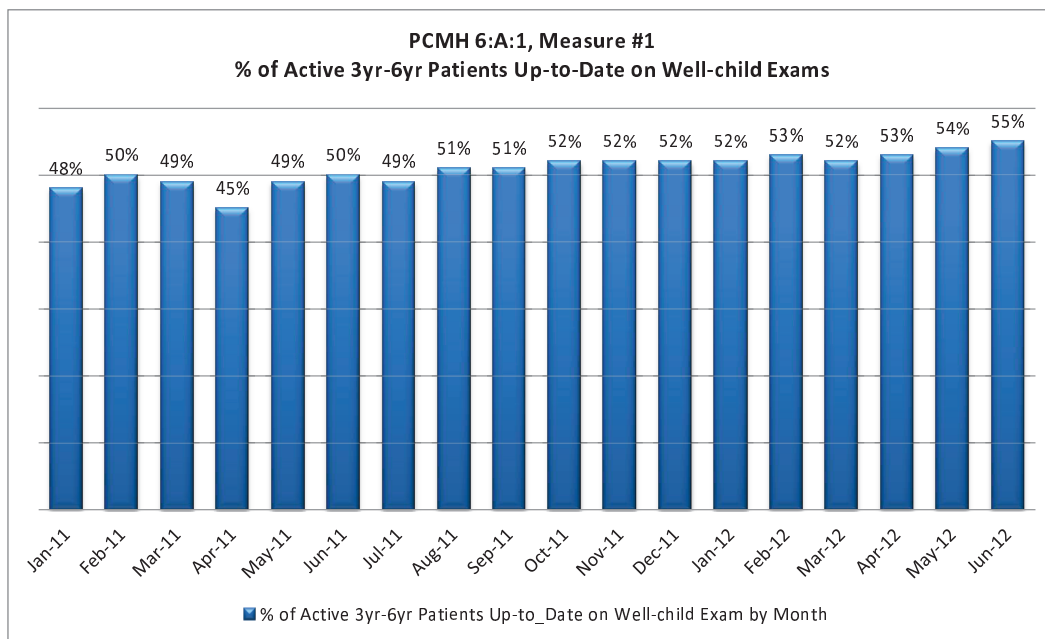


PCMH 6:A:1, Measure #1
% of Active 3yr-6yr Old Patients Up-to-Date on Well-child Exams

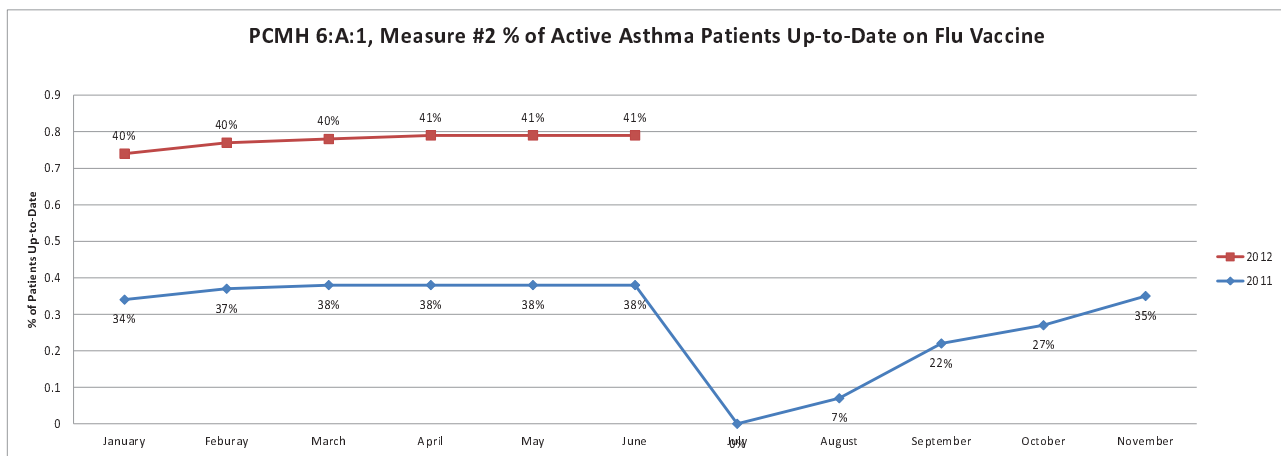
METHODOLOGY:

In Georgia, this is the age group most children begin Pre-school, a Pre-K Program or Elementary school. This population was chosen because Georgia state law requires children to be up-to-date and provide documentation, prior to enrolling in school. We are restricting to include only active patients who turned 3yrs, 4yrs, 5yrs, or 6yrs old within the last 12 months. This population is considered overdue for a well-child exam if he or she does not have documentation in the medical record or other proof confirming a well-child exam has been performed within the past 12 months. Our practice guideline is based upon the 2008 Bright Futures Protocol for Preventive Care. Monthly lists are generated of overdue patients. An automated phone call or text message is sent to these patients in addition to the annual reminder postcards.



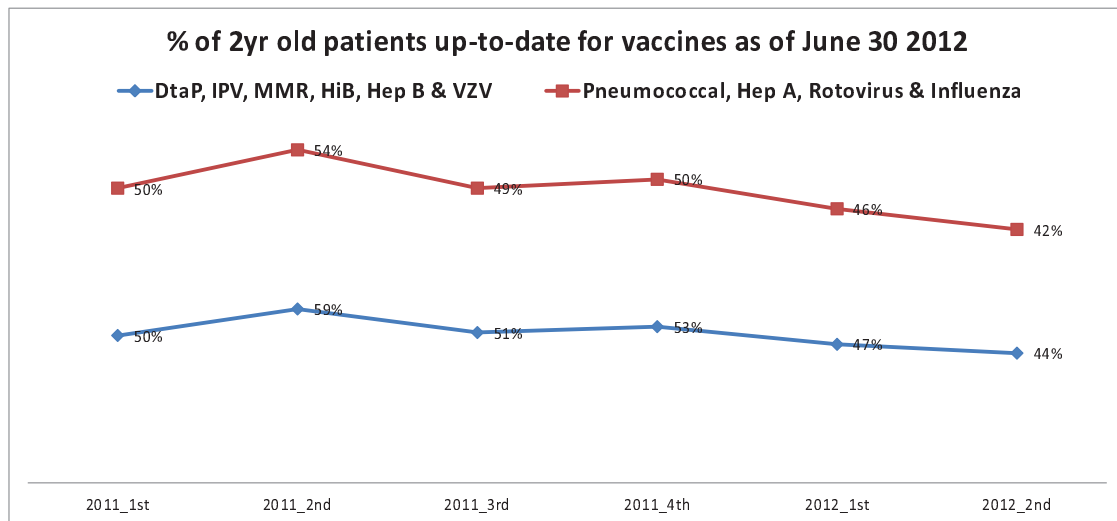
PCMH 6:A:1, Measure #2**% of Active Asthma Patients That Are Up-to-Date on the Flu Vaccine****METHODOLOGY:**

Data is restricted to include only active patients diagnosed with Asthma within the last 3 years. A patient is past due for a Flu vaccine if there is no documentation in the medical record or other documented proof of vaccination within the past 12 months. According to the National Heart Blood and Lung Institute, "Consider inactivated influenza vaccine for all patients over 6 months of age." Notices are posted in the office, on the website, Twitter & Face book to remind patients to schedule their annual Flu shot. Automated call are sent to Asthma patients to remind them to schedule their Flu shot.



PCMH 6:A:1, Measure #3, % of 2yr old patients up-to-date for age appropriate vaccines

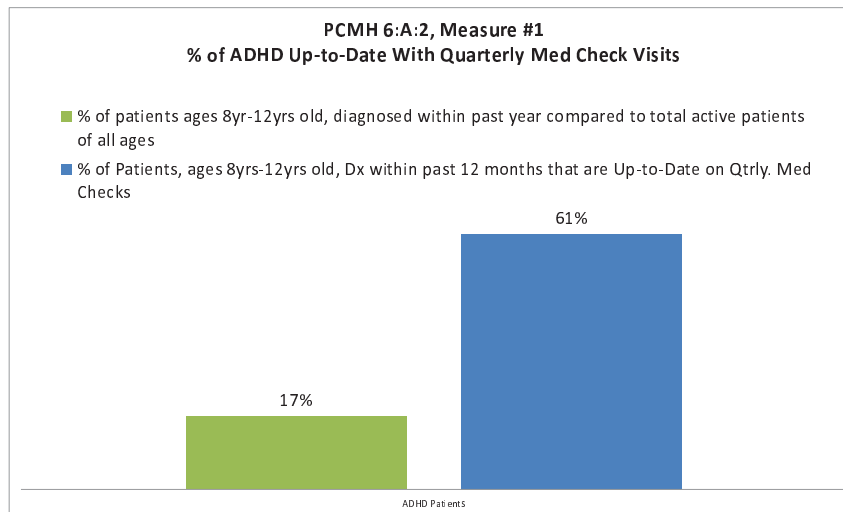
METHODOLOGY: We are restricting to include only patients who turned 2 years old within the last 12 months. According to the 2008 Bright Futures Schedule of Periodicity, patients are considered overdue for a vaccine if we are not able to verify age appropriate vaccine administration. Means of verification include documentation in the medical record, reviewing data posted in the Georgia Immunization Registry or documentation of age appropriate vaccine administered by a healthcare provider.



PCMH 6:A:2, Measure #1,

% of patients ages 8yr-12yr, diagnosed with ADHD within the past 12months that are up-to-date with Medication (Med) Check Appointments

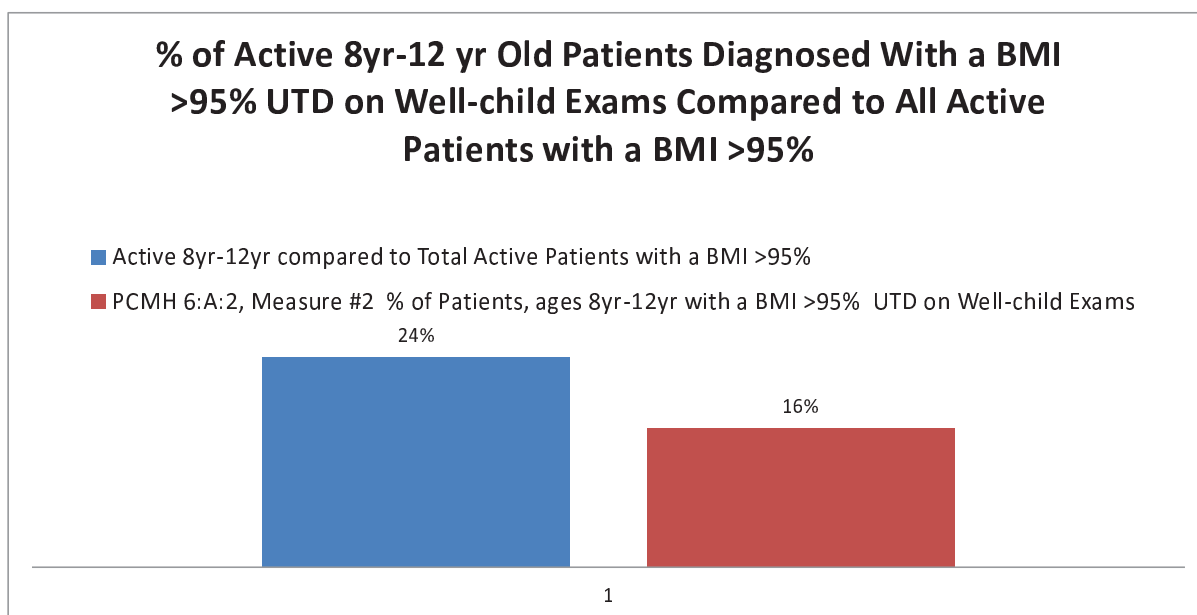
METHODOLOGY: We are restricting to include only patients diagnosed with ADHD (314.01 ICD-9 code) within the last year since we should be actively managing medications for these patients. According to the AAP, patients on medication for ADHD should be evaluated every 3 months. We are considering patients "overdue for a ADHD medication checkup" if they haven't been in for a visit in the past 3 months. A list of these overdue patients is generated on a monthly basis, and these patients are contacted by an automated phone call reminder or text message.



PCMH 6:A:2, Measure #1 % of Patients UTD on Med Check Appointments				
Field #	Data Fields	# patients with data (Numerator)	# of all patients (Denominator)	% of patients with data in field
1	Date of Birth	76	76	100%
2	Gender	76	76	100%
3	Race	51	76	67%
4	Ethnicity	51	76	67%
5	Language Preference	51	76	67%
6	Telephone	76	76	100%
7	Email address	2	76	3%
8	Date of previous visits	76	76	100%
9	Legal Guardian	76	76	100%
10	Primary caregiver	0	76	0%
11*	Advance Directives*	76	76	100%
12	Health insurance coverage	76	76	100%
	% of Patients, ages 8yrs-12yrs old, Dx within past 12 months that are Up-to-Date on Qtrly. Med Checks	46	76	61%
	Total Active ADHD Patients		439	
	% of patients ages 8yr-12yrs old, diagnosed within past year compared to total active patients of all ages			17%

PCMH 6:A:2, Measure #2, % of patients ages 8yr-12yr with a BMI >95% that are up-to-date on well-child exams

METHODOLOGY: Data is restricted to include only active patients, ages 8yr-12yr, diagnosed with BMI >95% within the last 3 years. A patient is past due for a well-child exam if there is no documentation in the medical record or other documented proof of services within the past 12 months. Patient lists are produced monthly to identify those that are due. Our automated call system notifies patients by phone & text message that a well-child exam is due. If there is no response within 1 week, a staff member calls the patient to attempt to schedule the well-child exam.



**PCMH 6:A:4, Stratification summary report of pcmh
6a2, Measure #2**

Field #	Data Field	# of patients	patients UTD	%
1	Date of Birth	103	103	100%
2	Gender	103	103	100%
3	Race	57	103	55%
4	Ethnicity	56	103	54%
5	Language Preference	56	103	54%
6	Telephone	103	103	100%
7	Email address	5	103	5%
8	Date of previous visits	103	103	100%
9	Legal Guardian	103	103	100%
10	Primary caregiver	0	0	0%
11*	Advance Directives*	103	103	100%
12	Health insurance coverage	98	103	95%

PCMH 6:A:2, Measure #2 % of Patients,
ages 8yr-12yr with a BMI >95% UTD on
Well-child Exams

16 103 16%

Total active patients (all ages) with
a diagnosis of a BMI >95%

437

Active 8yr-12yr compared to Total
Active Patients with a BMI >95%

24%

PCMH 6:A:2, Measure #3, % of annual visit volume with a final diagnosis of Concussion

In May, 2011, we joined a community initiative with providers and the local children's hospital to improve the management of concussion patients. The following is a statement from program to identify the goal and purpose of this initiative.

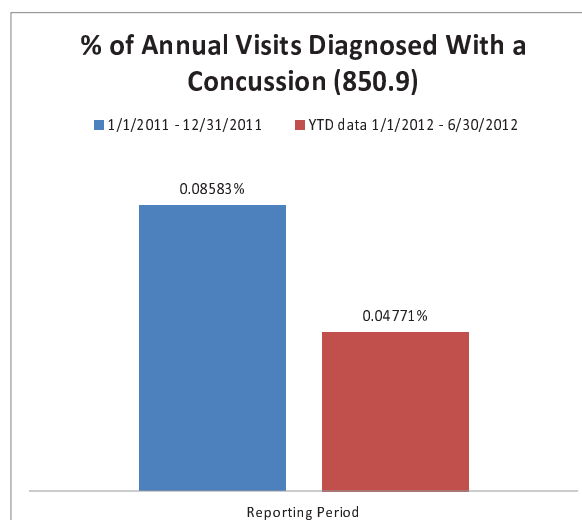
"Our goal is to help health professionals manage concussion patients using evidence-based tools we have created. Guidelines will evolve as more emphasis is placed on concussion research and legislation. Our program will be on the forefront of these changes and we currently have quality initiatives in place to measure the effectiveness of our tools."

Concussion Care Initiative, Annual % of Total Visit Volume has a final diagnosis of Concussion

Reporting Period	# of all providers	# of Visits	Total # of Concussion Dx	How many referred to ED?	For the patients that were not referred to the ED, how many CT scans were ordered?	For the patients that were not referred to the ED, how many ImPACT tests were ordered?	% of Annual Visits were for a Concussion
1/1/2011 - 12/31/2011	4	15146	13	0	0	0	0.08583%
YTD data 1/1/2012 - 6/30/2012	4	6288	3				0.04771%

Change **0.03812%**

The program coincides well with the start of the summer outdoor sports season. In addition, it will help prepare us to implement new legislation which may require primary care providers to clear athletes for sports participation after the diagnosis of concussion has been made.



PCMH 6:A:3, Measure #1

Tracking Missed Appointments by Insurance and Medicaid to Identify Trends and Create Ways to Improve Missed Appointment Rates

Title: Monthly Appointment Totals by Insurance Group										
Appt Month: 01/2012										
Ins Group at Time of Appt	Number of Appts	% of Total Appointments	Number of Missed Appts	Missed Appt Rate			Number of Appts	% of Total Appointments	Number of Missed Appts	Missed Appt Rate
Personal/No Insurance	40	3.4%	16	40.0%		Medicaid Plans	795	67.5%	85	10.7%
GA Medicaid	144	12.2%	15	10.4%		Non-Medicaid Plans	383	32.5%	46	12.0%
BCBS PPO	74	6.3%	6	8.1%		Total	1178			
Cigna HMO	45	3.8%	1	2.2%						
Cigna PPO	8	0.7%	1	12.5%						
Aetna PPO	54	4.6%	2	3.7%						
PHCS	7	0.6%	1	14.3%						
United/MTM	70	5.9%	7	10.0%						
DeKalb PHO	6	0.5%	1	16.7%						
Aetna HMO	9	0.8%	4	44.4%						
OLD INSURANCES	5	0.4%	0	0.0%						
BCBS HMO	35	3.0%	3	8.6%						
Peach State CMO	343	29.1%	40	11.7%						
WellCare CMO	308	26.1%	30	9.7%						
Cenpatco	1	0.1%	0	0.0%						
Magellan for WellCare	6	0.5%	1	16.7%						
Humana	5	0.4%	0	0.0%						
Coventry	18	1.5%	3	16.7%						
	1178	100.00%	131	11.1%						
Appt Month: 02/2012										
Ins Group at Time of Appt	Number of Appts	% of Total Appointments	Number of Missed Appts	Missed Appt Rate			Number of Appts	% of Total Appointments	Number of Missed Appts	Missed Appt Rate
Personal/No Insurance	32	2.8%	6	18.8%		Medicaid Plans	839	0.723899914	75	0.089392
GA Medicaid	134	11.6%	15	11.2%		Non-Medicaid Plans	320	0.276100086	31	0.096875
BCBS PPO	63	5.4%	3	4.8%		Total	1159		106	
Cigna HMO	43	3.7%	3	7.0%						
Cigna PPO	4	0.3%	1	25.0%						
Aetna PPO	55	4.7%	5	9.1%						
PHCS	3	0.3%	0	0.0%						
United/MTM	69	6.0%	7	10.1%						
Aetna HMO	8	0.7%	2	25.0%						
OLD INSURANCES	3	0.3%	1	33.3%						
BCBS HMO	25	2.2%	2	8.0%						
Peach State CMO	379	32.7%	37	9.8%						
WellCare CMO	326	28.1%	23	7.1%						
Magellan for WellCare	2	0.2%	0	0.0%						
Kaiser	1	0.1%	0	0.0%						
Humana	7	0.6%	0	0.0%						
Coventry	5	0.4%	1	20.0%						
	1159	100.00%	106	9.1%						
Appt Month: 03/2012										
Ins Group at Time of Appt	Number of Appts	% of Total Appointments	Number of Missed Appts	Missed Appt Rate			Number of Appts	% of Total Appointments	Number of Missed Appts	Missed Appt Rate
Personal/No Insurance	40	3.0%	16	40.0%		Medicaid Plans	912	0.680597015	126	0.138158
GA Medicaid	144	10.7%	25	17.4%		Non-Medicaid Plans	428	0.319402985	45	0.10514
BCBS PPO	91	6.8%	7	7.7%		Total	1340		171	
Cigna HMO	41	3.1%	6	14.6%						
Cigna PPO	5	0.4%	0	0.0%						
Aetna PPO	58	4.3%	10	17.2%						
Southcare	1	0.1%	0	0.0%						
PHCS	4	0.3%	0	0.0%						
United/MTM	117	8.7%	2	1.7%						
Aetna HMO	13	1.0%	1	7.7%						
BCBS HMO	37	2.8%	2	5.4%						
Behavioral Health	1	0.1%	0	0.0%						
Peach State CMO	435	32.5%	66	15.2%						
WellCare CMO	333	24.9%	35	10.5%						
Kaiser	2	0.1%	0	0.0%						
Humana	3	0.2%	0	0.0%						
Coventry	15	1.1%	1	6.7%						
	1340	100.00%	171	12.8%						
Appt Month: 04/2012										
Ins Group at Time of Appt	Number of Appts	% of Total Appointments	Number of Missed Appts	Missed Appt Rate			Number of Appts	% of Total Appointments	Number of Missed Appts	Missed Appt Rate
Personal/No Insurance	36	3.1%	7	19.4%		Medicaid Plans	827	0.709871245	118	0.142684
GA Medicaid	122	9.1%	18	14.8%		Non-Medicaid Plans	338	0.290128755	34	0.100592
BCBS PPO	63	4.7%	2	3.2%		Total	1165		152	
Cigna HMO	51	3.8%	8	15.7%						
Cigna PPO	6	0.4%	2	33.3%						
Aetna PPO	53	4.0%	5	9.4%						
PHCS	5	0.4%	0	0.0%						
United/MTM	69	5.1%	6	8.7%						
DeKalb PHO	1	0.1%	0	0.0%						
Aetna HMO	10	0.7%	2	20.0%						

PCMH 6:A:3, Measure #2

Tracking Provider responses when notified by the electronic prescription program that a medication is not on a patient's Formulary list.

Report: Non-formulary Actions

Provider: All Providers

Date: ☐ All ☐ Today ☐ Last 3 days ☐ Last 7 days ☐ Last 14 days ☐ Last 30 days ☒ Range Jun 19 2012 to Jul 19 2012

Create Report

Non-Formulary Drug Decisions for All Providers from 06/19/2012 to 07/19/2012 Actions taken for Non-Formulary Warnings:				
Group	Total	Ignored	Cancelled	Changed
All	307	258	49	--
Specialties				
Pediatrics	307	258	49	--
Providers				
	128	118	10	--
	128	92	36	--
	33	30	3	--
	18	18	--	--

Report: Most-prescribed non-formulary drugs

Provider: All Providers

Date: ☐ All ☐ Today ☒ Last 3 days ☐ Last 7 days ☐ Last 14 days ☐ Last 30 days ☐ Range Jul 17 2012 to Jul 19 2012

Create Report

Top 20 Non-Formulary Drugs for All Providers from 07/17/2012 to 07/19/2012			
Drug	Provider	Number Patient	Birthdate
hydroxyzine HCl		4	
		3	
		1	02/03/1997
		1	03/04/2004
		1	08/25/2011
		1	10/31/2011
Albuterol Sulfate		2	
		2	
		1	02/03/1997
		1	03/04/2004
hydrocortisone		2	
		2	
		1	10/31/2011
		1	11/20/2009

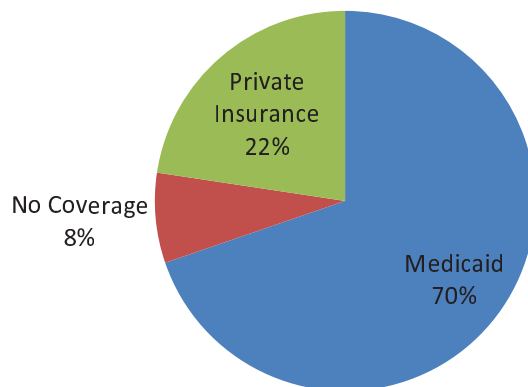
Dates of previous visits (All)

Row Labels	Values	
	Count of Patient PCC #	Count of DOB
~AmeriGroup	1	0.11%
GA MEDICAID CLAIMS	125	13.14%
Peach State Health Plan	485	51.00%
WellCare	246	25.87%
(blank)	94	9.88%
Grand Total	951	100.00%

	# of patients	%
Medicaid	857	70%
No Coverage	94	8%
Private Insurance	278	23%
Total	1229	100%

To help families with no coverage, we post Contact information for local services and Medicaid information within our county.

**PCMH 6:A:4, Stratification of pcmh 6a1,
Msr#1
3yr-6yr old patients due for a well-child
exam stratified by Insurance Coverage**



PCMH 6:A:4,

Flu Due all insurance

Dates of previous visits (All)

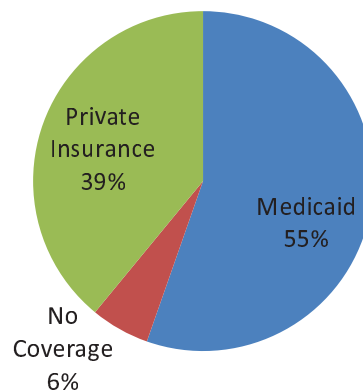
Row Labels	Values Count of Patient PCC #	Count of DOB
Other	1	0.08%
Aetna HMO	18	1.42%
Aetna PPO	75	5.91%
BCBS HMO	46	3.63%
BCBS PPO	93	7.33%
Behavioral Health	1	0.08%
Cigna HMO	59	4.65%
Cigna PPO	16	1.26%
Coventry	14	1.10%
DeKalb PHO	1	0.08%
First Health	5	0.39%
Fiserv	1	0.08%
GA Medicaid	141	11.12%
Humana	13	1.03%
Kaiser	7	0.55%
OLD INSURANCES	1	0.08%
Peach State CMO	295	23.26%
PHCS	14	1.10%
Southcare	1	0.08%
United/MTH	129	10.17%
WellCare CMO	266	20.98%
(blank)	71	5.60%
Grand Total	1268	100.00%

Dates of previous visits (All)

Row Labels	Values Count of Patient PCC	Count of DOB
GA Medicaid	141	18.24%
Peach State CMO	295	38.16%
WellCare CMO	266	34.41%
(blank)	71	9.18%
Grand Total	773	100.00%

Medicaid	702
No Coverage	71
Private Insurance	495
Total	1268

PCMH 6:A:4
Stratification of pcmh6a1,
Msr#2
Distribution of Coverage for
Asthma Patients Due for a Flu
Vaccine



PCMH 6:A:4

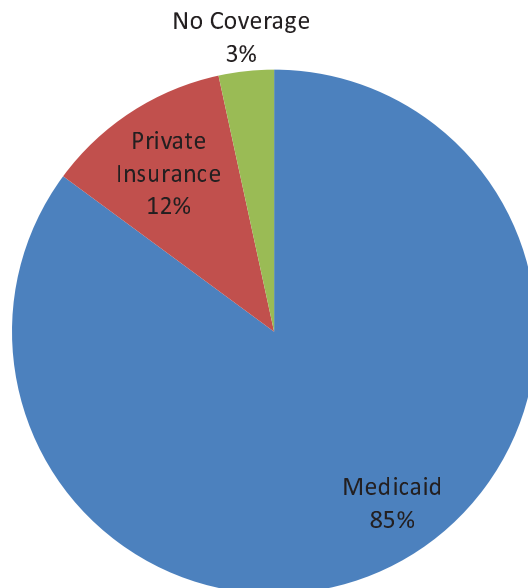
Stratification of pcmh6a1, Msr#3, 0-2yr old patients Not Up to Date
on Immunizations by Insurance

Dates of previous visits (All)

Row Labels	Values	
	Count of Patient PCC #	Count of DOB
Aetna HMO	1	0.43%
Aetna PPO	5	2.13%
BCBS HMO	2	0.85%
BCBS PPO	8	3.40%
Cigna HMO	3	1.28%
Cigna PPO	1	0.43%
GA Medicaid	13	5.53%
Peach State CMO	118	50.21%
PHCS	1	0.43%
United/MTH	6	2.55%
WellCare CMO	69	29.36%
(blank)	8	3.40%
Grand Total	235	100.00%

Medicaid	200
Private Insurance	27
No Coverage	8
Total	235

**PCMH 6:A:4, Stratification of pcmh6a1, Msr#3
0-2yr old patients due for immunizations by insurance**



**PCMH 6:A:4, Stratification of pcmh6a2,
Msr#1 by Medicaid vs Other**

July 2012 Active ADHD Patients

	#	%
Medicaid	50	66%
Other Insurance	26	34%
Total Active ADHD Patients	76	



**July 2012 Active ADHD Patients Overdue
For Medication Check**

	#	%
Medicaid	29	97%
Other Insurance	1	3%
Total	30	

**Payor Mix - Active ADHD Patients
Overdue For Medication Check as of 07/2012**



Graphs

PCMH 6:A:4, Stratification of pcmh6a:2, Msr#2 by Medicaid vs Other

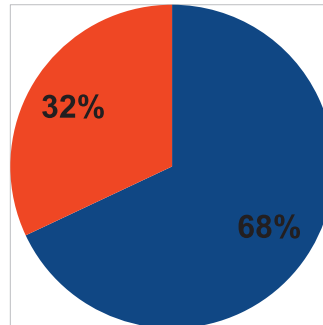
Active Patients, 8yr-12yr, BMI >95%

Patients

	#	%
Medicaid	51	50%
Other Insurance	24	23%
Total Active BMI >95% Patients	103	

Payor Mix - Active Patients, 8yr-12yr, BMI>95%

■ Medicaid ■ Other Insurance

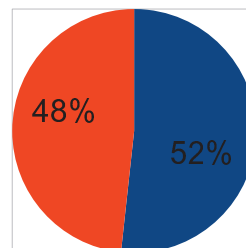


Active Patients, 8yr-12yr, BMI >95% Overdue For Well-child Exam

	#	%
Medicaid	45	52%
Other Insurance	42	48%
Total	87	

Payor Mix - Active Patients, 8yr-12yr, BMI >95% Overdue For A Well-child Exam

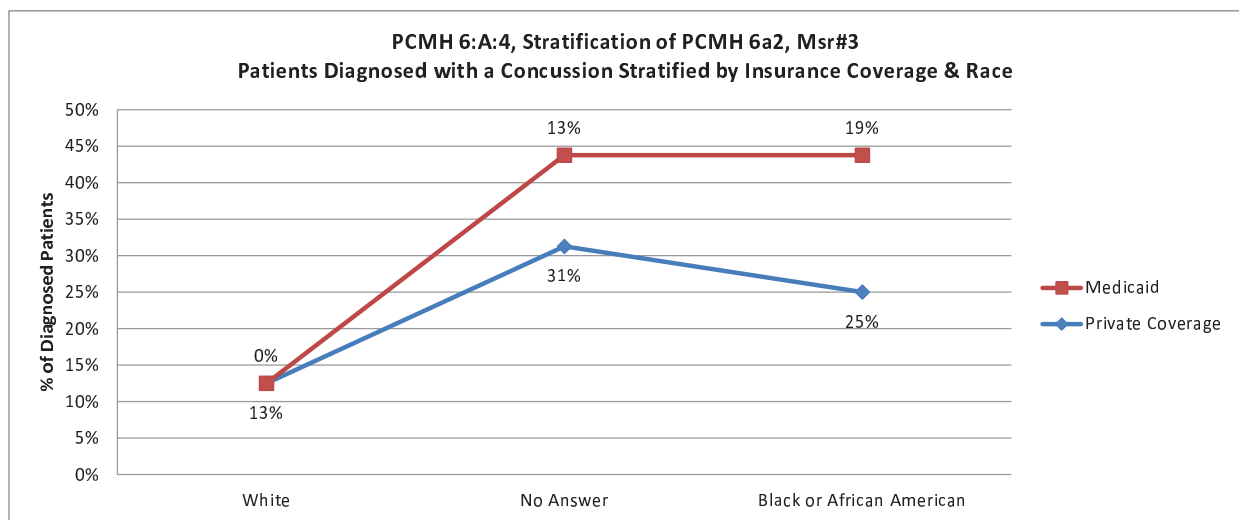
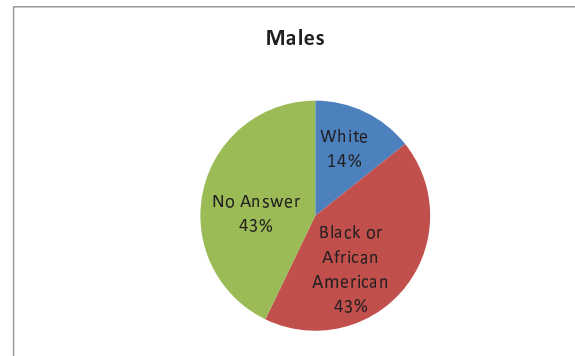
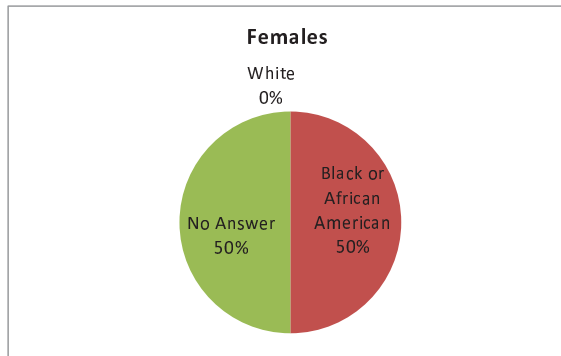
■ Medicaid ■ Other Insurance



PCMH 6:A:4, Stratification of PCMH 6a2, Msr#3

Patients Diagnosed with a Concussion Stratified by Race, Gender & Insurance Coverage

Observations: Due to the large proportion of patients without his or her race identified, it is hard to tell if there is a disparity among this group by Medicaid vs. Private Insurance Coverage. However, these charts to indicate that Black or African American males are diagnosed more than White males and Males overall are diagnosed more than females.



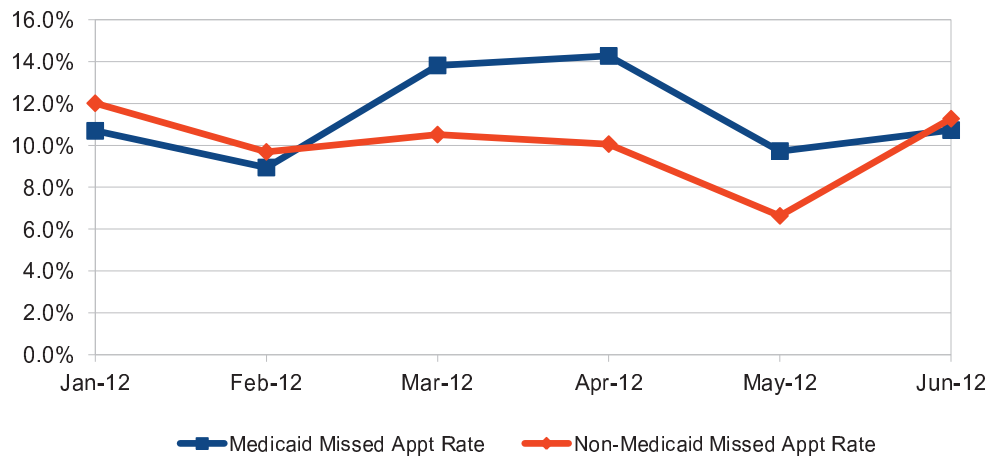
PCMH 6:A:4, Stratification of pcmh6a3, Msr#1

% of No Shows by Medicaid Patients vs. Non-Medicaid Patinets

trend graph

	Medicaid Missed Appt Rate	Non- Medicaid Missed Appt Rate
01-2012	10.7%	12.0%
02-2012	8.9%	9.7%
03-2012	13.8%	10.5%
04-2012	14.3%	10.1%
05-2012	9.7%	6.6%
06-2012	10.7%	11.3%

Medicaid vs Non-Medicaid No Show Rate Trends



PCMH 6:A:4, Stratification of pcmh6a3, Msr#2

N/A because the eRx program stratifies by provider, not patient.

PCMH 6:A:3, Measure #2

Tracking Provider responses when notified by the electronic prescription program that a medication is not on a patient's Formulary list.

Report: Non-formulary Actions

Provider: All Providers

Date: ☐ All ☐ Today ☐ Last 3 days ☐ Last 7 days ☐ Last 14 days ☐ Last 30 days

☒ Range Jun 19 2012 to Jul 19 2012

Create Report

Non-Formulary Drug Decisions for All Providers from 06/19/2012 to 07/19/2012 Actions taken for Non-Formulary Warnings:

Group	Total	Ignored	Cancelled	Changed
All	307	258	49	--
Specialties				
Pediatrics	307	258	49	--
Providers				
	128	118	10	--
	128	92	36	--
	33	30	3	--
	18	18	--	--

Report: Most-prescribed non-formulary drugs

Provider: All Providers

Date: ☐ All ☐ Today ☒ Last 3 days ☐ Last 7 days ☐ Last 14 days ☐ Last 30 days

☐ Range Jul 17 2012 to Jul 19 2012

Create Report

Top 20 Non-Formulary Drugs for All Providers from 07/17/2012 to 07/19/2012

Drug	Provider	Number Patient	Birthdate
hydroxyzine HCl		4	
		3	
		1	02/03/1997
		1	03/04/2004
		1	08/25/2011
		1	10/31/2011
Albuterol Sulfate		2	
		2	
		1	02/03/1997
		1	03/04/2004
hydrocortisone		2	
		2	
		1	10/31/2011
		1	11/20/2009