

2018 PI Goals

Diabetes Management

73% of diabetic clients' most recent HgbA1c will be 9.0% or less by December 2018 (2017 rate = 65%)

Colorectal Cancer Screening

By December 2018, **50%** of eligible medical clients will have an up-to-date colorectal cancer screening (2017 rate = 42%)

Cervical Cancer Screening

By December 2018, **60%** of eligible medical clients will have an up-to-date cervical cancer screening (2017 rate = 44%)

Behavioral Health

By December 2018, the average client score upon 3rd assessment will decrease from the 1st assessment by **25% for anxiety** and increase by **25% for coping** (2017 rate = 14% & 3%)

Immunizations

By March 31, 2018, **45%** of eligible clients will have documentation of flu vaccine administration (2017 rate = 27%)

Missed Appointments

By December 2018, the organization will have a missed appointment rate **at or below 25%** (2017 rate = 31%)

Client Experience

By December 2018, the organization will improve its client satisfaction with reaching a provider when the clinic is closed to **4.0** on a 1-5 scale (Nov 2017 score = 3.3)