

		C. Initial Performance/ Measurement Period	D. Performance Goal	E. Action Taken/Date of Implementation	F. Performance at Remeasurement	G. Demonstrated Improvement
A. Measure	B. Opportunity Identified	PCMH 6 Elements A/B	PCMH 6 Element C	PCMH 6 Element C	PCMH 6 Element D	PCMH 6 Element D
PCMH 6:C:1, #1 % of Active patients, ages 3yr-6yr, up-to-date on well-child visits	Increase the % of active patients with documentation of a well-child exam	01/01/2011 48% of patients were up-to-date on well-child exams	Increase by 2% annually	09/2011 we began pulling monthly reports identifying patients due and utilizing an automated reminder to call or text message	01/01/2012, 52% of patients were up-to-date on well-child exams	06/2012, 55% of patients are up-to-date on well-child exams
PCMH 6:C:1, #2 % of Active asthma patients up-to-date on flu shot	Increase the % of active asthma patients up-to-date on flu vaccine	01/01/2011, 34% of patients had documentation of a flu vaccine	Increase by 10% annually	09/2011 posted reminder signs in the office, on website and recorded reminder messages for our "message on hold"	1/1/2012, 40% of patients were up-to-date on flu vaccines	06/2012, 41% of patients are up-to-date on flu vaccines
PCMH 6:C:1, #3 % of Active 2yr olds up-to-date on immunizations	Increase the % patients that are up-to-date with their immunizations by their second birthday.	01/01/2011, 50% of patients were up-to-date on immunizations	Increase by 2% annually	09/2011 we began comparing our records to the state registry, updating when needed and reaching out to patients due as they called to schedule appointments for any reason	01/01/2012, Rates have dropped to 47% - 46% of patients up-to-date for immunizations. We believe this is attributed to the increase in our Medicaid population. This population has barriers to receiving care such as loss of coverage or lack of transportation to obtain coverage.	06/2012, Rates have dropped to 42% - 44% of patients up-to-date for immunizations. We believe the continued decline is attributed to growing Medicaid population in our practice, multiple barriers to obtaining medical care for this group and an overall decline in VFC (Vaccines for Children) vaccines being shipped to providers in a timely fashion.

A. Measure	B. Opportunity Identified	C. Initial Performance/ Measurement Period	D. Performance Goal	E. Action Taken/Date of Implementation	F. Performance at Remeasurement	G. Demonstrated Improvement
		PCMH 6 Elements A/B	PCMH 6 Element C	PCMH 6 Element C	PCMH 6 Element D	PCMH 6 Element D

PCMH 6:C:2 Set goals & address at least one identified disparity in care or service for vulnerable population.

PCMH 6:C:2, #1 % of patients ages 8yr-12 yr, diagnosed with ADHD in the past 12 months who are up-to-date on quarterly Med-Check visits	Increase the % of ADHD patients that are up-to-date on their quarterly Medication Check Appointments	01/01/2012, 13% patients were up-to-date on Medication Check Appointments (Med Checks)	Increase patient compliance by 10% each quarter.	01/2012 we began an education campaign with letters accompanying medication refills and verbal reminders at the time of visits	07/2012, 39% of patients were up-to-date on Med Check Appointments	07/2012 39% of patients are up-to-date with Med Check Appointments and continue to remain steady
---	--	--	--	--	--	--

Disparity in care for vulnerable populations (Identified in 6A)

PCMH 6:C:3, ADHD patients with Medicaid tend to have a higher noncompliance rate for Med Check Appointments than patients who do not have Medicaid	Increase patient awareness of Medicaid transportation services to obtain medical care.	01/01/2012, 77% of ADHD patients were overdue for a Med Check appointment, 67% of the overdue patients had Medicaid.	Increase compliance with Med Check appointments by 3 % each quarter	01/2012 posted information in waiting rooms, common areas and made handouts available listing contact information regarding transportation benefits available to Medicaid members	07/2012, 61% of patients are overdue for a Med Check Appointment, 97% of these patients have Medicaid.	07/2012, Although the distribution of Medicaid increased, the overall compliance of ADHD patients improved by 16%
--	--	--	---	---	--	---

Patient/Family Experience Measures (Identified in 6B)

PCMH 6:C:4, Incoming calls tend to be answered by a automated voice message instead of a live person	Increase and improve office efficiency when handling incoming calls by adding a Receptionist to the staff whose primary responsibility is answering calls and directing the caller to the appropriate department.	12/31/2010, 36% of responding patients were satisfied with the access to staff by phone during office hours.	Increase patient satisfaction by 10% on next annual survey.	01/01/2011 we began the process to restructure our phone system and method of processing calls. It included purchasing an updated telephone system with the capability to "see" the status of staff members on the computer as well as hiring additional personnel to function as a Receptionist/Operator.	12/31/2011, 66% of responding patients were satisfied with access to office staff during business hours	07/2012, Our patient overall satisfaction increased by 30% during the most recent reporting period
--	---	--	---	--	---	--