

**Memorial Healthcare System
Primary Care Outcomes
Fiscal Year 2018 - 2019**

Program Name	Service Name/ Taxonomy	Outcomes	Indicators	Data Source	Data Collection Method
Health Care Services	Primary Care Services LN-1500	1) Clients seek necessary services because wait time is minimized	90% of scheduled clinic Clients are seen and discharged within 120 minutes	Memorial's EHR.	Actual time counted from point of check-in to check-out in the Memorial's EHR.
		2) Clients are satisfied with the primary care services they receive.	80% of Clients indicate satisfaction with the Overall Doctor Rating. (P50 PRC).	Professional Research Consultants (PRC) using the Clinician and Group Consumer Assessment of Healthcare Providers and Systems (CGCAHPS)	National Patient Satisfaction Tool using a monthly telephonic survey tabulation is completed for each practice.
		3) Clients receive quality primary care services	1) Cervical Cancer Screening: At least 68% (P75 HEDIS) of eligible women have received one or more Pap tests during the previous three years.	Medical records of applicable eligible Clients	Medical record review
			2) Breast Cancer Screening: At least 66% (P75 HEDIS) of eligible women have had a mammogram within the last two years.		
3) Diabetes Management: At least 54% (P75 HEDIS) of eligible Clients with diabetes have a Hemoglobin A1C level that is less than 8.0%.					
4) Controlled High Blood Pressure: At least 65% (P75 HEDIS) of Adults 18-85 years of age diagnosed with hypertension whose blood pressure was adequately controlled during the measurement year based on the following criteria:					

			<p>Adults 18-59 years of age whose blood pressure was <140/90 mm Hg.</p> <p>Adults 60-85 years of age, with a diagnosis of diabetes, whose blood pressure was <140/90 mm Hg.</p> <p>Adults 60-85 years of age, without a diagnosis of diabetes, whose blood pressure was <150/90 mm Hg.</p>		
			<p>5) Colorectal Cancer Screening: At least 64% (P50 HEDIS, Medicare) of Adults 50-75 years of age who had appropriate screening for colorectal cancer with any of the following test: annual fecal occult blood test; flexible sigmoidoscopy every 5 years; or colonoscopy every 10 years.</p> <p>6) Adult BMI Assessment: At least 79% (P75 HEDIS) of Adults 18-74 years of age who had an outpatient visit and whose BMI was documented in the past two years.</p>		
		4) Clients receive quality dental care services	<p>1) 90% of clients will receive improved access to dental care services</p>	Department of Health (DOH) Dental Services.	Random time study by following Clients; time counted from point of check-in to discharge
			<p>2) 80% of clients indicate satisfaction with the overall quality of dental care services</p>	Department of Health (DOH) Dental Services.	Monthly survey distribution in three languages and tabulation at each dental service site.

- Outcome Number 2 The Clinician and Group Consumer Assessment of Healthcare Providers and Systems (CGCAHPS) survey is a standardized tool to measure patient perceptions of care delivered by a provider (e.g. physician, nurse practitioner, physician assistant, etc.) in an office setting.
- Outcome number 3, Indicators 1, 2, 3, 5, 6 and 7 measured using 2015 Healthcare Effectiveness Data and Information Set (HEDIS) used by 90% of American Health Plans to measure performance on dimension of care and services. The 2015 Medicaid Benchmarks/Thresholds were used on each except for Indicator 6 where Medicare was used.