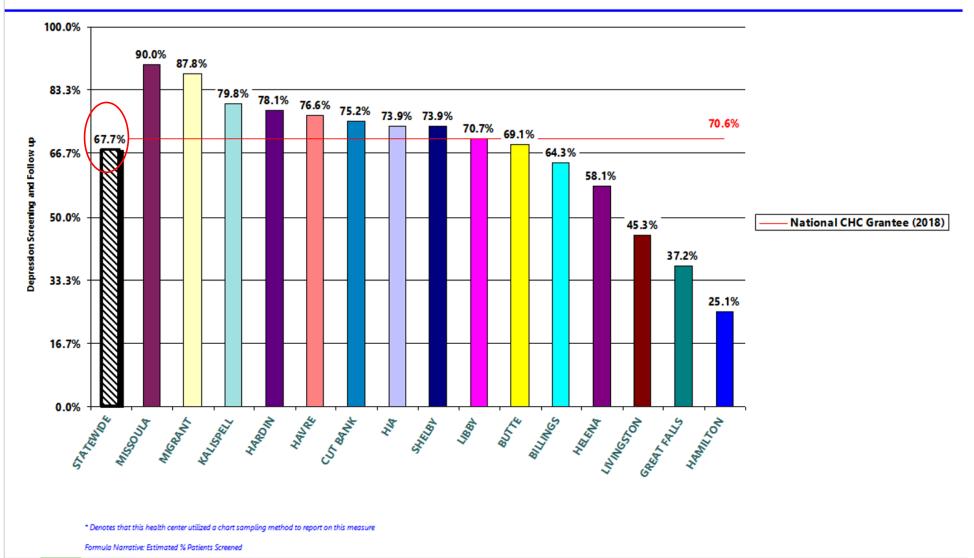
Do not count patients who are *re-screened* as meeting the measurement standard as a follow-up plan to a positive screen.

Do not count a PHQ-9 screening that follows a positive PHQ-2 screening during the measurement period as meeting the measurement standard for a *follow-up* plan to a positive depression screening.





Clinical Measure - % of Patients >= 12 Years with Depression Screening and Follow up



State vs. Selected Health Centers - 2019, Sorted by Value, Descending

National CHC Grantee (2019) 71.61%

MPCA

Smart Form	Responses	Result	Follow-Up Options
PHQ2 (Old)	<i>No</i> to Both Questions	Negative	N/A
PHQ2: 2015 Edition (New)	Score = 0, 1, or 2	Negative	N/A
PHQ9 Only	 PHQ2 (Not Done) PHQ9 (Score = 0, 1, 2, 3, 4) 	Negative	N/A
PHQA Only	 PHQ2 (Not Done PHQA (Score = 0, 1, 2, 3, 4 or <i>No</i> to Question 12 or 13) 	Negative	N/A
PHQ2 (Old)	Yes to Either Question	Positive	MedicationReferralStructured Data
PHQ2: 2015 Edition (New)	Score ≥3	Positive	MedicationReferralStructured Data
PHQ9 Only	PHQ2 (Not Done)PHQ9 (Score ≥5)	Positive	 Medication Referral Structured Data
PHQA Only	 PHQ2 (Not Done) PHQA (Score ≥5 or <i>Yes</i> to Question 12 or 13) 	Positive	 Medication Referral Structured Data





Rianoo, Book , 34 Y , F INFO HUB C	Code: F31.0	Pt Code: F31.0 Diagnosis: Bipolar disorder, current episode hypomanic					
₩ 04/17/1985 ■	Onset Date	11/04/204		-			
Allergies Billing Alerts	Specify			E			
min Medical Summary CDSS Labs DI Procedures Gr	owth Chart Note						
🛪 😰 Progress Note 📮 Scribe 💵 Orders				Ŀ			
Allergies/Intolerance: Gyn History:	Risk	Select *		F			
OB History:	EM Coder						
Surgical History: Hospitalization: Family History:	s en cober	New Diagnosis (3Pts) New Dx With Labs/DI and Rx Ordered (4Pts)		-			
Social History:							
ROS: 🗢			OK Cancel	1			
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ments Vicals:							
Past Results: Examination: Physical Examination: Physical Examinat	Notes			Clr			
Physical Examination.							
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in			Preventive Medi				

When documenting a Diagnosis for the Exclusion-Select Onset Date from the Calendar Dropdown

Pt. Info Encounter Physical 🗯 Hub

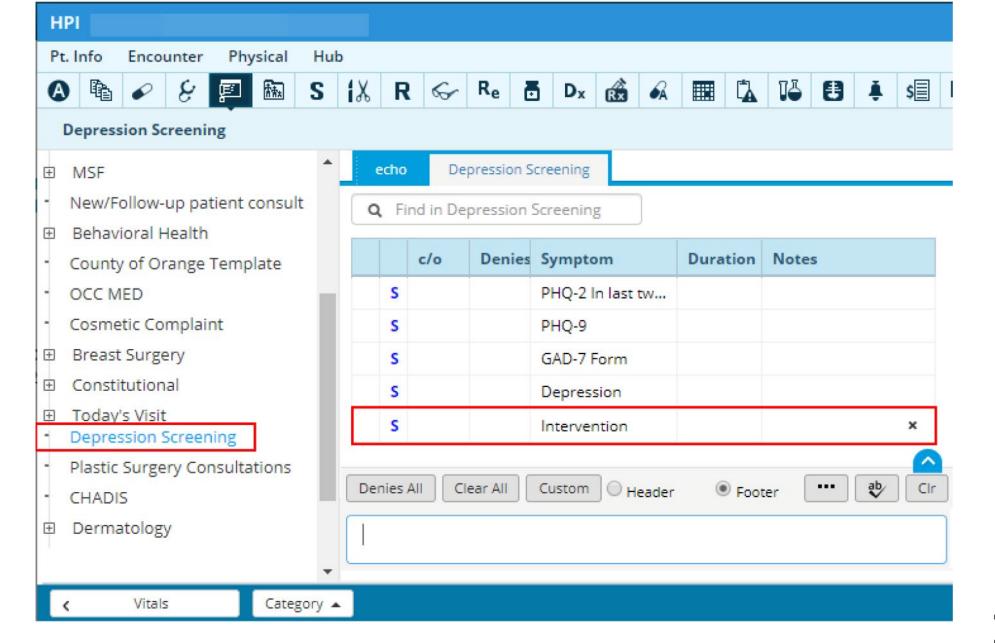
HCC

O CO - E E E S IX R & R B D & E E E E A O E E E TO TO SE E E

PI Cardiology Test Category test Allergy/Asthma	Depression Scree Chest pain Depres		5	Show popup	for c/o0		
Behavioral Health	Co denies	Symptom		Durabon	Notes		
Breast Surgery	5		weeks have you been both				
Case Management	5	PHO-9					
Depression Screening	5	Intervention					
Dermatology	County				X		
Diet/Exercise	C HPI Notes						
Endocrinology			Y		-		
ENT/respiratory	D	Free-form		Structure	b		
Esthetics	Interventi	on	Delau	a - Delaul	torAl - Clear All		
Family Planning	Name	1	Value	IN	lates		
Gastroenterology General Complaints	and the second se	tional Evaluation for		X	×		
General/PEDS		ession Screening Fic		×	×		
Hematology		de Rice Accessment		×	X		
Hepablis C	TI Fallo	w-up for Depression		- ×	×		
HIV			Case management follow	internet and			
Infectious Disease Interim History - Master Interventional Radiology Male Reproductive Musculoskeletal Nursing Visit			Completion of mental health crisis plan Coping support assessment Coping support management Crisis intervention with follow-up Discharge by mental health primary care worker Emotional support assessment Mental health care management				
Nutrition OB/GYN Orthopedics Physical Therapy/Pain	< <u>Biev</u> +	Cugtom	giose		<u>N</u> en - +		

MPCA





MPCA

Screening Not Performed

Path: Progress Notes > HPI > Depression Screening > Screening not performed > Reason

Document the reason a depression screening was not performed as structured data in the HPI section of the Progress Notes.

To document the reason screening was not performed:

- 1. Click *Depression Screening* from the left pane.
- 2. Click the *Duration* column next to Screening not performed on the right pane.
- 3. Select one of the following options from the Value drop-down list next to Reason:
 - patient refusal to participate
 - urgent/emergent visit
 - patient lacks the functional capacity

The Reason is documented.

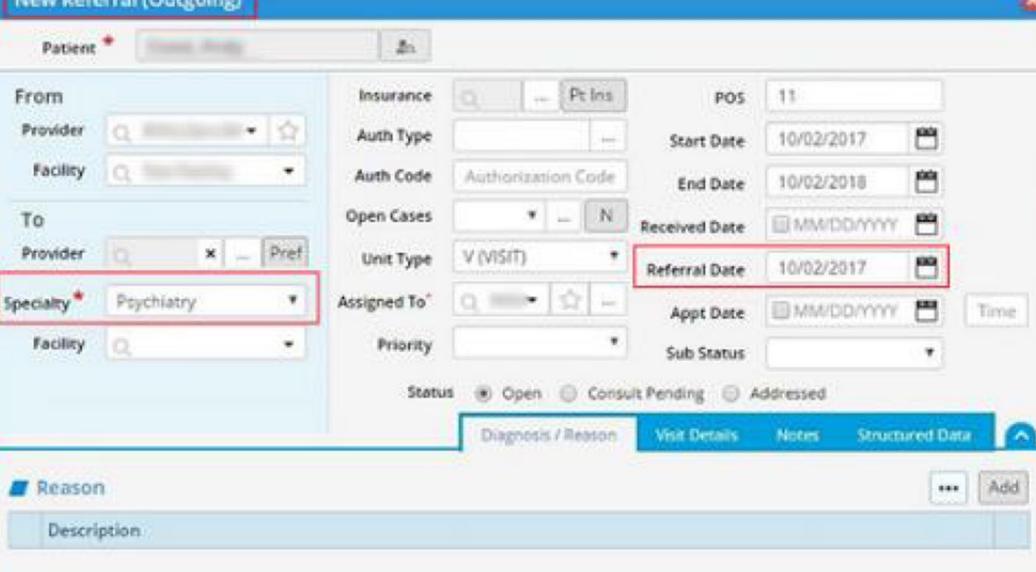




New Referral (Outgoing)

From

To







To document an Outgoing Referral the **Specialist** must be one of these below. May have to submit a ticket to have them mapped in your system.

Psychiatry, child & adolescent psychiatry, clinic, clinical psychologist, depression management program, emergency clinic, liaison psychiatry service, mental handicap psychiatry service, mental health counseling, mental health counseling service, mental health counselor, mental health team, mental health worker, psychiatric aftercare, psychiatrist for the elderly mentally ill, psychiatry service, psychogeriatric day hospital, psychogeriatric service, psychologist.





Questions?



Leslie Southworth Director of the MT HCCN Isouthworth@mtpca.org (406) 594-3863





Depression Screening-Why Screen?

INTEGRATED BEHAVIORAL HEALTH







Why Screen for Depression

Lacey Alexander-Small, LCSW





Why Screening for Depression Matters?

- Primary care clinics are a gateway for individuals with behavioral health and primary care needs.
- Primary Care Providers (PCPs) prescribe 80% of antidepressants, 67% of psychoactive agents, and 92% of elderly patients receive their mental health services in primary care
- High levels of stigma and discrimination against this population create lack of access to services.
- Around 50% of Americans will experience a diagnosable Substance Use Disorder (SUD) or Mental Health (MH) disorder at some time in their life.
- Montana's suicide rate is more than twice the national average. 45% of completed suicide patients had a PC visit within one month, 20% of those had visited within 24 hours.
- Alcohol was found in the bloodstream at a 2 times higher rate than national average for completed suicide patients.





Why Screening for Depression Matters Cont.

Depression is among the leading causes of disability in persons 15 years or older.³

It accounts for \$30–50 billion in lost productivity and direct medical costs annually in the U.S.⁴

Major depression disproportionately affects women

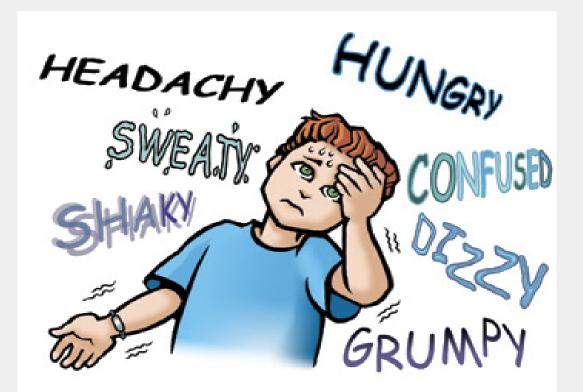
Depressed mothers may have infants that display delayed:

- psychological
- Cognitive
- Neurologic
- Motor development.



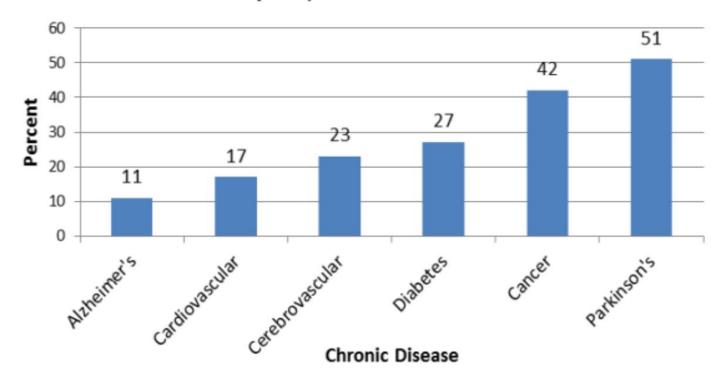


At some point in your lifetime you will have symptoms of Depression



This Photo by Unknown Author is licensed under CC BY





Prevalence of Major Depressive Disorder in Chronic Disease

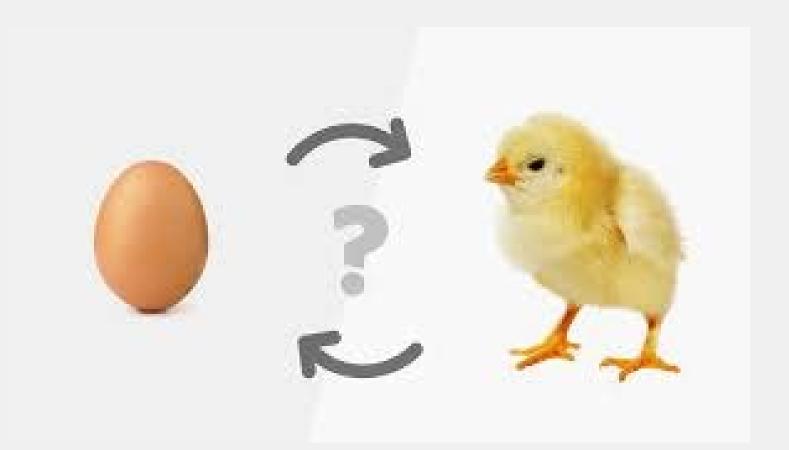
Source: NHDS, NAMCS, NHAMCS, Mayo Clin. Proc.73:329



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Chronic Illnesses Improvement rates Increase







Is it Depression or Diabetes-Related Distress

Clinical Depression	Diabetes-Related Distress
 "I have persistent sad, anxious, or empty feelings" "I have feelings of hopelessness and/or pessimism" "I have feelings of guilt, worthlessness, and/or helplessness" I have irritability and/or restlessness" "I have lost interest in activities or hobbies that were once pleasurable" 	 "I have feel that diabetes is taking up too much of my mental and physical energy every day" "I feel angry, scared, and/or depressed when I think of living with diabetes" "I feel like I'm failing my diabetes regimens" "I feel that my family or friends are not supportive enough of my self-care efforts" "I feel that diabetes controls my life"
 "I have fatigue and decreased energy" "I have difficulty concentrating, remembering details and making decisions" 	 "I do not feel confident in my day-to-day ability to manage my diabetes"
 "I have insomnia, early morning wakefulness or excessive sleeping" 	 "I feel that serious long-term complications will happen regardless of my efforts to prevent them"
 "I overeat or I have appetite loss" "I have thoughts of suicide or have attempted suicide" "I have persistent aches or pains, headaches, cramps or digestive problems that done ease even with treatment" 	 "I feel that my family and friends don't appreciate the difficulty of living with diabetes" "I feel overwhelmed by the demands of living with diabetes" "I don not feel motivated to keep up with diabetes selfmanagement

integrated a

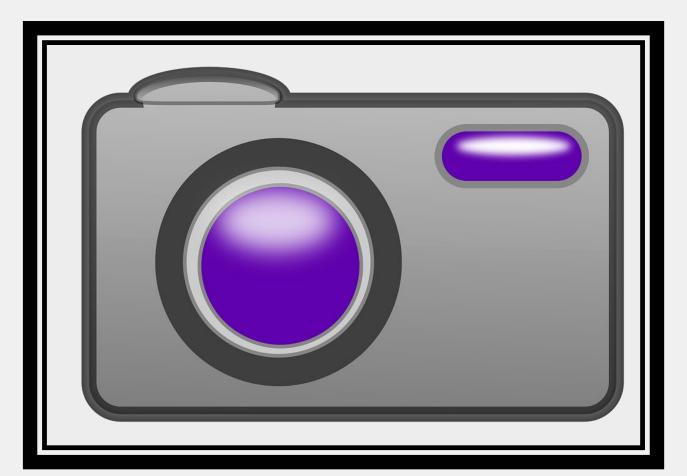


PHQ-9 Question

	Not at all	Several days	More than half the days	Nearly every day
1. Over the <i>last 2 weeks</i> , how often have you been bothered by any of the following problems?				
a. Little interest or pleasure in doing things				
b. Feeling down, depressed, or hopeless				
c. Trouble falling/staying asleep, sleeping too much				
d. Feeling tired or having little energy				
e. Poor appetite or overeating				
f. Feeling bad about yourself or that you are a failure or have let yourself or your family down				
g. Trouble concentrating on things, such as reading the newspaper or watching television.				
h. Moving or speaking so slowly that other people could have noticed. Or the opposite; being so fidgety or restless that you have been moving around a lot more than usual.				
i. Thoughts that you would be better off dead or of hurting yourself in some way.				



Snap-Shot of Whole Health Of Patient









- Misdiagnoses and/or playing whack a mole game
- Better outcomes –patients get better faster
- Education patient of symptoms

Decrease on High utilizers

Addresses Motivation or Lack of Motivation

Screening provides snapshot of Whole health for better tx

Provides opportunities to identify further social determents of health and resources needed

Decrease in medical cost and increase of other screening

Decrease Stigma

normalizing mental health connection to physical Health





Questions/Comments

Thank You for Screening!



Breakout Session

Is your clinic currently screening for depression via telehealth? If so how? (portal, visit, etc)

Is a social needs screening being done in conjunction with a depression screening?

QD**Initiative**

A Collaborative Approach to Improving Outcomes









A Collaborative Approach to Improving Outcomes



	Health Center Grantee	State	Clinical Quality Improvers	Health Center Quality Leaders	National Quality Leaders	Access Enhancers	Value Enhancers	Health Disparities Reducers	Advancing Health Information Technology (HIT) for Quality	Patient Centered Medical Home (PCMH) Recognition
	Yellowstone City- County Health Department	MT	\$0	\$0	\$0	\$0	\$0	\$0	\$10,750	\$45,000
	Missoula, County Of	MT	\$22,068	\$ 0	\$0	\$0	\$0	\$0	\$10,750	\$30,000
congratulations!	Montana Migrant & Seasonal Farm Workers Council Inc	MT	\$5,982	\$0	\$0	\$0	\$0	\$0	\$9,600	\$45,000
	Community Health Partners, Inc.	MT	\$0	\$0	\$0	\$0	\$0	\$0	\$10,750	\$45,000
, latic	Butte-silver Bow Primary Health Care Clinic, Inc.	MT	\$22,521	\$0	\$0	\$0	\$0	\$0	\$10,750	\$35,000
aratu	LINCOLN COUNTY COMMUNITY HEALTH CENTER	MT	\$14,448	\$25,373	\$0	\$0	\$0	\$0	\$5,750	\$35,000
cons	GLACIER COMMUNITY HEALTH CENTER, INC.	MT	\$6,246	\$20,333	\$0	\$0	\$0	\$0	\$10,750	\$30,000
	Bullhook Community Health Center, Inc.	MT	\$7,694	\$0	\$0	\$0	\$0	\$0	\$8,250	\$30,000
	FLATHEAD, COUNTY OF	MT	\$11,321	\$0	\$0	\$0	\$0	\$0	\$8,250	\$30,000
	Bighorn Valley Health Center, Inc	MT	\$13,211	\$0	\$0	\$0	\$0	\$0	\$10,750	\$50,000
	Sapphire Community Health, Inc.	MT	\$0	\$0	\$0	\$0	\$0	\$0	\$7,100	\$30,000
	Marias Healthcare Services Inc	MT	\$0	\$23,231	\$34,731	\$11,500	\$0	\$8,625	\$8,250	\$30,000
	Community Health Care Center, Incorporated	MT	\$0	\$0	\$0	\$0	\$0	\$0	\$7,100	\$30,000

Upcoming Events

• **August 26 12:00pm Advancing Health Center Excellence** The Advancing Health Center Excellence Framework aims to help HRSA and health centers advance health center maturity and innovation in key domain areas that align with HRSA's mission and the mission of the Health Center Program. The framework will also help HRSA make decisions about deploying resources, including providing technical assistance (TA) and funding, with more intention and transparency.

oSeptember 15 11:00 am Telehealth Tuesdays: Emerging Trends in Telehealth

oSeptember 22-24 The Azara 2020 Virtual User Conference

oSeptember 30th QDI Peer Learning Call

oOctober 5-8 The VIRTUAL 2020 Montana Healthcare Conference

QD**Initiative**

A Collaborative Approach to Improving Outcomes

