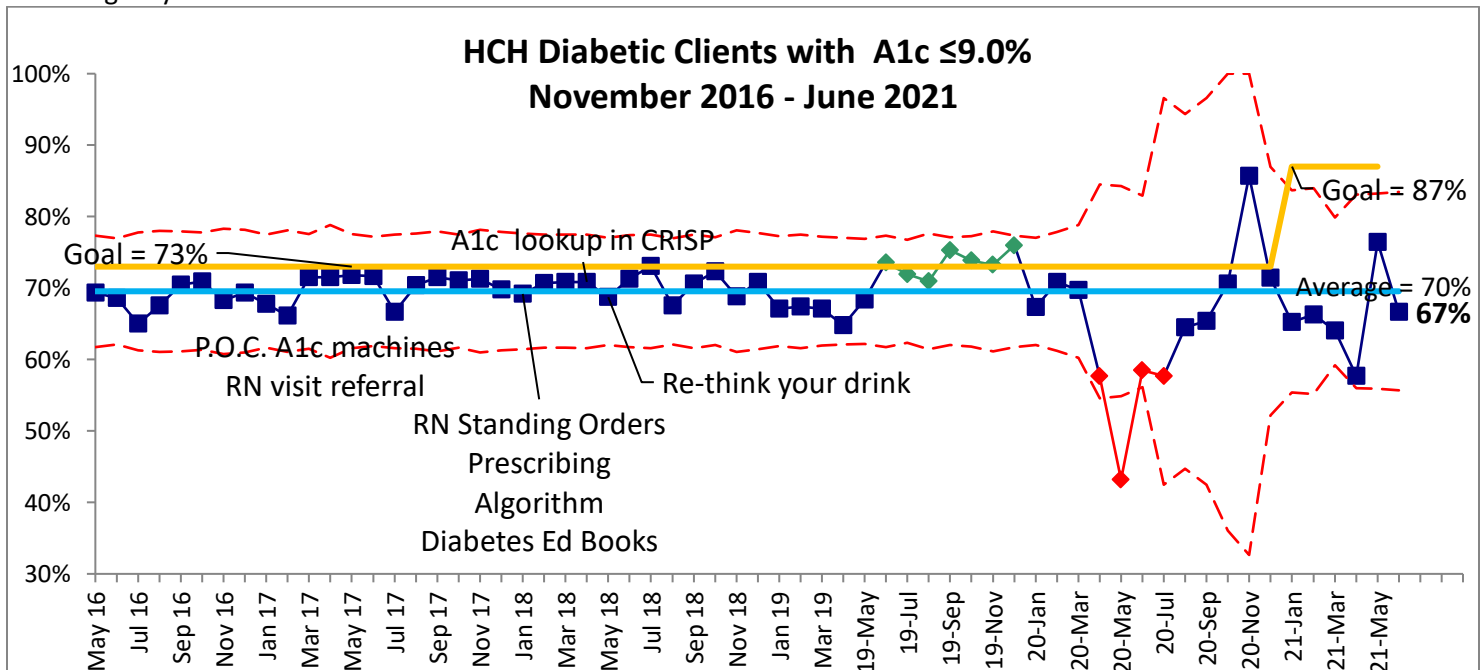


Health Care for the Homeless Prioritized Quality Measures: June 2021

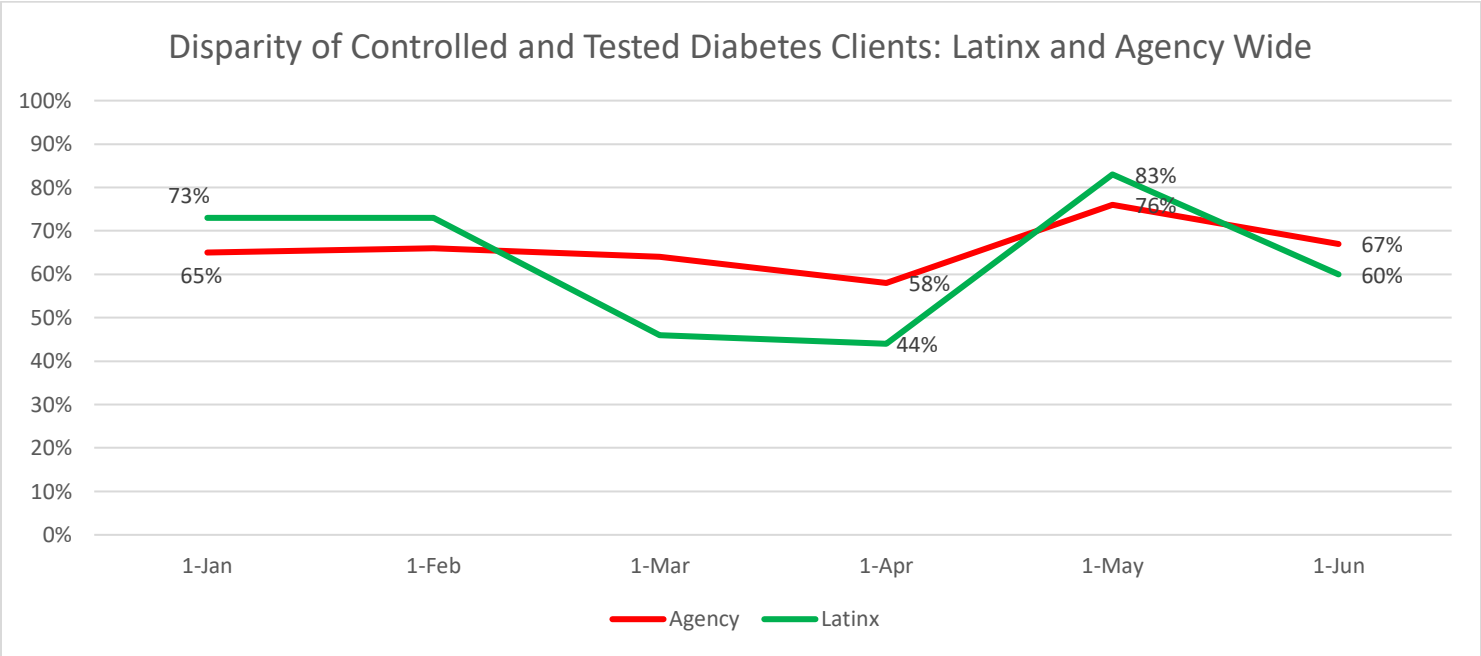
Measure	Avg of 2020 Baseline	Goal	Previous Month	Current Month	Significant Improvement?
Clinical Goals					
Controlled Diabetes Agency Wide	70%	87%	76% (78/102)	67% (66/99)	
Controlled Diabetes of LatinX Population	51%	64%	83% (16/22)	60% (12/20)	
Depression Screening (18+) utilizing PHQ-9	82%	85%	80% (235/239)	85% (279/279)	
Behavioral Health: Depression Remission (report)	5%	10%	12% (5/41)	4% (1/25)	
Childhood Immunization	1%	50%	0% (0/4)	0% (0/2)	
Population Health & Social Determinants of Health Goals					
Transportation Challenges: Connection to Case Management	62%	90%	58% (1126/1951)	56% (1113/1974)	
Food Insecurity: Connection to Case Management	73%	90%	58% (134/232)	60% (133/223)	
Clinical Operations Goals					
Live Operator Pick-up	56%	85%	40% (2923/7272)	33% (3425/10293)	
Spanish Speaking Line	45%	85%	18% (175/938)	8% (94/1121)	
% of Referral Tracking	7%	40%	22% (199/871)	20% (238/1198)	

Clinical Measures

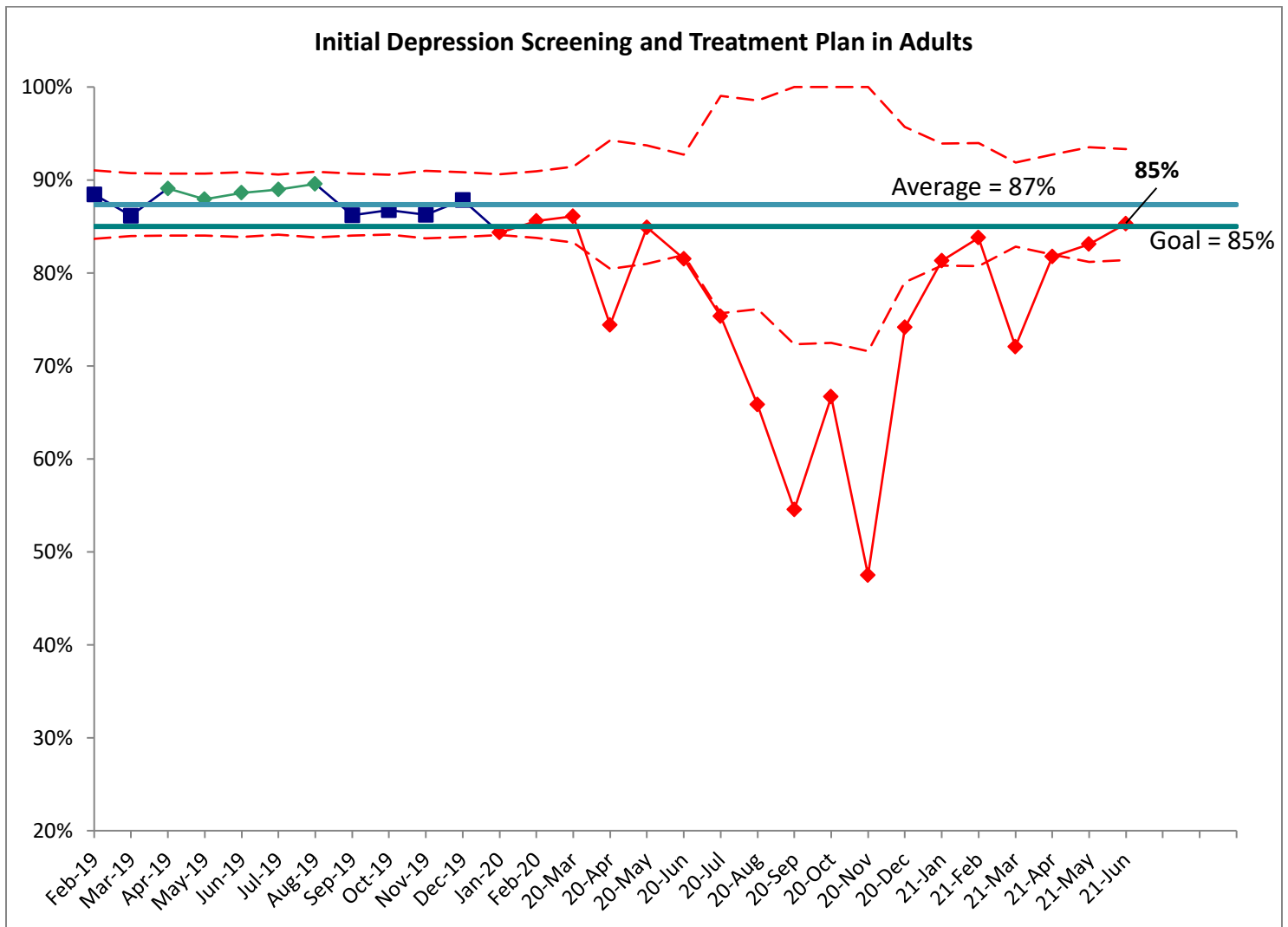
Controlled Diabetes Agency Wide: The following chart shows our baseline rate for Controlled and Tested Diabetes in clients agency wide.



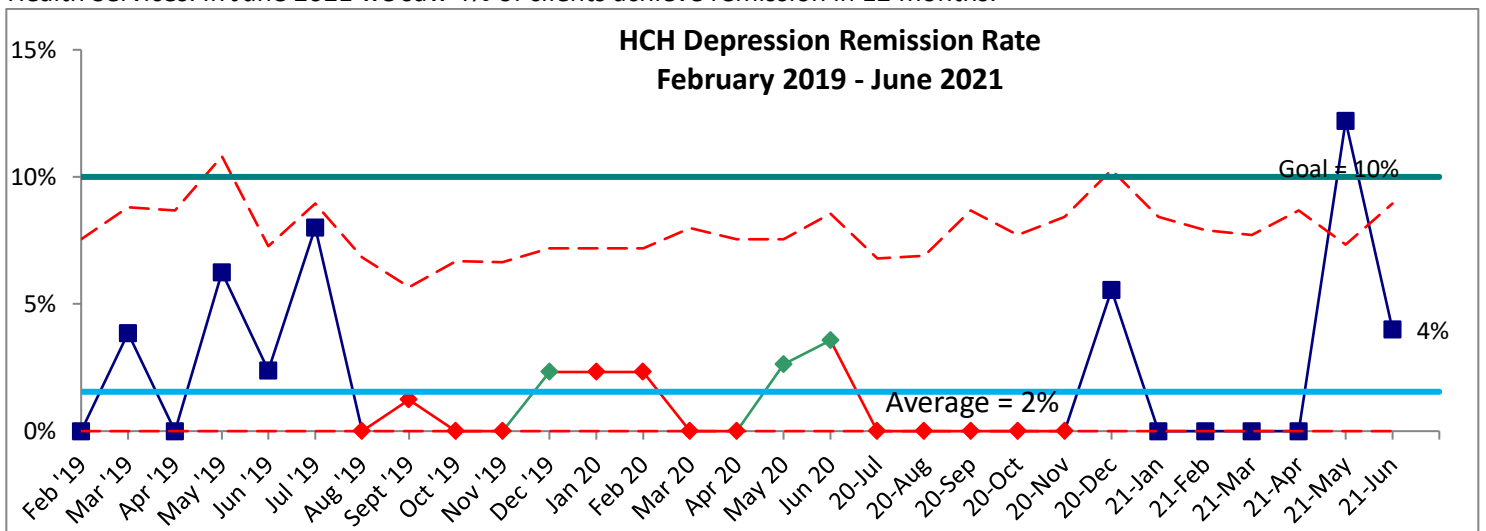
Diabetes Disparities: This chart shows the disparity of Controlled and Tested diabetes clients between our Latinx community and our Agency wide by month starting in 2021. In June, the discrepancy between our Latinx clients and our Agency wide average was -7%.



Depression Screening: The following two charts display our initial depression screening rates in adults agency wide. In June we saw a rate of 85%.

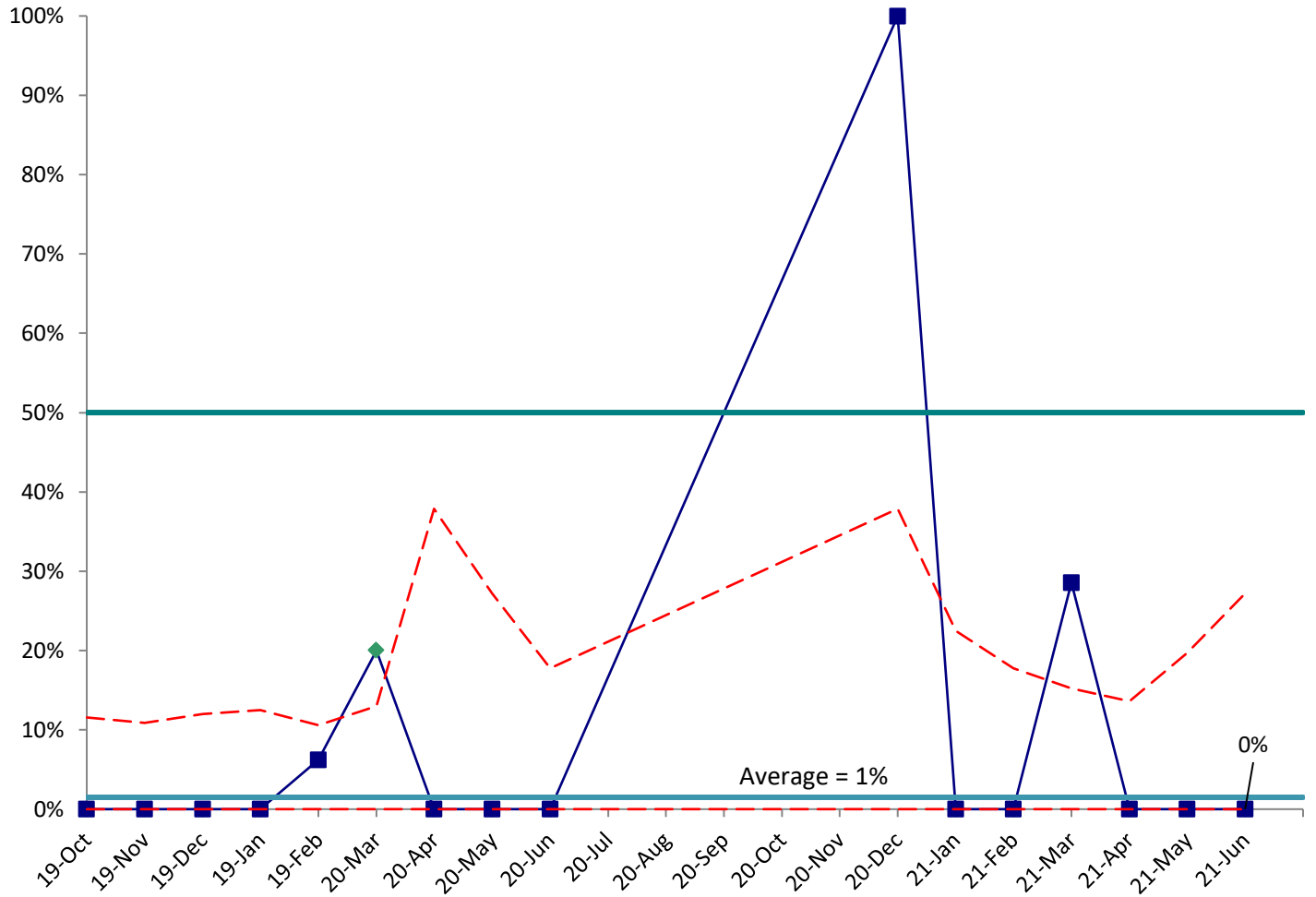


Depression Remission: The following chart shows our Depression Remission Rate for clients connected to Behavioral Health Services. In June 2021 we saw 4% of clients achieve remission in 12 months.



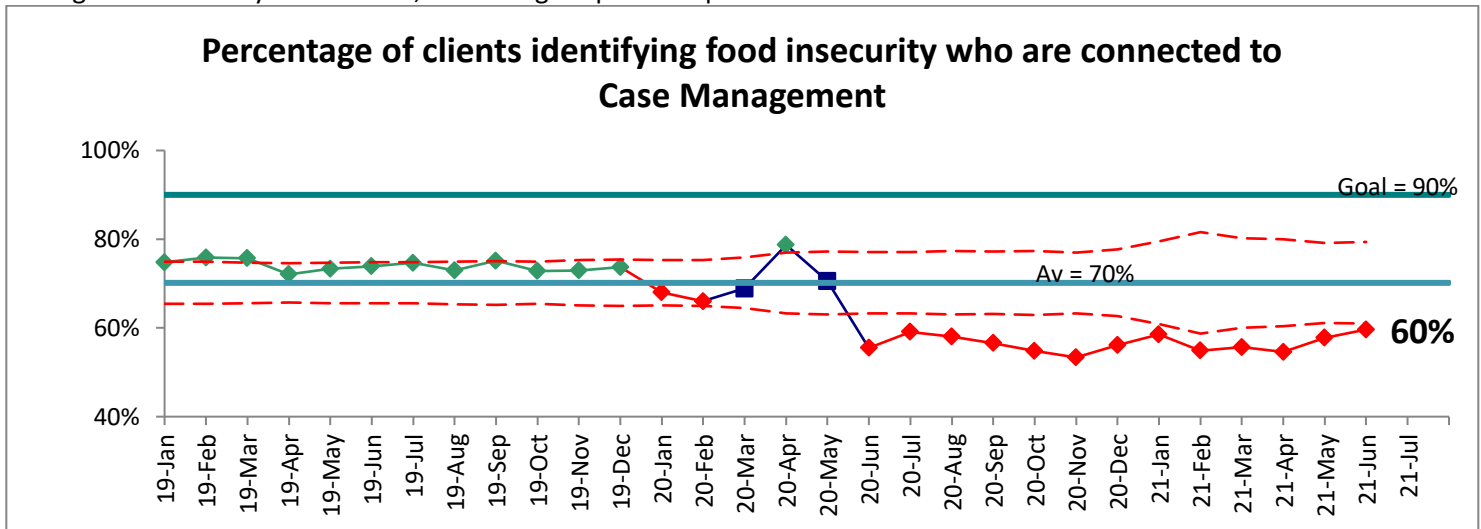
Childhood Immunization: In June 2021, we saw a rate of 0% childhood immunization status.

Childhood Immunization Status

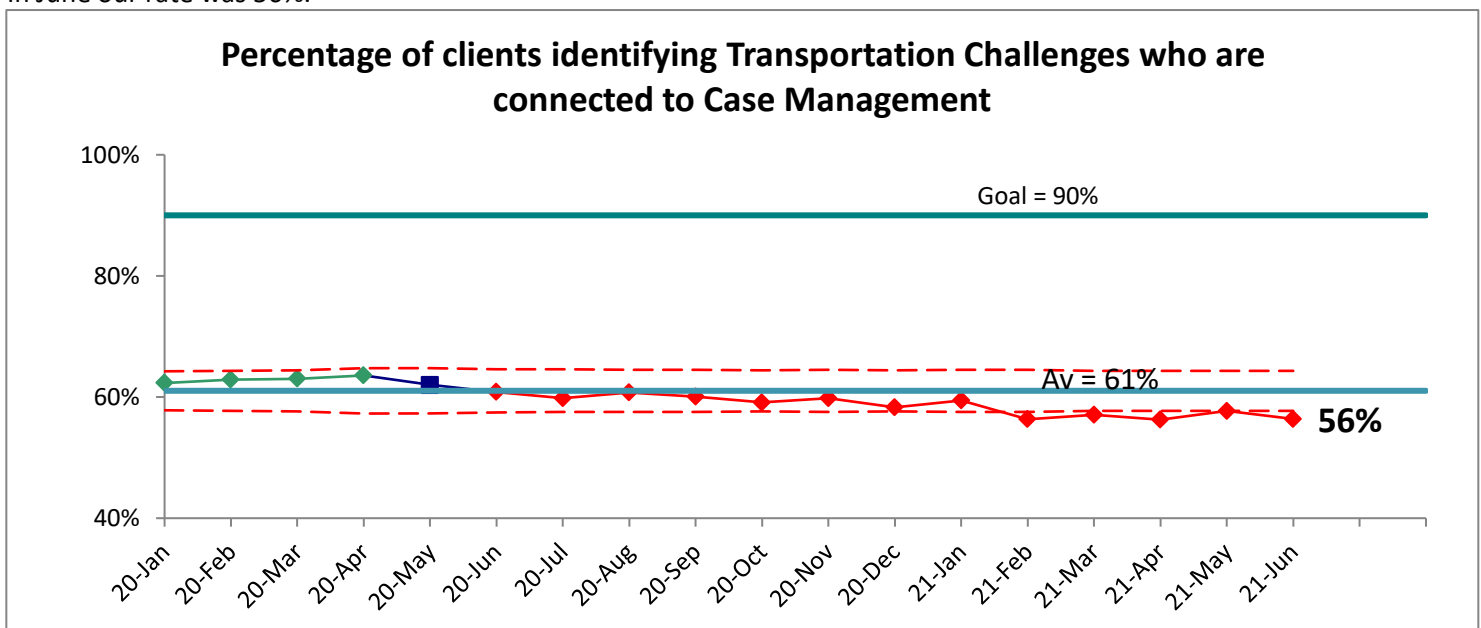


Population Health and Social Determinants of Health Goals

Food Insecurity: The following chart shows baseline data for the measure of clients identifying food insecurity through the PRAPARE tool who then had a completed visit with Case Management in the following 6 months. Our monthly average since January 2019 is 70%, with a slight uptick in April. Our June 2021 rate was 60%.

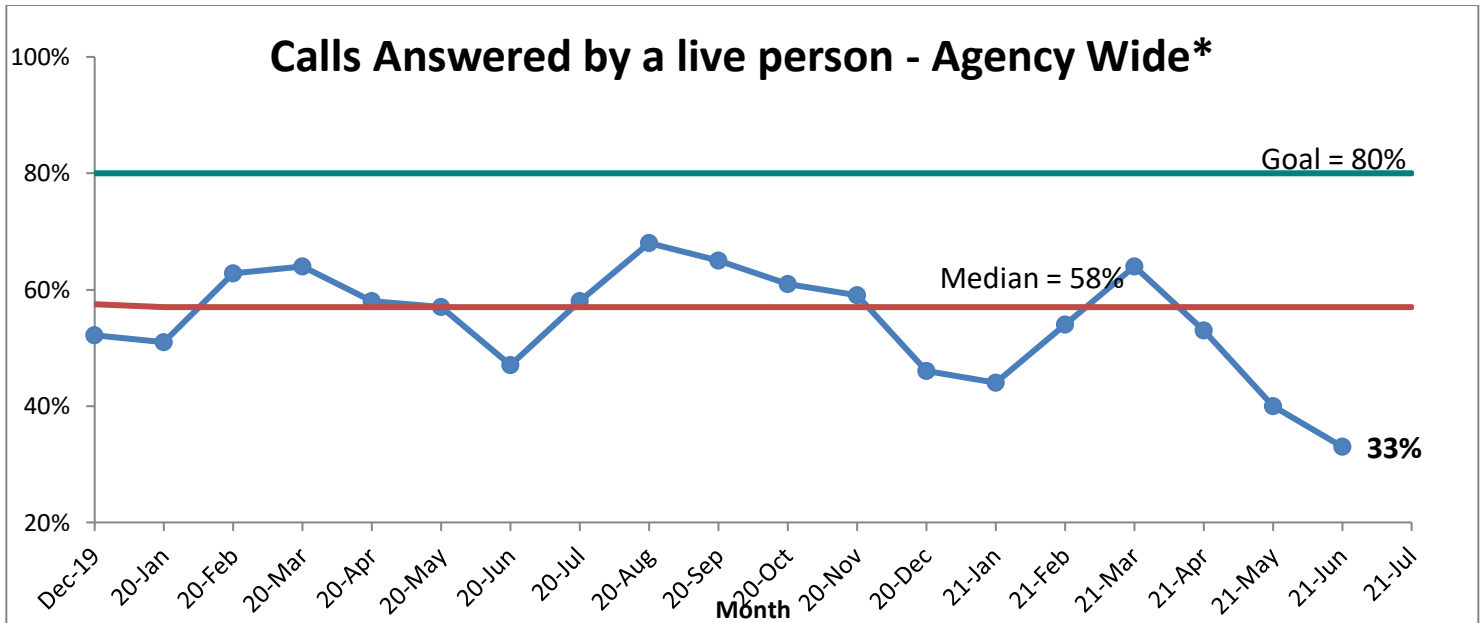


Transportation challenges: The following chart shows baseline data for the measure of clients identifying transportation challenges through the PRAPARE tool who then had a completed visit with Case Management in the following 6 months. In June our rate was 56%.



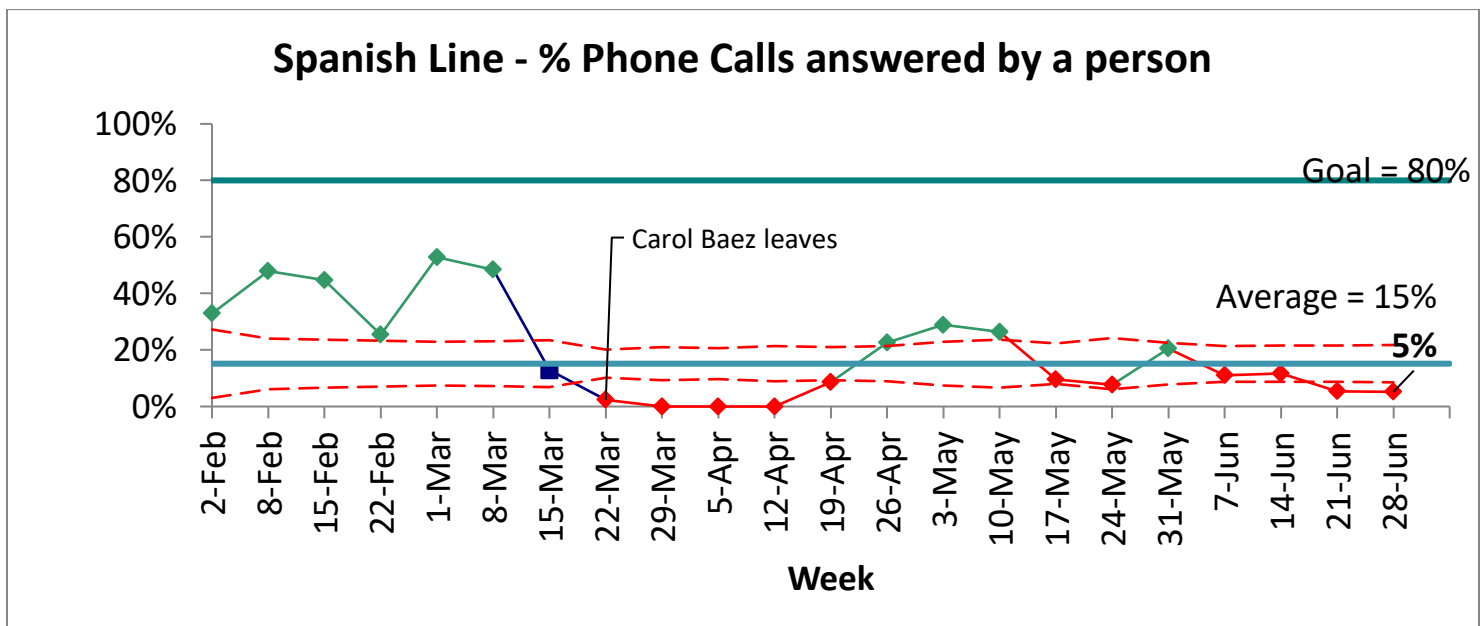
Clinical Operations Measure

Phone System Access Agency Wide: In June 2021, 33% of calls to Health Care for the Homeless were answered by a live person (as opposed to voice mail or calls abandoned in queue). Improvement work so far has included examining demand patterns, phone system functionality and configuration, and operator workflow. Our pilot program has contributed to this increase in our answer rate.



*Data includes any workgroup lines that receive 100+ calls/month. West Baltimore and Baltimore County lines have been excluded since March 2020 (due to COVID-19 those lines are being forwarded and data is not available). West Baltimore and Baltimore county have since been re-included starting January of 2021.

Phone System Access by Spanish Line: Clients who select the Spanish option when calling the agency are routed to the Spanish line. This graph illustrates the answer rate of this separate line. The disparity between the two answer rates are clear, however, even more so when our only Spanish speaking operator left the agency on March 22nd. Starting April 19th, every other week we have one Spanish speaking stand-in operator.



Referral Tracking: The chart below shows all completed external referrals within 90 days of referral initiation.

