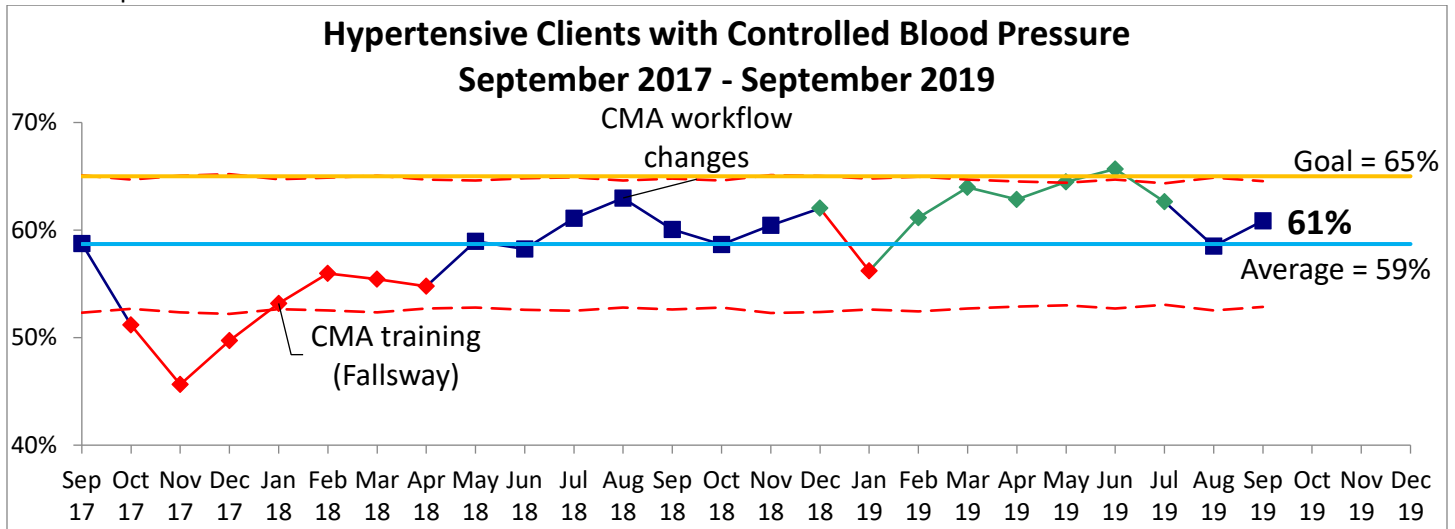


Health Care for the Homeless Prioritized Quality Measures: September 2019

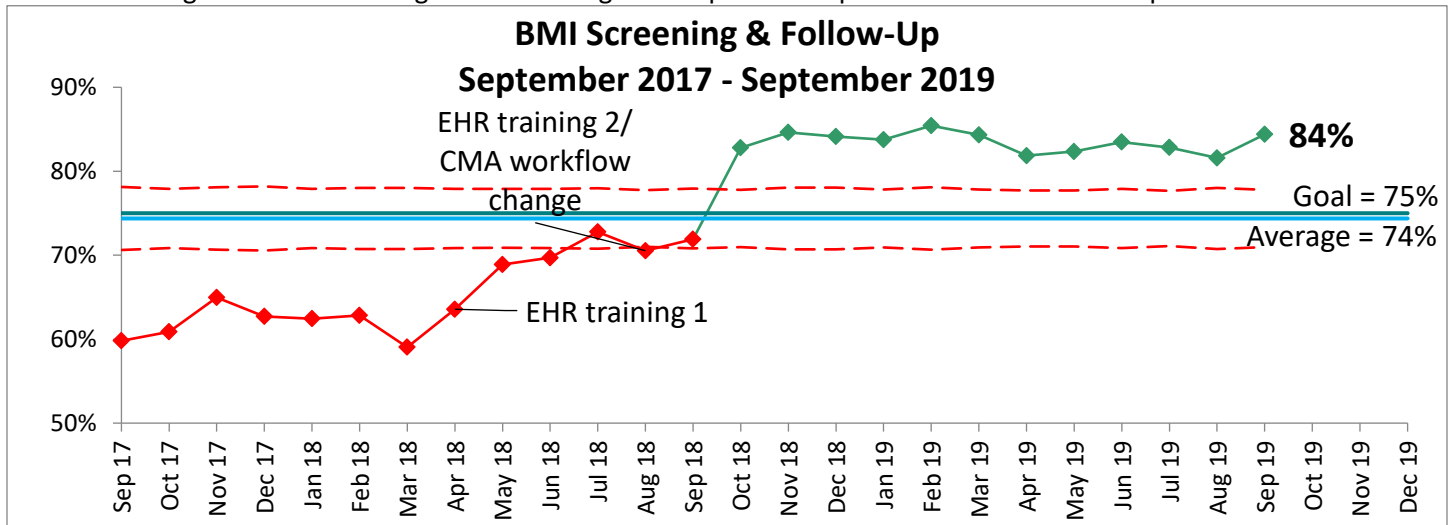
Measure	Baseline	Goal	Trailing Year	Previous Month	Current Month	Significant Improvement?
Clinical Goals						
Blood Pressure Control in Hypertensive Clients	63%	65%	58%	59%	61%	
Adult Weight Screening & Follow-up	70%	75%	77%	82%	84%	
Child Weight Screening & Counseling	52%	70%	54%	63%	61%	
Pediatric Dental Varnish	31%	50%	44%	60%	54%	
Behavioral Health: Depression Remission	-	10%	-	-	-	
Client Experience Goal						
Provider Communication Score	80%	83%	-	-	78%	
Client Safety Goal						
Incident Reporting	10%	25%	-	18%	28%	
Clinical Operations Goal						
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 September 2019 was 61%.

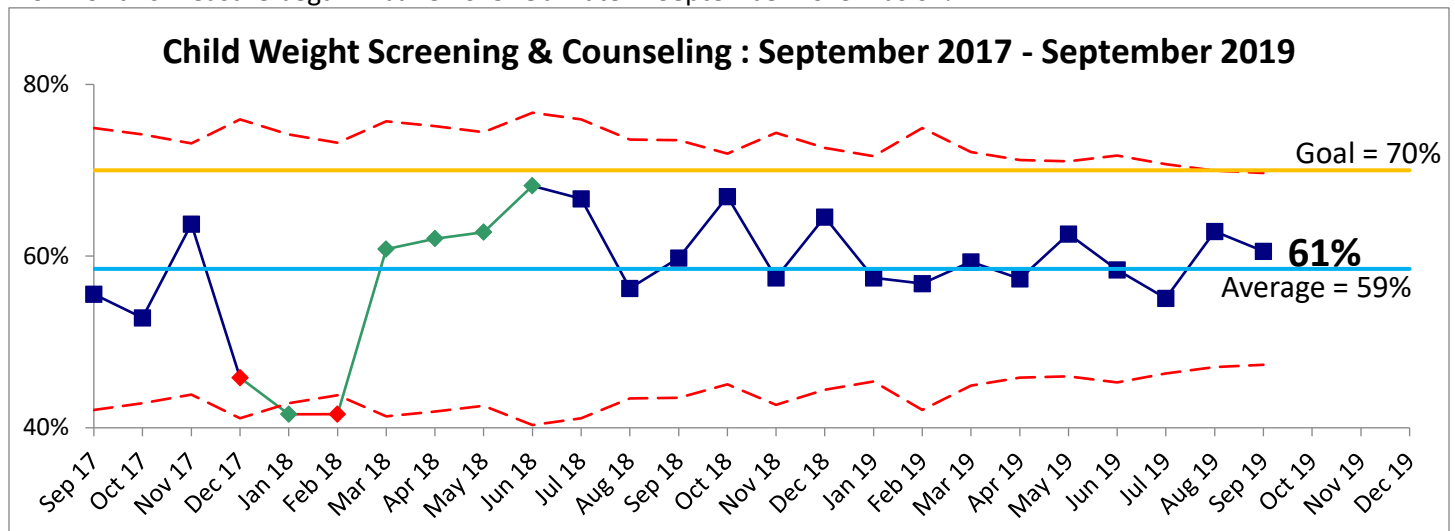


Adult Weight Screening & Follow-up: The chart below shows our baseline rate since September 2017. In 2018, workflow changes and EHR trainings resulted in significant positive improvement. Our rate in September 2019 was 84%.

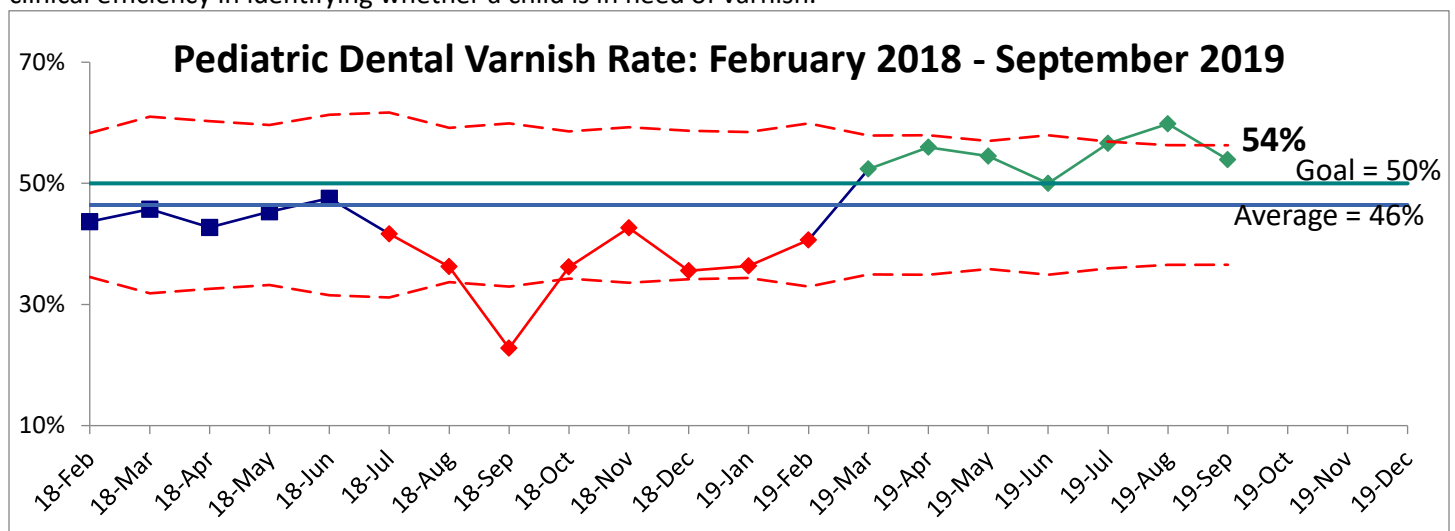


Clinical Measures (Continued)

Child Weight Screening & Counseling: The chart below shows our baseline rate since September 2017. Improvement work for this measure began in June 2019. Our rate in September 2019 was 61%.

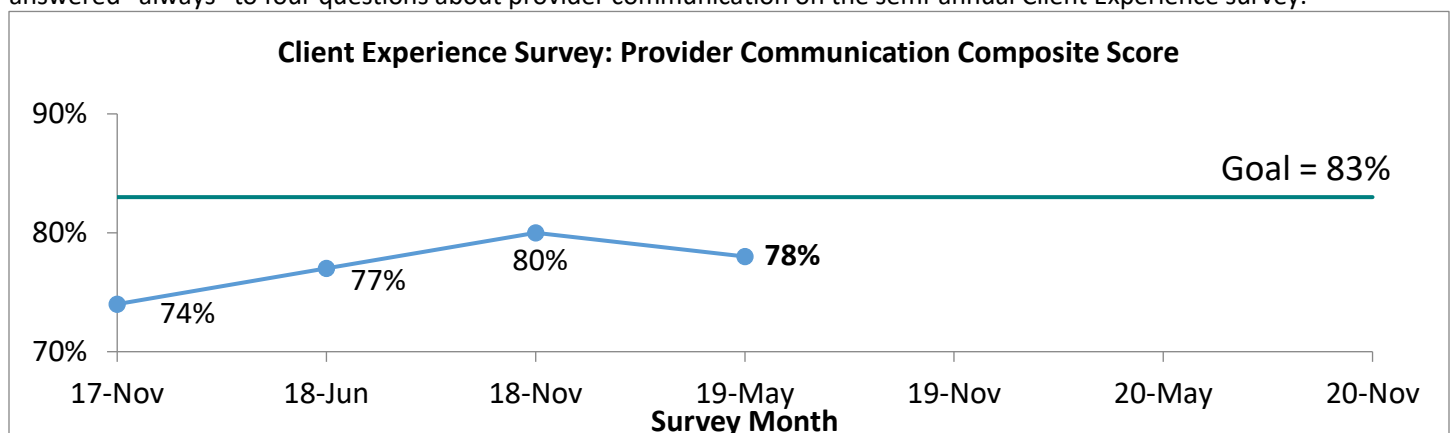


Pediatric Dental Varnish: The chart below shows our baseline rate since February 2018. Our September 2019 rate was 54%, which is the sixth month in a row at or above goal. The team has fully implemented EHR elements that increase clinical efficiency in identifying whether a child is in need of varnish.



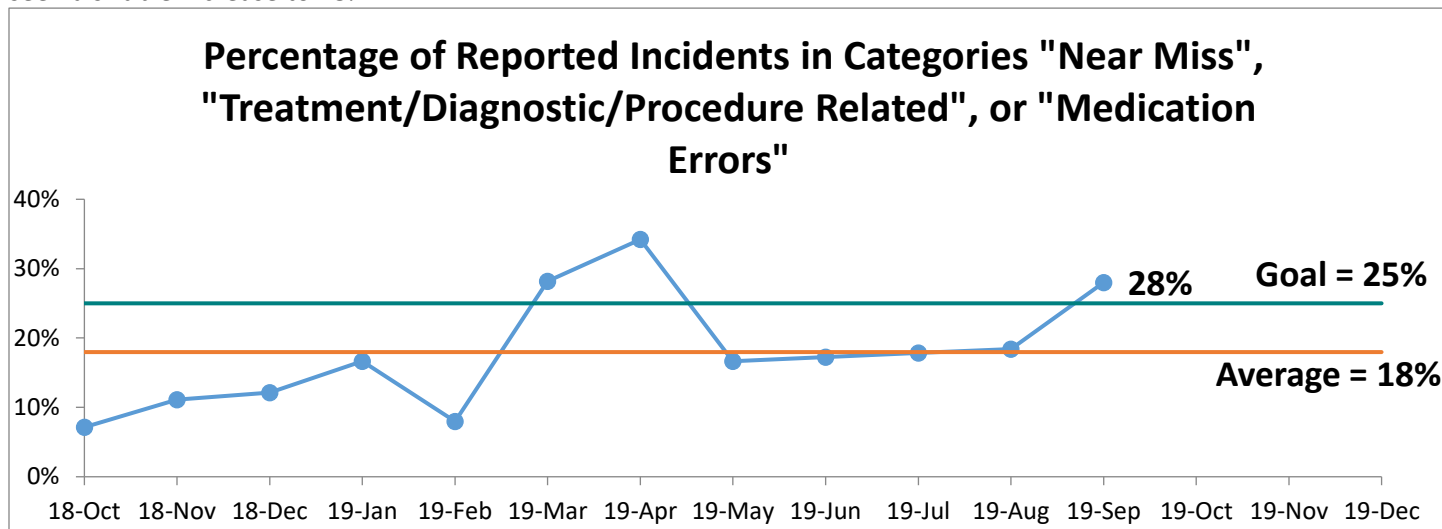
Client Experience Measure

Provider Communication: The chart below shows our most recent survey, conducted in May 2019 showing 78% of clients answered “always” to four questions about provider communication on the semi-annual Client Experience survey.



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”. In September we have seen a sizable increase to 28%.



Clinical Operations Measure

Missed Appointments: The missed appointment rate for September was 25%. Efforts are underway to implement reminder calls for all appointments in the agency, create a more nimble scheduling system, and address clients who frequently miss appointments.

