FHC PCMH Clinical Performance Results

2019 Semi-Annual Report (Q1, Q2)

**Immunizations**
- Pregnant/Post partum women will have received a T Dap in the past year: Goal Q1 - Q2
- Patients over 65 yrs of age, who have had the PCV13: Goal Q1 - Q2

**Utilization**
- Decreased antibiotic use for patients with Upper Respiratory infections: Goal Q1 - Q2
- Diabetic patients, 18-74 yrs of age with an A1c<9: Goal Q1 - Q2

**Preventative**
- Women between 21 & 29 will have a Pap every 3 yrs: Goal Q1 - Q2
- Adults (18 and older) with a BMI out of range, who had a follow up plan documented: Goal Q1 - Q2

**Care Coordination**
- Medication reconciliation performed: Goal Q1 - Q2
Decreased antibiotic use for patients with Upper Respiratory infections

Diabetic patients, 18-74 yrs of age with an A1c<9

Hypertension in adults (18-59 yrs) under 140/90
Family HealthCare Patient Satisfaction Survey Results

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What kind of care did you receive today?

- Medical: 68%
- Dental: 12%
- Behavioral: 11%
- Vision: 5%
- Pharmacy: 1%
- Other: 1%

Did you receive an appointment for routine care as soon as needed? (Example: Annual Exam, Medication Review, etc)

- Yes: 78%
- No: 9%
- Somewhat: 7%
- Does Not Apply: 6%

How long was your wait to be registered today?

- 0 - 5 Minutes: 59%
- 5 - 10 Minutes: 24%
- 10 - 15 Minutes: 7%
- 15 - 20 Minutes: 7%
- 20+ Minutes: 3%

Did your care team introduce themselves to you?

- Yes: 87%
- No: 8%
- Somewhat: 5%
- Does Not Apply: 2%

Did your Family HealthCare provider seem informed about your care from other providers?

- Yes: 66%
- No: 27%
- Somewhat: 7%
- Does Not Apply: 6%

Have you and your provider talked about all the prescription medications you are taking?

- Yes: 75%
- No: 21%
- Somewhat: 4%
- Does Not Apply: 0%
Did you receive an appointment with a specialist as soon as needed?
- Yes: 54%
- No: 33%
- Somewhat: 6%
- Does Not Apply: 7%

Family HealthCare's Access Plan (SFS) co-pays are reasonable
- Yes: 63%
- No: 28%
- Somewhat: 9%
- Does Not Apply: 6%

How did you hear about Family HealthCare?
- Word of mouth: 46%
- Referral from another health facility: 23%
- Social Media: 26%
- Advertisement: 4%
- Other: 1%

Would you recommend Family HealthCare to your family and friends?
- Yes: 93%
- Somewhat: 4%
- No: 3%