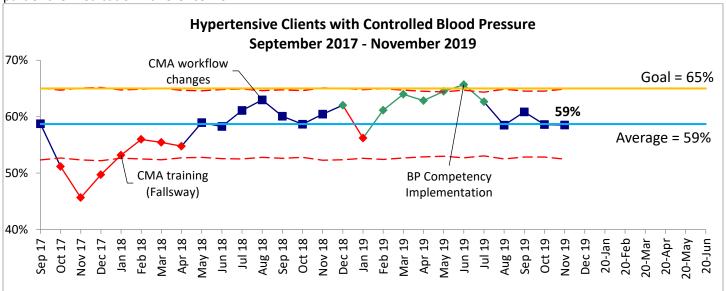
Health Care for the Homeless Prioritized Quality Measures: December 2019

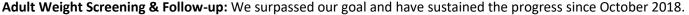
Measure	Baseline	Goal	Trailing Year	Previous Month	Current Month	Significant Improvement?
Clinical Goals			•			
Blood Pressure Control in Hypertensive Clients	63%	65%	56%	59%	59%	
Adult Weight Screening & Follow-up	70%	75%	77%	81%	84%	
Child Weight Screening & Counseling	52%	70%	60%	76%	72%	
Pediatric Dental Varnish	31%	50%	43%	70%	74%	
Behavioral Health: Depression Remission	-	10%	-	0%	2%	
Flu Vaccination Administration	31%	45%	-	39%	43%	
Client Experience Goal						
Provider Communication Score	80%	83%	-	78%	79%	
Client Safety Goal						
Incident Reporting	10%	25%	-	19%	21%	
Clinical Operations Goal						
Missed Appointment Rate	28%	20%	-	24%	25%	

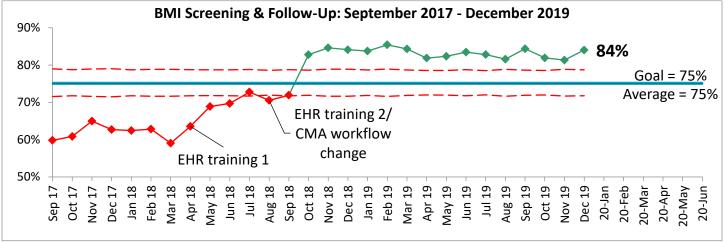
Clinical Measures

Blood Pressure Control in Hypertensive Clients: Our rate this month was 59%, which matches the monthly average rate. We are focusing our efforts on assessing and addressing medication adherence and developing client education about medication refills and pharmacy navigation, as these areas have risen to the top as significant barriers for clients with Hypertension. The work of improving blood pressure control in clients with Hypertension will be continued in 2020 as part of the Medication Adherence work.

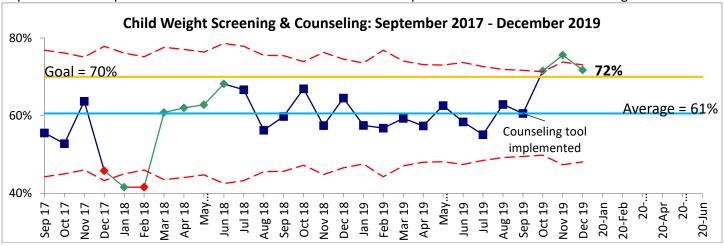


Clinical Measures (Continued)

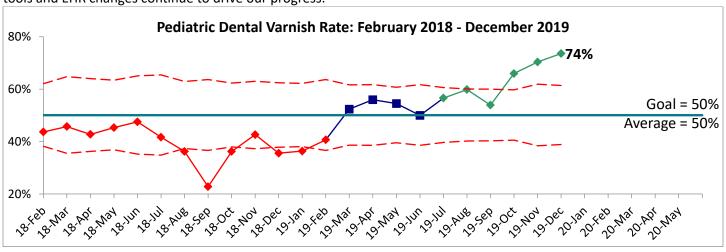




Child Weight Screening & Counseling: Our improvement work began in August 2019, and a new counselling tool was implemented in September 2019. Since then our rate has exhibited special cause variation and is above goal.

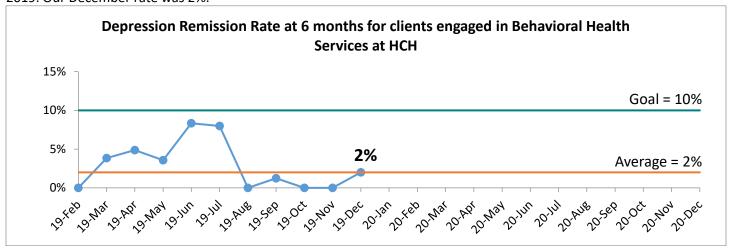


Pediatric Dental Varnish: Our Pediatric Dental Varnish rate continues to improve well above goal. The patient education tools and EHR changes continue to drive our progress.

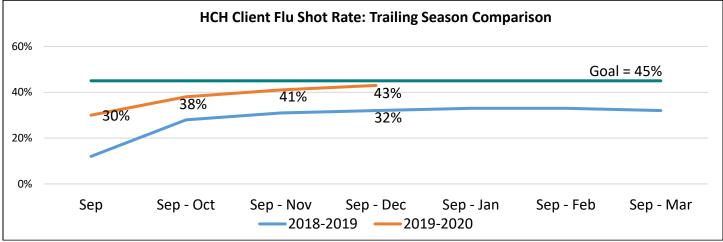


Clinical Measures (Continued)

Depression Remission: The chart below shows our rate since February 2019. We began improvement work on this measure in July of 2019 and will continue to test both clinical and workflow changes that will yield improvement through 2019. Our December rate was 2%.

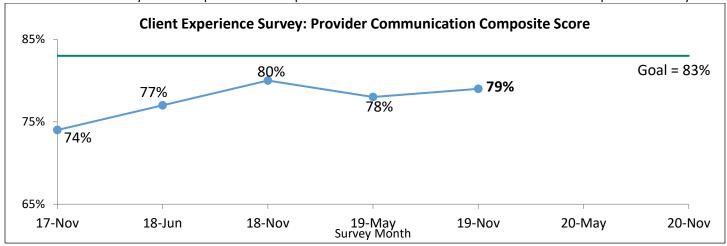


Flu Vaccination: The chart below shows our vaccination rate from last flu season, 2018 – 2019 compared to our current vaccination rate for the 2019 – 2020 season. Our overall vaccination rate for clients we have seen from September 1, 2019- December 31, 2019 is 43%. This is an improvement over last year (32%) but still short of our goal.



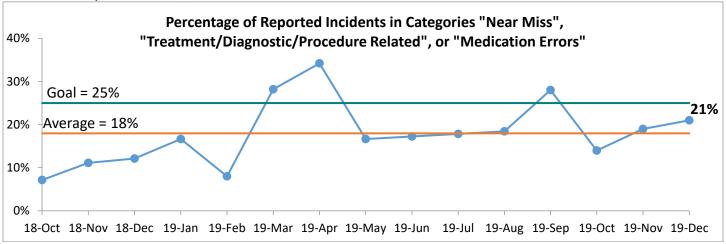
Client Experience Measure

Provider Communication: The chart below shows our most recent survey, conducted in November 2019 showing 79% 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 rate for the proportion of monthly reported incidents categorized as "near miss", "treatment/diagnostic/procedure related", or "medication errors" as an indicator of our efforts to build a culture of safety. In December, we had a rate of 21%.



Clinical Operations Measure

Missed Appointments: The missed appointment rate for December was 25%. We expect that implementing a new scheduling system to reduce length of wait for appointments will further reduce our missed appointment rate.

