

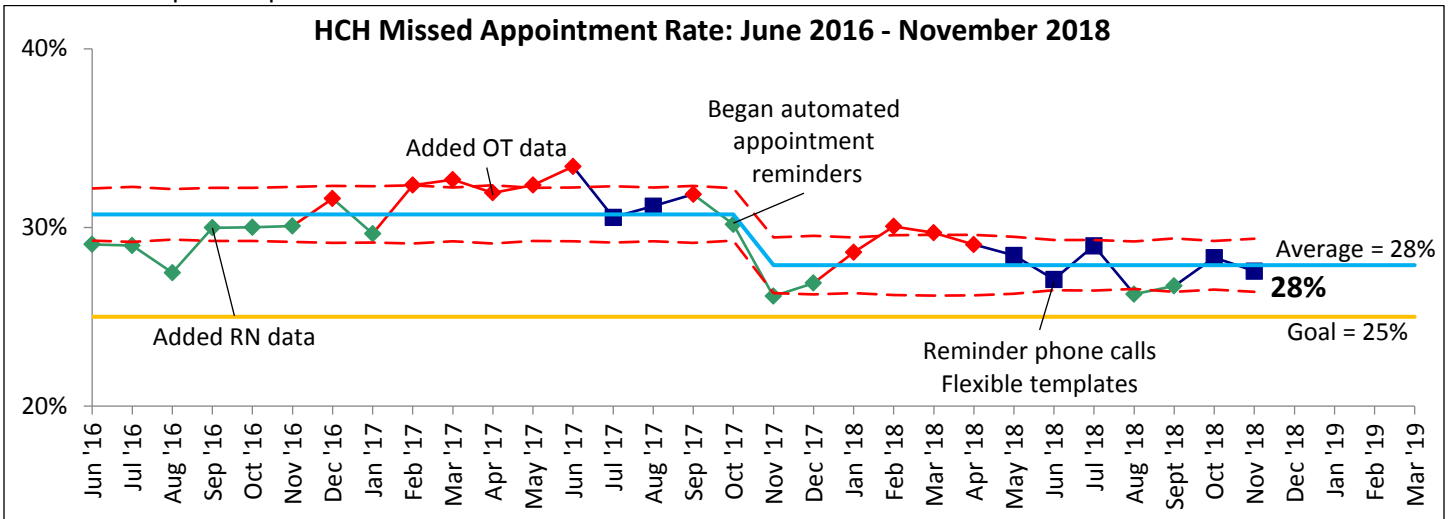
Health Care for the Homeless Prioritized Quality Measures: December 2018

| Measure | Baseline | Goal | Trailing Year | Previous Month | Current Month | Significant Trend? |
|--|----------|------|---------------|----------------|---------------|--------------------|
| Chronic Disease | | | | | | |
| Diabetic Clients with HgbA1c \leq 9.0% | 63% | 73% | 68% | 69% | 71% | |
| Preventive Care | | | | | | |
| Colorectal Cancer Screening | 31% | 50% | 46% | 54% | 59% | |
| Cervical Cancer Screening | 50% | 60% | 57% | 66% | 68% | |
| Influenza Vaccination | 35% | 45% | 32% | 34% | 38% | |
| Social Determinants | | | | | | |
| Missed Appointment Rate* | 31% | 25% | - | 28% | 28% | |
| Client Experience: After Hours Access* | 3.2 | 4.0 | - | 3.6 | 3.3 | |

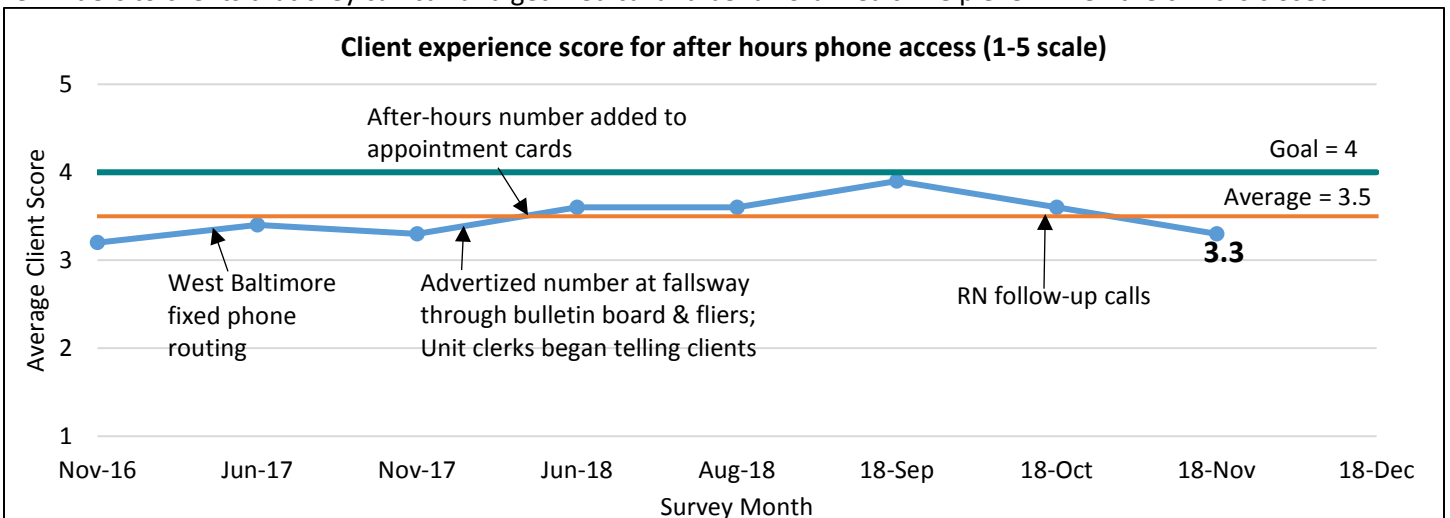
*Data for this measure is from November, as December data is not yet available.

Social Determinants Measures

Missed Appointments: The overall HCH Missed Appointment rate average has declined from 31% to 28% after the implementation of automated reminder calls in October 2017. Plans for moving forward include creating a multi-pronged approach to appointment reminders and examining how to create more person-centered scheduling for clients who see multiple disciplines.

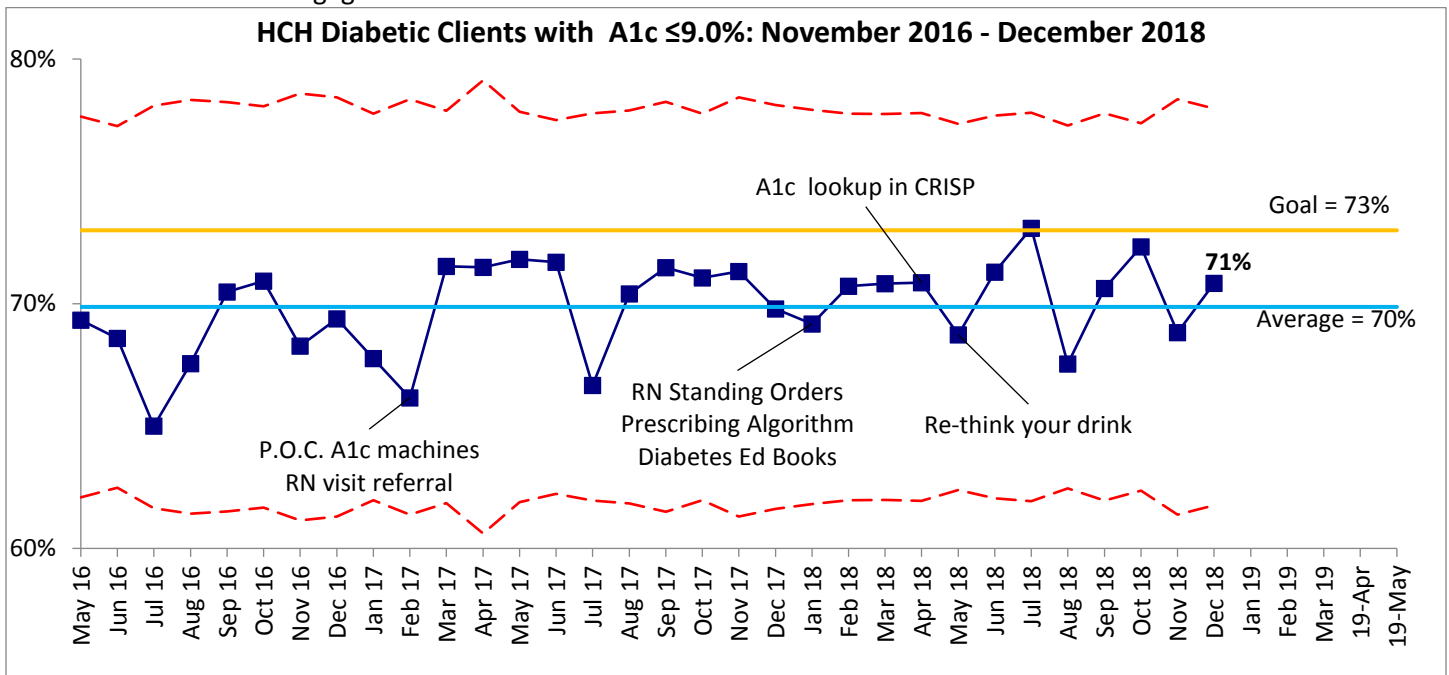


Client Experience: The score from the November Client Experience Survey for after hours phone access was 3.3, which is almost as low as our baseline. Lessons learned from this work has been the importance of advertising and provider reminders to clients that they can call and get medical and behavioral health help even when the clinic is closed.



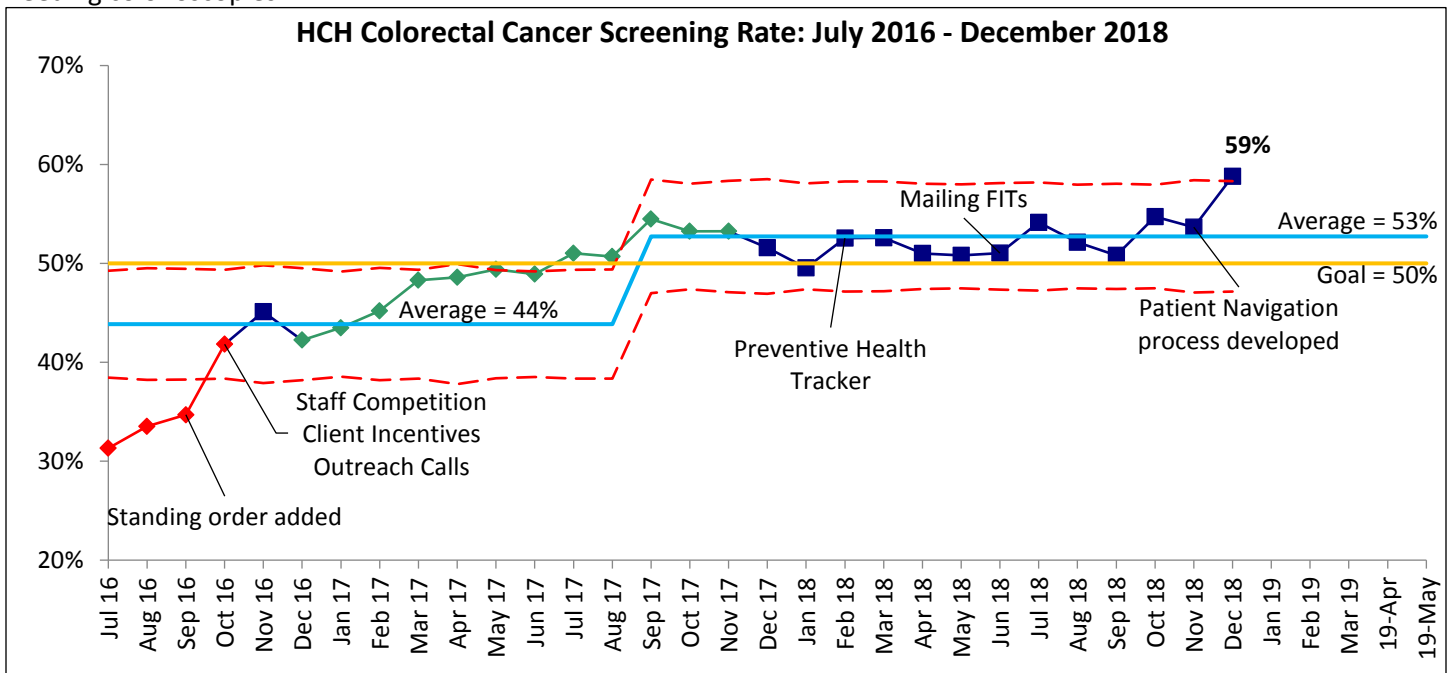
Chronic Disease Measures

Diabetes HbA1c: The rate of Diabetic clients with an A1c less than or equal to 9.0% was 71% in December. Improvement efforts are currently focused on optimizing care team coordination of diabetic clients and ensuring diabetic clients overdue for A1c are re-engaged in care.



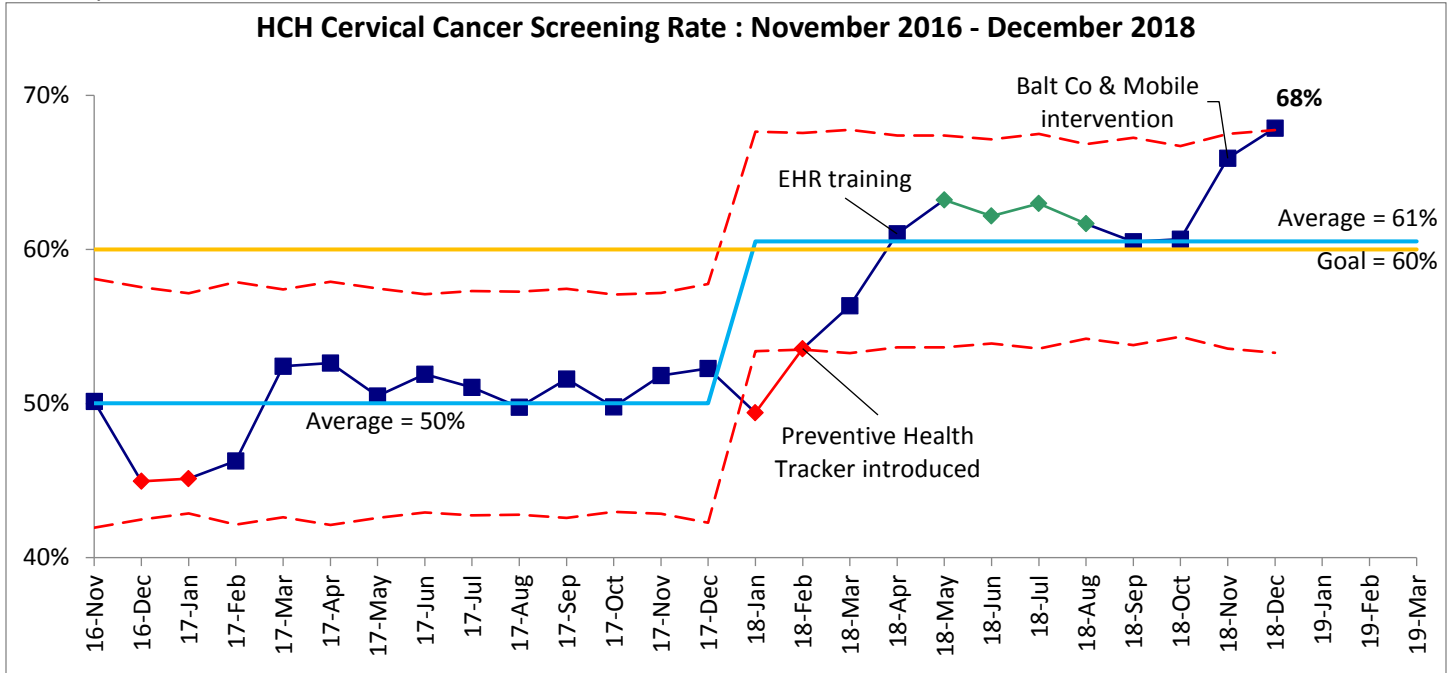
Preventive Care Measures

Colorectal Cancer Screening: The monthly screening rate for colorectal cancer reached its highest to date in December, at 59%. Two changes occurred in November and December to contribute to this increase: a retraining on the FIT standing order for all CMAs and RNs as well as a strengthening of internal coordination among RNs and CHWs for clients needing colonoscopies.



Preventive Care Measures (CONT.)

Cervical Cancer Screening: The Cervical Cancer Screening rate for December was 68%, the best month yet. In November and December two clinics who had not yet reached the improvement goal met and planned changes to try. Their success was responsible for the overall increase for November and December.



Influenza Vaccinations: The following charts show the percentage of clients who have presented to HCH since September 1st who have received a flu shot this season (beginning August 1st) or have documentation of receiving a flu shot this season. We started well below our prior year performance, as we began administering the flu shot the last week of September. In October our rate improved, but significant strides need to be made to approach our goal of vaccinating 45% of our clients.

