

PCMH 6: Measure and Improve Performance

Element 6D: Demonstrate Continuous Quality Improvement

Every PCC client has access to the Practice Vitals Dashboard, which is a web-based tool for tracking and reporting their financial and clinical health. The clinical dashboards are specifically designed to help practices identify patients in need of a pediatric clinical response, from well visits to flu shots to ADHD checks and more.

Factor 1: The practice demonstrates ongoing monitoring of the effectiveness of its improvement process by tracking results over time:

The Dashboard data for each PCC client is updated on a monthly basis, allowing the practice to measure its monthly progress for the following preventive and chronic measures:

- Well visit rates, broken down by age range (one group, effectively, for each year, ages 0 through 21)
- ADD/ADHD patient follow up visit rates
- Seasonal flu vaccination rates for asthma patients

For these and all other measures reported in the Dashboard, a trend reporting section is included on the measure detail page:

Trend: History of Your Values

Trend information can be helpful in uncovering the reason for your performance. For this measure, an upward trend indicates that you are improving and a downward trend indicates your performance with this measure is getting worse. For new practices, it is perfectly normal to see volatile results for some measures for the first 6-8 months after go-live.



A line graph is displayed to visualize the practice's performance changes over time. A data point is displayed for every month of collected data, with an x-axis label typically showing once every year for practices with multiple years of data points to be graphed. A "save as .csv" link appears below all trend graphs in the Dashboard, allowing the user to download a spreadsheet containing all actual data points collected for further analysis.

For example, if the user wanted to identify the actual monthly data values over time, the downloaded spreadsheet file would provide that, as shown in the following screenshot:

wellvisitrates12-21yrs-3.csv

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	A	B	C	D	E	F	G
1	Sample Practice						
2	Trend - Well Visit Rates - Patients 12-21 Years						
3							
4	Month	% up-to-date					
5	2012-01-01	58					
6	2012-02-01	59					
7	2012-03-01	59					
8	2012-04-01	60					
9	2012-05-01	59					
10	2012-06-01	60					
11	2012-07-01	54					
12	2012-08-01	56					
13	2012-09-01	60					
14	2012-10-01	58					
15	2012-11-01	60					
16	2012-12-01	60					
17	2013-01-01	61					
18	2013-02-01	61					
19	2013-03-01	62					
20	2013-04-01	60					
21	2013-05-01	61					
22	2013-06-01	60					
23	2013-07-01	60					
24	2013-08-01	57					
25	2013-09-01	62					
26	2013-10-01	63					
27	2013-11-01	64					
28	2013-12-01	67					
29	2014-01-01	67					
30	2014-02-01	68					
31	2014-03-01	69					
32	2014-04-01	68					