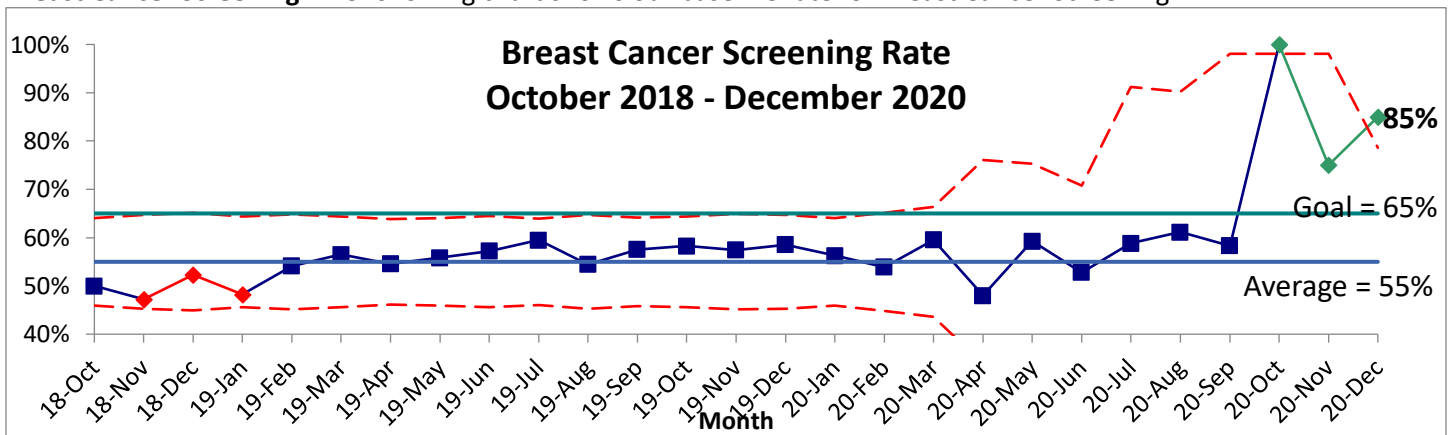


Health Care for the Homeless Prioritized Quality Measures: December 2020

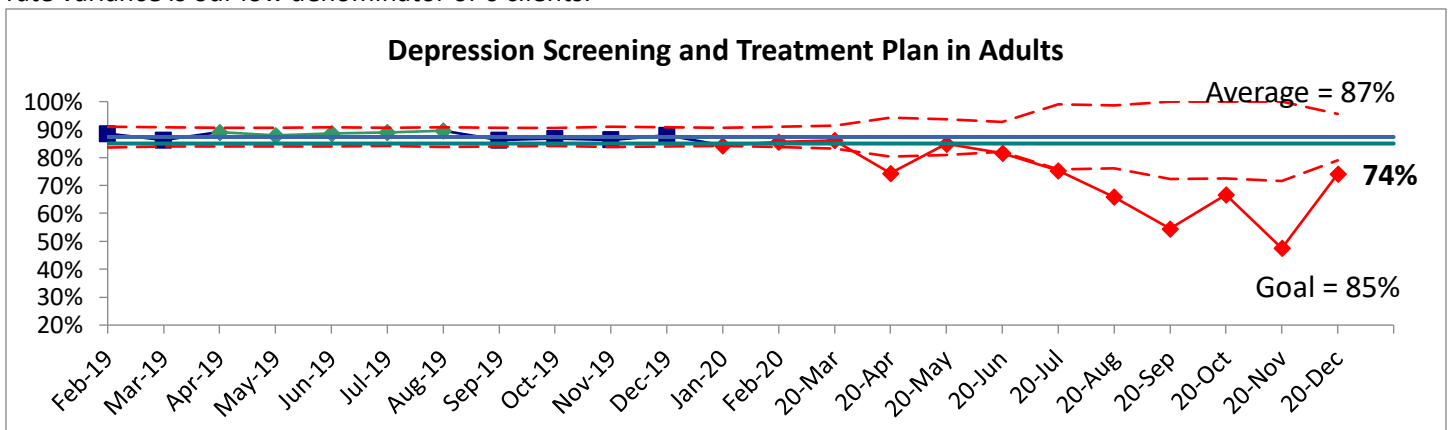
Measure	Baseline	Goal	Previous Month	Current Month	Significant Improvement?
Clinical Goals					
Breast Cancer Screening	45%	65%	75%	85%	
Depression Screening (18+)	82%	85%	48%	74%	
Depression Screening (12-17)	59%	85%	0%	83%	
Behavioral Health: Depression Remission	5%	10%	0%	6%	
Flu Vaccination Administration	37%	45%	40%	40%	
Population Health & Social Determinants of Health Goals					
Medication Adherence	0%	80%	0%	0%	
Food Insecurity: Connection to Case Management	73%	90%	53%	56%	
Client & Staff Engagement Goals					
Provider Communication Score	80%	83%	79%	n/a	
Joy in Work: Good Day Measure	87.5%	TBD	n/a	n/a	
Client Safety Goal					
Medication Errors	1.83	0	n/a	n/a	
Clinical Operations Goals					
Live Operator Pick-up	56%	80%	59%	46%	
Timely Voicemail Response	tbd	80%	tbd	tbd	

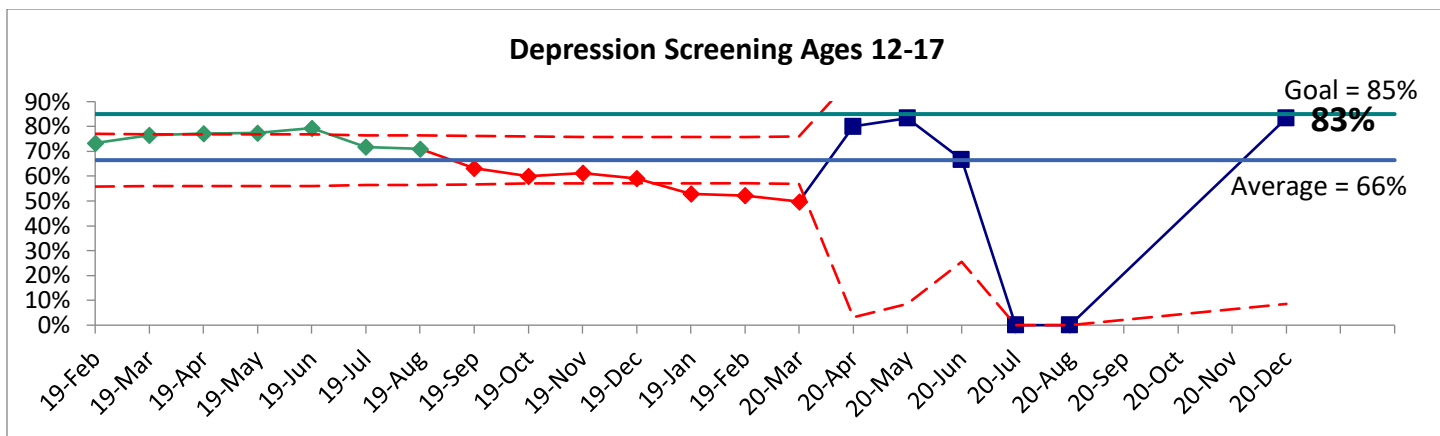
Clinical Measures

Breast Cancer Screening: The following chart shows our baseline rate for Breast Cancer Screening.

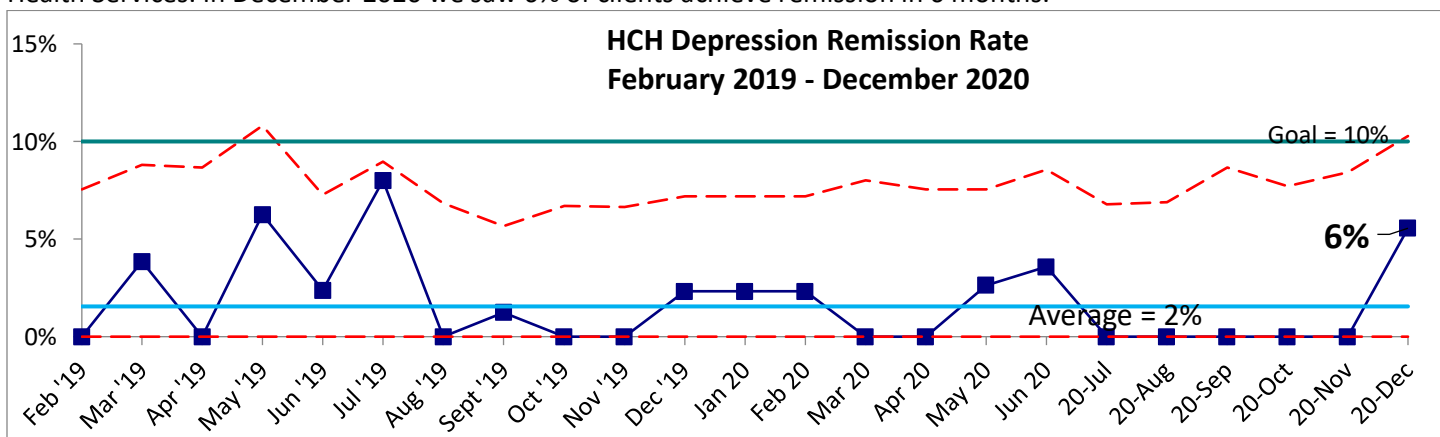


Depression Screening: The following two charts display our depression screening rates in adults and clients aged 12-17 agency wide. In December we saw rates of 74% and 83% respectively. A contributing factor to our adolescent screening rate variance is our low denominator of 6 clients.

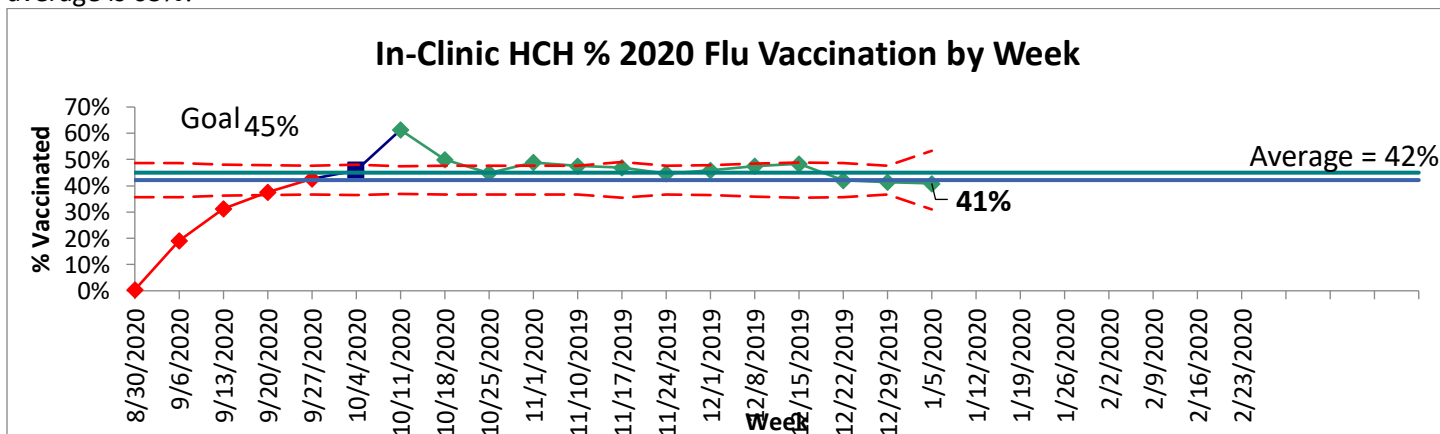


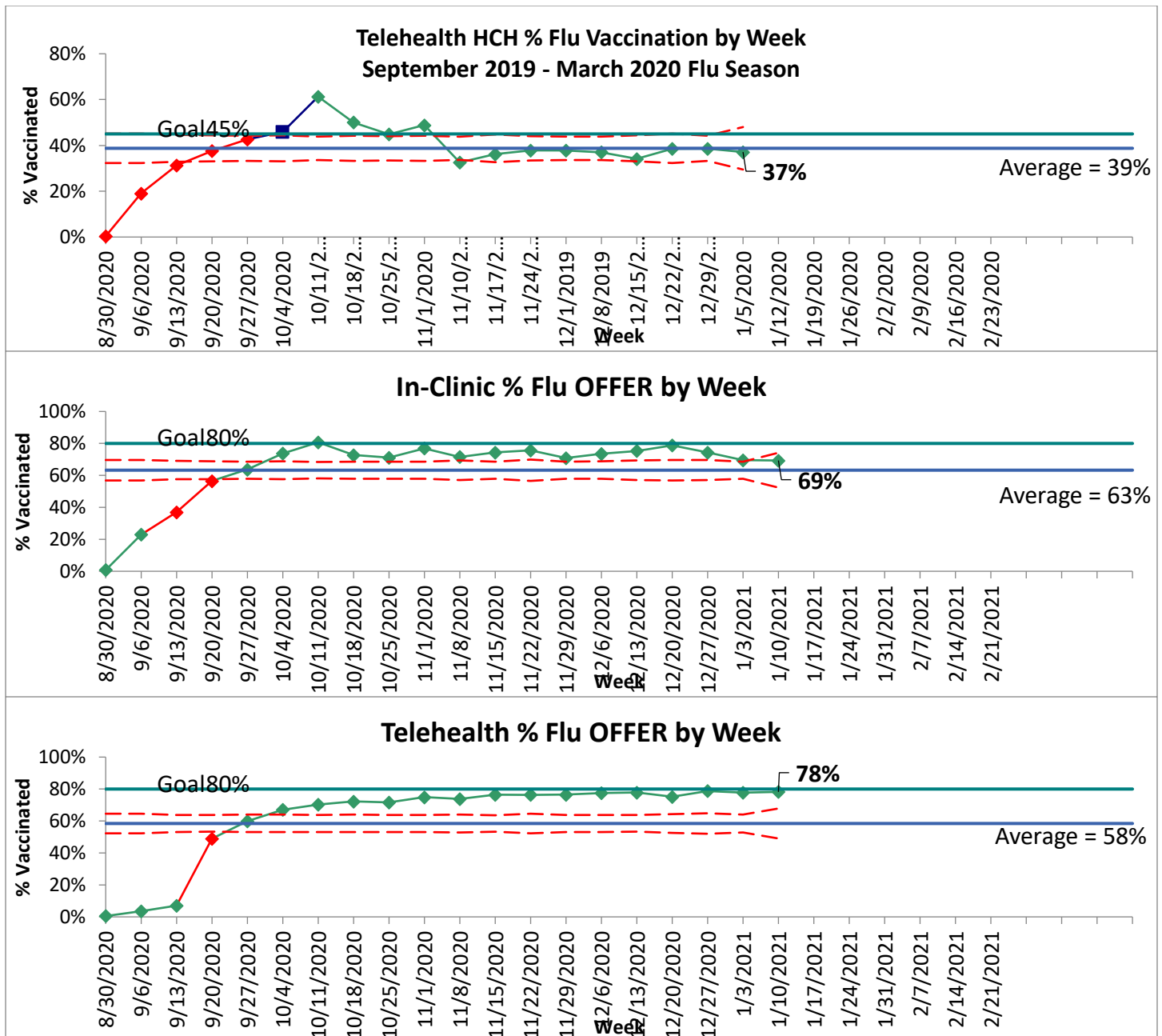


Depression Remission: The following chart shows our Depression Remission Rate for clients connected to Behavioral Health Services. In December 2020 we saw 6% of clients achieve remission in 6 months.

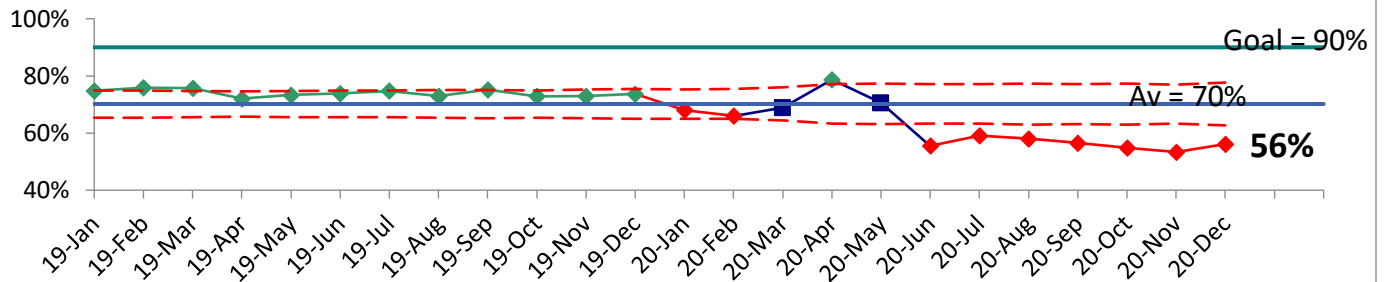


Flu Vaccination: The chart below shows our vaccination rate from last flu season, 2019 – 2020 compared to our current vaccination rate for the 2020 – 2021 season. Thus far, our in-clinic flu vaccination rate by week is 42% and our offer rate average is 63%!





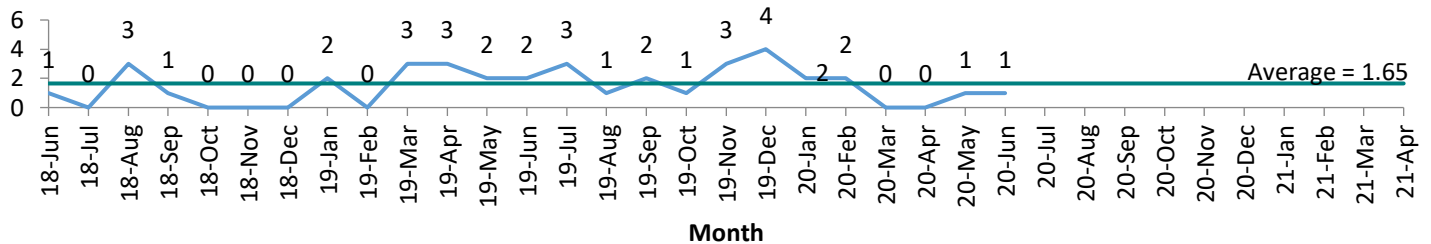
Percentage of clients identifying food insecurity who are connected to Case Management



Client Safety Measure

Medication Errors: The chart below shows the baseline number of Medication Errors reported each month in the Incident Reporting System. Due to our concerns about the efficacy as a result of COVID-19 of our data, we have stopped reporting on this measure for now.

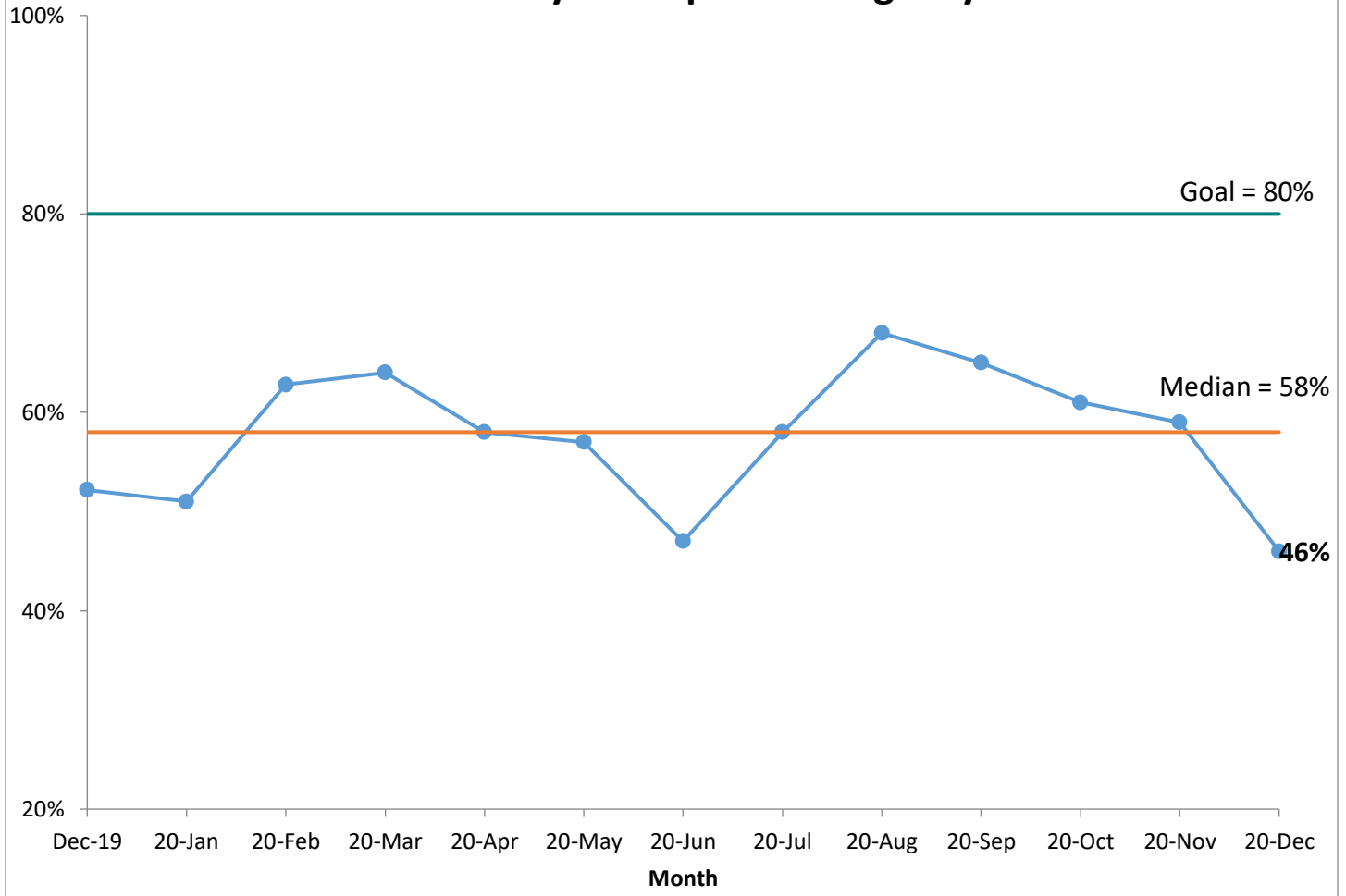
Number of Medication Error Incidents Reported June 2018 - July 2020



Clinical Operations Measure

Phone System Access: In November 2020, 59% 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.

Calls Answered by a live person - Agency Wide*



*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).