

# California Health Improvement Project (CHIP)

## Improving Latent TB Treatment Rate

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### Problem Statement and Underlying Causes

Active tuberculosis (TB) remains a significant problem in the developing world and in certain areas of the United States. Areas with a high proportion of foreign-born immigrants, such as the San Francisco Bay Area, has a case rate of over forty times the US national average. This project aims to reduce the number of active TB cases in the San Francisco area by increasing treatment rates of patients with latent TB, consequently reducing the percentage of reactivations to active TB, especially in patients with increased risk factors for reactivation.

### Project Description

This project focuses on improving workflows and educating providers and staff about latent tuberculosis infection (LTBI). The aim is to increase identification and treatment of patients with LTBI, especially those with comorbid conditions that put them at higher risk for progression to active tuberculosis.

### Goal and Objectives

**Goal:** To reduce case rates of active TB in San Francisco.

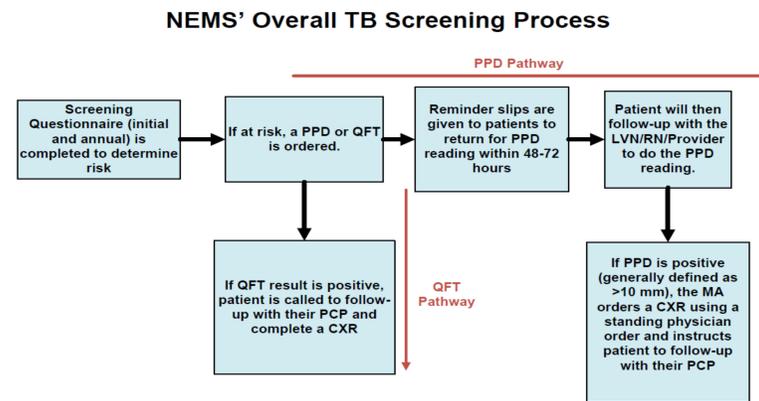
**Outcome-Oriented Objective:** Increase medication prescription rates in patients with LTBI by improvement over baseline of 50% by April 2015

**Process-Oriented Objective:**

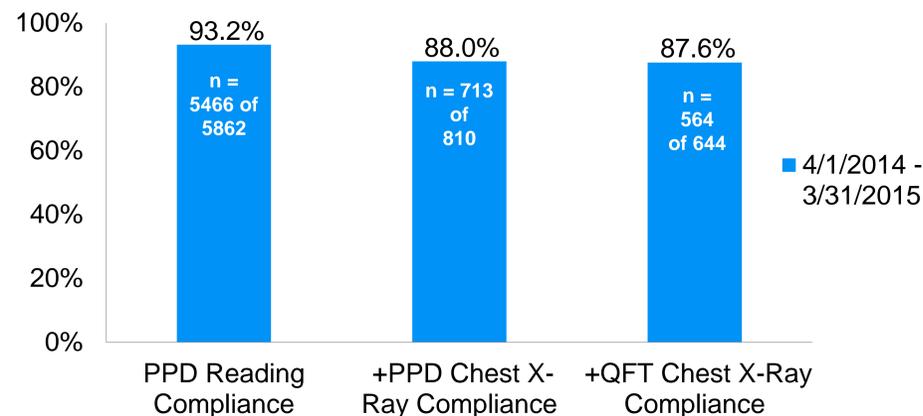
- Implement revised screening protocols by May 2014 that outlines steps to follow for positive QFT/PPD results. Reminders are also given to patients for follow-up of PPD (skin test) readings and chest x-rays.
- Increase ongoing provider/staff education and training on LTBI starting April 2014.
- Establish individual provider report cards to track LTBI medication prescription rates with a detailed list of patients that had medications prescribed starting January 2015

### Processes & Outcomes

#### 1. Process Objective Achieved: Revised Workflow and Corresponding Screening Compliance Rates



#### Screening Compliance Rates for 2014-2015



#### 2. Process Objective Achieved: Educational Series Began on April 2014

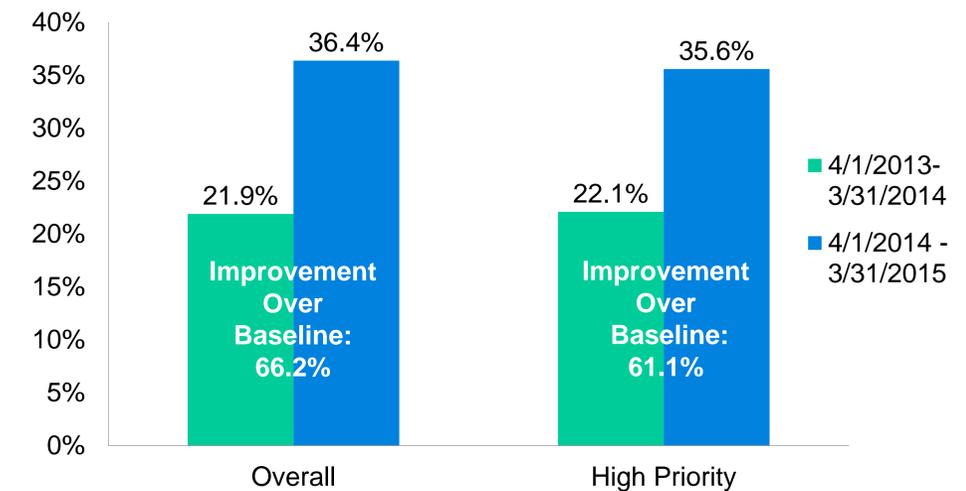
- Internal trainings at monthly physician meetings starting April 2014
- Internal nurse/medical assistant trainings on PPD reading on April 2014
- Providers/staff were given CME approved presentations by the TB Controller of the San Francisco Department of Public Health (SFDPH) in November 2014 and the Medical Director of the SFDPH's TB Clinic in July 2015

#### 3. Process Objective Achieved: Provider Report Cards

- Customized individual provider report cards tracking LTBI prescription rate were available and sent to providers on a monthly basis starting January 2015

### Outcomes Achieved: Prescription Rates

#### Medication Prescription Rates for 2013-2014 and 2014-2015



### Lessons Learned

- ➔ Providers/staff knowledge around LTBI varies greatly. Overall, many were uncomfortable around the vagueness surrounding diagnosis and exclusion. The knowledge gap was bridged through early engagement, education and empowerment.
- ➔ Improved screening and follow-up policies were needed to improve the already busy clinical workflows.
- ➔ The importance of risk stratification as a method to focus providers on the high priority population.

### About My Organization

North East Medical Services (NEMS) is one of the largest community health centers in the United States targeting the medically underserved Asian population. Based in San Francisco, the non-profit community health center offers comprehensive health care services to a variety of patients, a majority of whom are uninsured or low-income. NEMS offers linguistically-competent and culturally-sensitive health care services.



### Contact Me

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<http://futurehealth.ucsf.edu/>