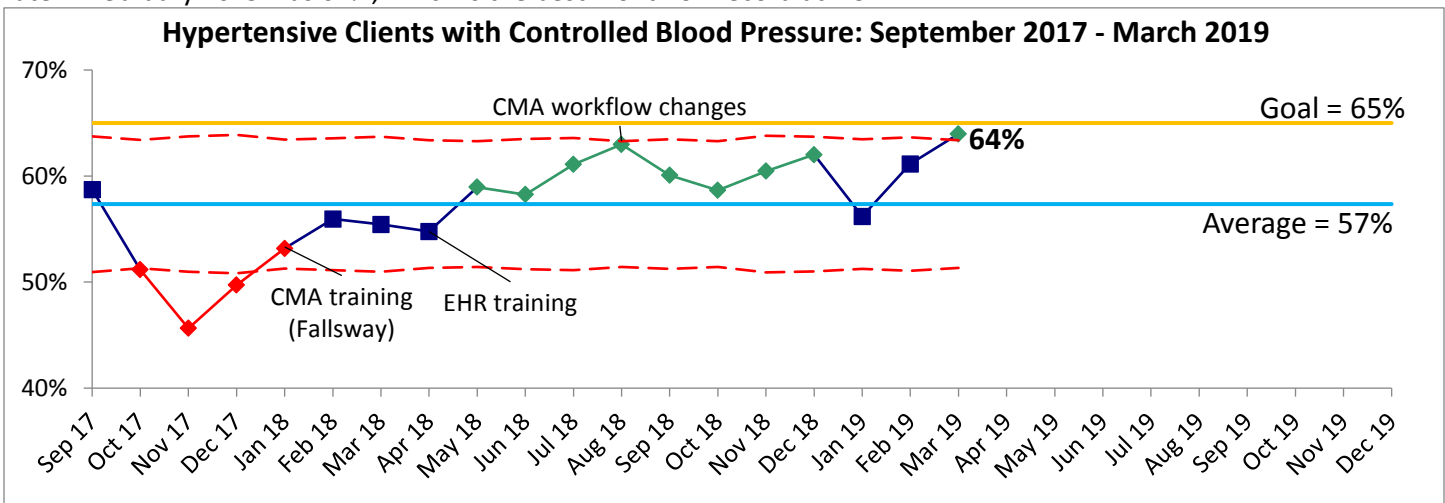


## Health Care for the Homeless Prioritized Quality Measures: March 2019

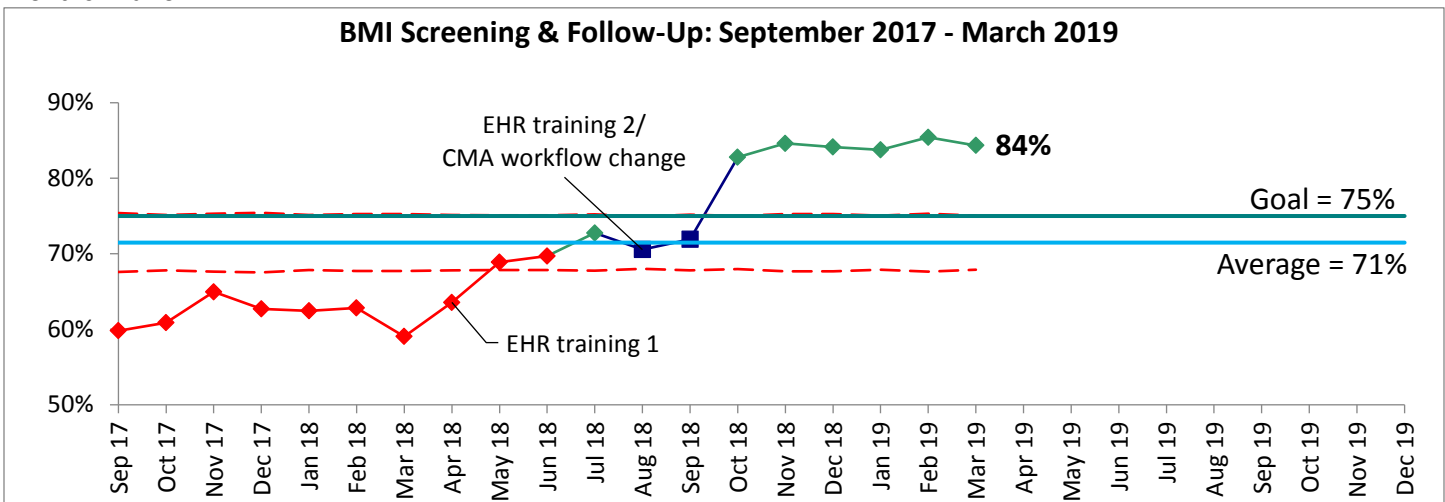
Measure	Baseline	Goal	Trailing Year	Previous Month	Current Month	Significant Trend?
<b>Clinical Goals</b>						
Blood Pressure Control in Hypertensive Clients	63%	65%	59%	61%	64%	
Adult Weight Screening & Follow-up	70%	75%	77%	85%	84%	
Child Weight Screening & Counseling	52%	70%	54%	57%	59%	
Pediatric Dental Varnish	31%	50%	34%	41%	52%	
Influenza Vaccination	35%	45%	32%	40%	39%	
Behavioral Health: Depression Remission	-	10%	-	-	-	
<b>Client Experience Goal</b>						
Provider Communication Score	80%	83%	-	-	-	
<b>Client Safety Goal</b>						
Incident Reporting	10%	25%	-	8%	28%	
<b>Clinical Operations Goal</b>						
Missed Appointment Rate	28%	20%	-	24%	25%	

### Clinical Measures

**Blood Pressure Control in Hypertensive Clients:** The chart below shows our baseline rate since September 2017. Our rate in February 2019 was 64%, which is the best month on record at HCH.

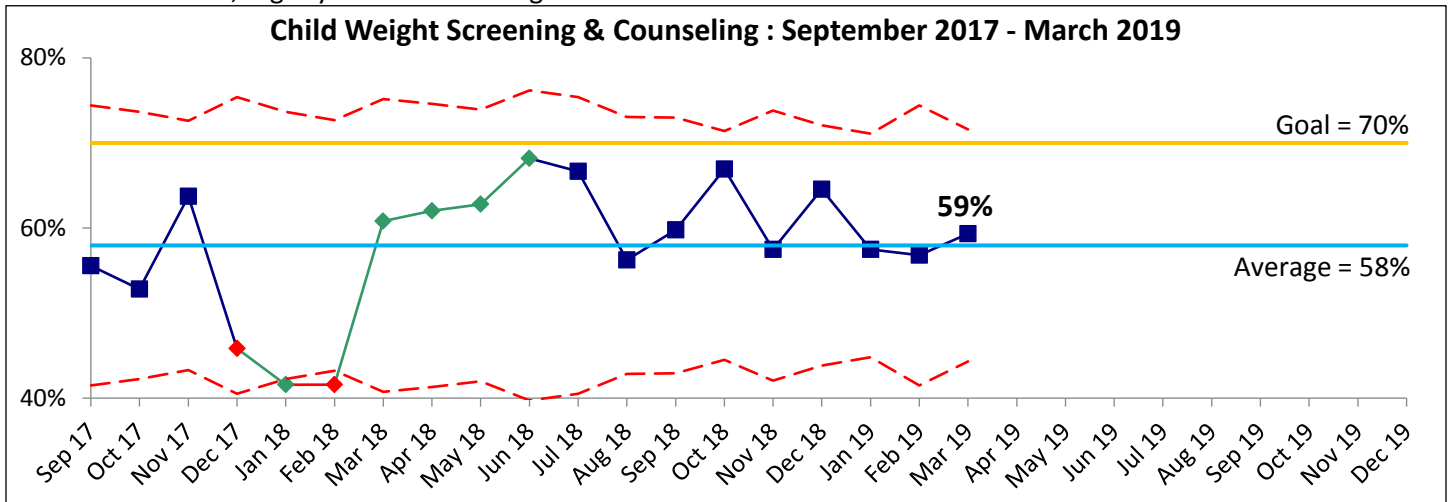


**Adult Weight Screening & Follow-up:** The chart below shows our baseline rate since September 2017. In 2018, workflow changes and training resulted in significant positive improvement. We have been well above our goal for 6 months in a row.

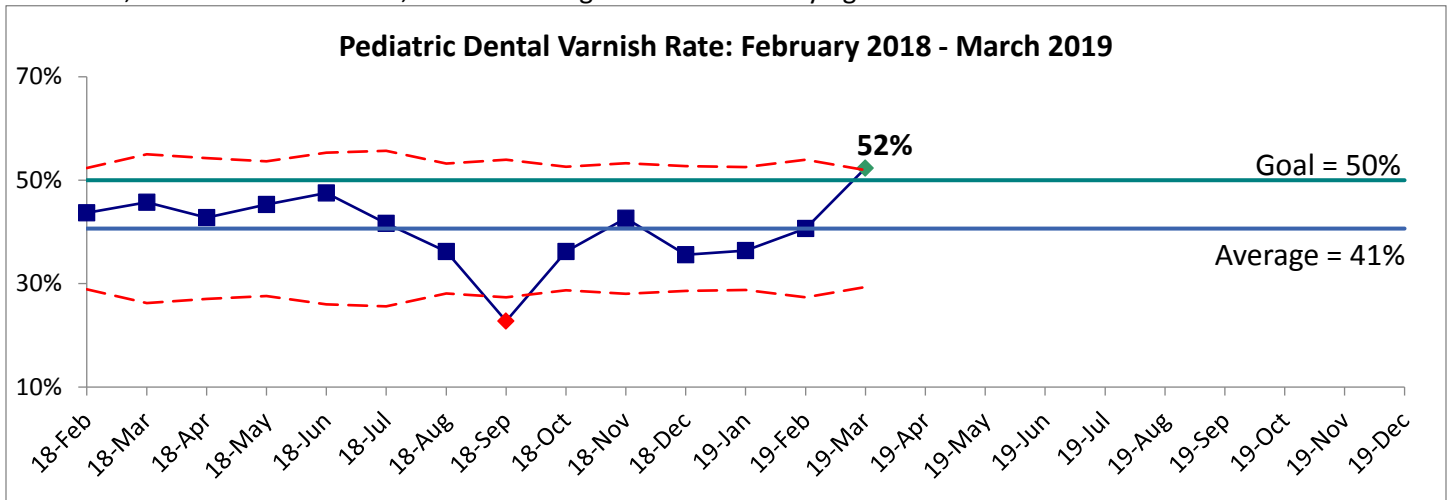


Clinical Measures Continued

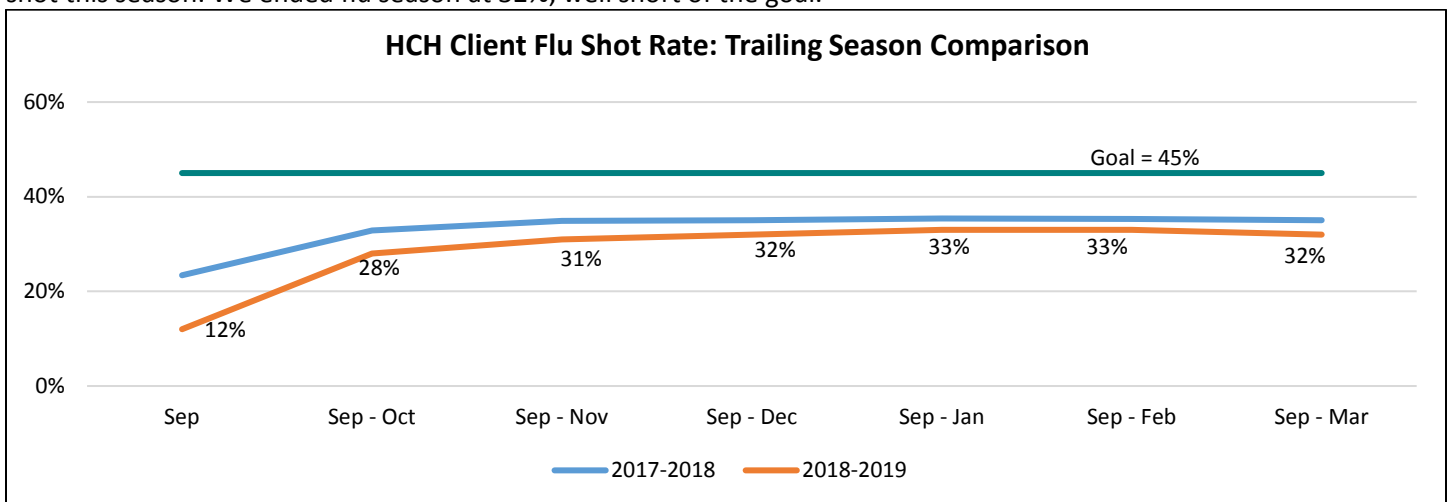
**Child Weight Screening & Counseling:** The chart below shows our baseline rate since September 2017. Our February 2019 rate was 59%, slightly above our average.



**Pediatric Dental Varnish:** The chart below shows our baseline rate since February 2018. Our March 2019 rate was 52%, which is a significant improvement and above goal. The team has been testing changes including educational handouts for clients, after care instructions, and EHR changes to make identifying the need for dental varnish more efficient.

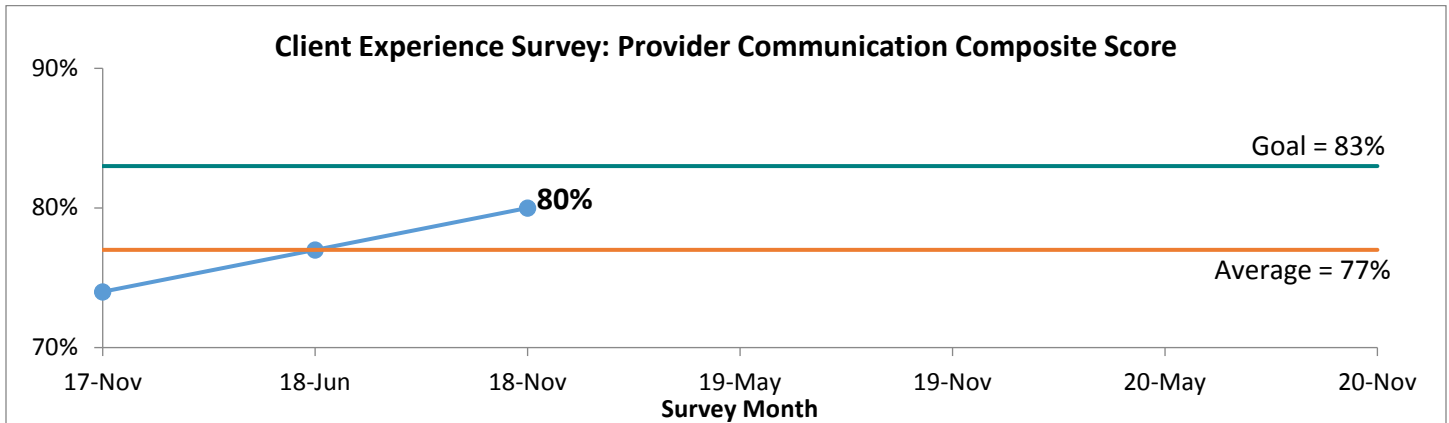


**Influenza Vaccinations:** The following charts show the percentage of clients who have presented to HCH since September 1<sup>st</sup> who have received a flu shot this season (beginning August 1<sup>st</sup>) or have documentation of receiving a flu shot this season. We ended flu season at 32%, well short of the goal.



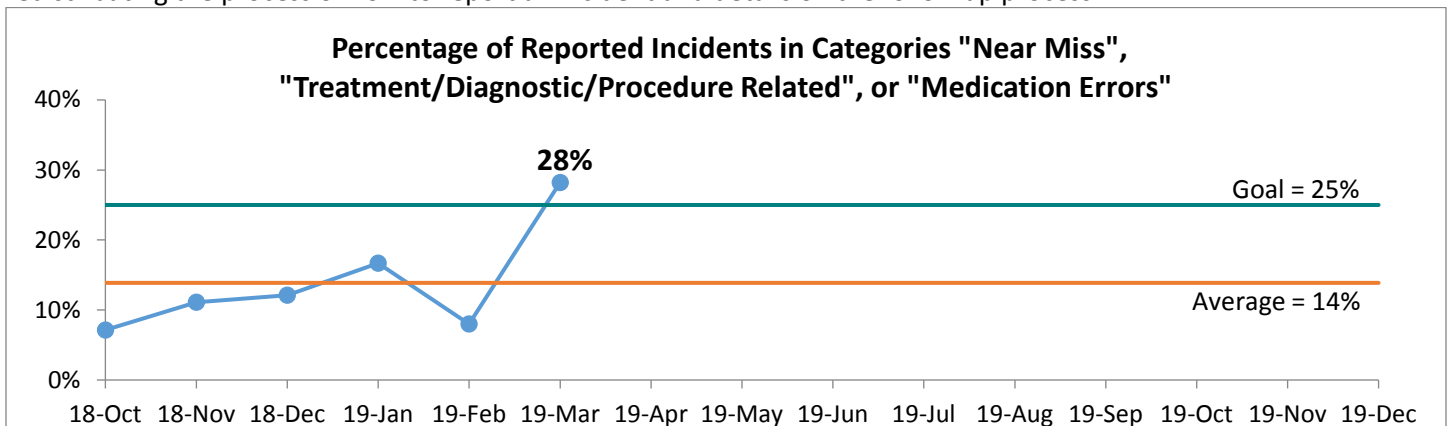
### Client Experience Measure

**Provider Communication:** The chart below shows the baseline rate of clients who answered “always” to four questions about provider communication on the semi-annual Client Experience Survey. Our next survey will be conducted in May 2019.



### Client Safety Measure

**Incident Reporting:** The chart below shows the baseline rate for the proportion of monthly reported incidents categorized as “near miss”, “treatment/diagnostic/procedure related”, or “medication errors”. There was a marked increase in March after working with the Fallsway Medical team and Safety Committee on a root cause analysis and redistributing the process of how to report an incident and details on the follow up process.



### Clinical Operations Measure

**Missed Appointments:** The missed appointment rate for March was 25%, a significant improvement caused by a change in reporting methodology. This change was taken into account when setting the goal for this year.

