

CLINICA MEDICA HISPANA MEDICAL CORP  
QUALITY MEASUREMENT AND IMPROVEMENT

A. Measure	B. Opportunity Identified	C. Initial Performance/Masurement Period <i>PCMH 6 Elements A/B</i>	D. Performance Goal <i>PCMH 6 Element C</i>	E. Action Taken/Date of Implementation <i>PCMH 6 Element C</i>	F. Performance at Remeasurement <i>PCMH 6 Element D</i>	G. Demonstrated Improvement <i>PCMH 6 Element D</i>
<b>Performance Measures (Identified in 6A)</b>						
<b>1. DM patients with lab levels of A1C remains under 7% (Controlled patients)</b>	Of our general population, not all patients are in compliance with the A1C levels under 7%.	09/13-12/13: 27.55% of our DM patients were in compliance with A1C levels under 7%.	31% of our patients will be in compliance for A1C levels under 7%	01/2014: Emessenger service through ECW has sent reminders to patients to return to clinic for his/her 3 month follow up.	02/14-05/14: 28.04% of our patients were in compliance with A1C levels under 7%.	During the period of September 2013 to December 2013, there was a 27.55% of our DM patients that were in compliance with A1C levels under 7%. After activating and utilizing Emessenger service we saw a 0.49 percentage point increase in the number of DM patients who fall under the 7% A1C levels, during the remeasurement period of February 2014 to May 2014.

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<b>2. Mammogram Screening</b>	Of our female population age 40 and older, number of patients who have had a mammogram screening is low	01/12-12/13: 43.61% of female patients have had a mammogram screening.	60% of our female patients will receive a mammogram screening	01/2014: Emessenger service through ECW has reminders to patients to return to clinic for her yearly mammogram screening.	01/14-05/14: 59.07% of female patients have had a mammogram screening.	During a two year measurement period from Jan 2012 to Dec 2013, there was 43.61% of female (age 40+) patients have had a mammogram screening. After activating and utilizing Emessenger service we saw a 15.46 percentage point increase during the remeasurement period of Jan 2014 to May 2014.
<b>3. Well Child Care</b>	Our rate of patients, 0-18years of age, for well child care is low.	01/13-05/13: Only 40.00% of our patients, 0-18yrs of age, completed their Well Child Care.	60% of our pediatric patients will complete their well child care	01/2014: Emessenger services through ECW, has sent reminders to all pediatric patients to receive their well child care.	01/14-05/14: Only 42.32% of pediatric patients came in for well child care.	During the initial measurement period from Jan 2013 to May 2013, there was 40% of our pediatric patients completed their Well Child Care. After activating and utilizing Emessenger service we saw a 2.32 percentage point increase during the remeasurement of Jan 2014 to May 2014.

**Disparity in care for vulnerable populations (identified in 6A)**

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<b>1. HTN Patients by Race</b>	Our rate of African American patients versus our Hispanic and Caucasian compliant HTN patients who have been seen at least once every 4 months are fewer	In the reporting period of Sept 2013 through Dec 2013, our African American compliant patients reached 56.25% while Hispanic is at 60.20% and Caucasian is at 61.90%. Our African American patients are noticeably the vulnerable group compared to the other two races.	Our African-American compliant patients will reach 70%.	01/2014: Emessenger services through ECW, has sent reminders to all HTN patients to return for their 3month follow up.	02/14-05/14: Our African American compliance rate was 74%.	During the initial measurement period from Sept 2013 to Dec 2013, there was a 5.65 percentage point difference amongst the African American vs Caucasian compliant patients. After activating and utilizing Emessenger service, we saw a 17.75 percentage point increase in the number of compliant African American HTN patients during the remeasurement period of Feb 2014 to May 2014.
<b>Patient/Family Experience Measures (Identified in 6B)</b>						

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<p><b>1. Survey regarding patient's specific goals.</b></p>	<p>Survey was conducted on patients inquiring if our providers were discussing with each patient their specific health goals.</p>	<p>In the reporting period of April 11,2014 through May 23, 2014, survey was conducted by EClinicalWorks with the approval of NCQA. Results were posted on a secure website for our practice to review findings of the patient's survey. We found that our patients scored our practice at 33.33% of providers discussing specific goals with them.</p>	<p>Our patients will rate us a percentage of 60% of our providers discussing the patients specific goals.</p>	<p>01/2014: At CMHMC, we provided our patients with an individualized care plan, a written plan of care, self-management plan, and an agreement is signed between the physician and patient to continue treatment of care. These plans provided assistance in the patient's health and well-being inside and outside of the office.</p>	<p>Between June 16, 2014 through June 27, 2014, our office conducted an in house survey and found that our patients scored our practice at 43.04%</p>	<p>During the initial measurement period of April 2014 to May 2014, there was a 33.33% of patients confirming that their specific health goals were discussed during their visit. Due to the implementation on May 2014 of providing our patients with a co-agreement of treatment of care, a written plan of care, a self-management plan, and an individualized care plan we saw a 9.71 percentage point increase using an in-house survey during the remeasurement period of June 16, 2014 to June 27, 2014.</p>