2025 Performance Improvement Goals

Clinical Quality Measures (4)

1. ***Other Preventive: (Cancer Screening)*** By December 31, 2025, increase the percentage of women aged 40 – 74 years old who had a mammogram to screen for breast cancer to 46%. Additionally, increase screening percentages by 5% for Black/African American and White women to more equitably align with Agency average.
    a. ***Baseline:*** 41% **(July 2024 TY)**
    b. ***Goal: 46%***

HCH Average	White	Black	Hispanic/Latina	Goal
41%	26%	35%	65%	46%

c. Agency comparison

HCH Average	National Average	BMS	Chase	Family
41%	52%	61%	56%	34%

2. ***Chronic or Acute (Hypertension):*** By December 31, 2025, improve hypertension control rates (less than 140/90 mmHg) for Black/African American women to 57% to more equitably align with the Agency's other racial, ethnic, and gendered populations.
    a. ***Baseline:*** 52% (July 2024 TY)
    b. ***Goal:*** 57%

HCH average (July 2024 TY)	Black or African American women	Goal
62%	52%	57%

c. Disparity comparison

Race/Ethnicity/Gender	Baseline Comparison (July 2024 TY)
Agency Average	62%
Black/African American men	62%
Black/African American women	52%
White men	73%
White women	63%
Hispanic/Latino men	72%
Hispanic/Latina women	69%

3. ***Behavioral Health (Depression):*** By December 31, 2025, improve the percentage of clients 12+ years old screened for depression, and if/when positive have a documented follow up plan, to 55%.
    a. ***Baseline:*** 46% (July 2024 TY)
    b. ***Goal:*** 55%

4. ***Immunizations (Flu)*** By the end of the 2025/2026 flu season, improve Agency percentage who were offered an influenza vaccine to 75% and administered to 38%.
    a. ***Baseline:*** Offer Rate: 28%; Administered Rate: 27% (2023/2024 Flu Season)
    b. ***Goal:*** Offer Rate: 75%; Administered Rate: 50%

Access

5. By December 31, 2025, improve the Fallsway location time to third next available appointment to an average of 21 days (includes Behavioral Health, Medical, Nursing, Case Management and Psychiatry departments).
    a. ***Baseline:*** 24 days (December 2024 TY)
    b. ***Goal:*** 21 days

Client Experience

6. By December 31, 2025, improve the average level of client satisfaction survey for "rate your level of satisfaction during your recent visit of the person who you assisted during the check-in process" to 4.81 (scale of 1 to 5, 5 being the highest).
    a. ***Baseline:*** 4.57 (February 2025; trailing 4 months)
    b. ***Goal:*** 4.81