

Factor 4: Performance data stratified for vulnerable populations (to assess disparities in care)

For this factor, the practice needs to choose one or more measures chosen in factors 1-3 of this element and stratify the data for what the practices considers to be their vulnerable populations.

All PCC clients have access to the Dashboard which will stratify measure results for the following clinical measures also reported in the Dashboard:

- % ADHD patients up-to-date on follow-up visit
- % active patients up-to-date on well visit

Data for the above measures is stratified by the following criteria:

- Ethnicity
- Preferred Language
- Primary Care Provider
- Primary Insurance
- Race
- Sex

From the measure detail page, the Dashboard user would select the “Detailed Breakdown” link found in the “Related Tools” section. In the following screenshot, the user selects a link for a “Detailed Breakdown” report which will stratify well visit rates data for patients in the 12-21 year age range:

The screenshot displays two main sections: 'Recommendations' and 'Related Tools'. The 'Recommendations' section contains text about patient data and suggestions for improving recall processes. The 'Related Tools' section lists three links: 'View overdue patient listing', 'Detailed Breakdown - Well Visit Rates', and 'View immunization rates and overdue patients'. A red arrow points to the 'Detailed Breakdown - Well Visit Rates' link.

Recommendations

PCC's client data shows that the practices who have the healthiest patients and the healthiest bottom line are those who place a strong emphasis on recall and chronic disease management.

Your teenage population represents a large portion of your overdue patients. You also face an additional challenge in that it is easy for these teenagers to get "sports physicals" elsewhere. They can get them for next to nothing at a retail clinic, and for free at the local high school. Consider the following suggestions to improve your recall process:

- In addition to [the listing of overdue patients](#) available here in the Dashboard, [PCC's notify tool](#) makes it incredibly easy to automatically call, email, or text patients who are overdue. Partner's [recaller](#) will help you generate letters or postcards.
- Maintaining a clinical relationship with patients as they get older is crucial to the success of your practice so you should make an extra effort when marketing towards your teenage population. We recommend you create a specific letter to send to these overdue teenagers emphasizing the important work you do (and that you and the AAP recommend be done).
- When a patient checks out after a well visit, schedule the next well visit before they leave the office, even if it is six months or a year later. More and more practices are learning how expensive it is to fill their schedules.

Related Tools

- [View overdue patient listing](#)
- [Detailed Breakdown - Well Visit Rates](#)
- [View immunization rates and overdue patients](#)

This will bring the user to an interactive reporting tool allowing them to stratify the data for the selected measure by the potentially vulnerable populations described above. The following

screenshot shows a breakdown by primary insurance allowing the practice to compare well visit rates for patients with different insurance coverage:

Sample PCC Practice [Logout](#)
[Change My Password](#)
[View Dashboard Update Log](#)

Measure: Well Visit Rates - Patients 12-21 Years

Choose a measure

Dashboard reports updated as of 2/28/2014

Detailed Breakdown: Primary Insurance

Show Breakdown By: Primary Insurance

Primary Insurance	Active Patients	Overdue Patients	Up-to-Date Patients	% Patients Up-to-Date
All Insurance	4,609	1,464	3,145	68%
Medicaid	101	44	57	56%
Aetna	251	93	158	63%
Blue Cross/Blue Shield	727	249	478	66%
Cigna	152	47	105	69%
GHI-CBP	417	147	270	65%
Vytra (Choice Care)	11	4	7	64%
Oxford	319	95	224	70%
United Healthcare	295	75	220	75%
1199 National	128	58	70	55%
Other	3	1	2	67%
Information Needed	3	1	2	67%

If, as in the screenshot example above, this data shows that Medicaid patients have lower well visit rates than patients with other insurance, these Medicaid patients could be considered a vulnerable population for the practice.

Selecting new criteria in the “Show Breakdown By:” combo box allows the user to stratify the data based on other population criteria. For example, selecting a breakdown by “Sex”....

Show Breakdown By: Primary Insurance

- Ethnicity
- Preferred Language
- Primary Care Provider
- Primary Insurance
- Race
- Sex**

Primary Insurance

All Insurance

Medicaid

...will update the data table below to include a breakdown of well visit rates by Sex:

Detailed Breakdown: Sex

Show Breakdown By:

Sex	Active Patients	Overdue Patients	Up-to-Date Patients	% Patients Up-to-Date
All Sexes	4,620	1,464	3,156	68%
Female	2234	695	1539	69%
Male	2386	769	1617	68%

Review [Overdue patient listing](#) for your practice.

This measure breakdown can also be generated for the “% ADHD patients up-to-date on followup visit” clinical measure also available in the Dashboard:

Sample PCC Practice

[Logout](#)
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[View Dashboard Update Log](#)

Measure: ADD/ADHD Patient Followup

Dashboard reports updated as of 2/28/2014

Detailed Breakdown: Race

Show Breakdown By:

Race	Active Patients	Overdue Patients	Up-to-Date Patients	% Patients Up-to-Date
All Races	342	46	296	87%
None Selected	13	5	8	62%
Asian	4	1	3	75%
Black or African American	19	3	16	84%
White	306	37	269	88%

Review ADD/ADHD [Overdue patient listing](#) for your practice.