WEST VIRGINIA Health Right INC.

West Virginia Health Right, Inc
Quality Measures and Performance Tracking
October 1, 2015 through December 31, 2016
We implemented Athena EMR January 1, 2016

Performance Measures	Baseline	10/1/2015-12/31/2015	Percent	First Measure	2/28/2016 - 6/1/2016	Percent2	Second Measure	6/2/2016-9/30/2016	Percent3	Third measure	10/1/2016-12/31/2016	Percent4	Goal	National Benchmarks
	Num	Den	%	Num	Den	%	Num	Den	%	Num	Den	%		
Preventive Health Care Measures														
Colorectal Screening	0	466	**0%**	6	336	**2%**	111	460	**24%**	98	355	**28%**	**50%**	**46%**
Cervical Cancer Screening	4	454	**1%**	5	8	**63%**	241	344	**70%**	233	326	**71%**	**80%**	**35%**
Breast Cancer Screening	15	398	**4%**	140	189	**74%**	118	201	**59%**	158	249	**63%**	**65%**	**46%**
Immunization Measures														
Influenza Vaccination	139	791	**18%**	65	227	**29%**	92	273	**34%**	127	318	**41%**	**50%**	**41%**
Pneumonia Vaccination	67	294	**23%**	12	298	**4%**	41	314	**13%**	95	329	**29%**	**50%**	**45%**
Behavioral Health Measures														
Depression Screening with a Plan of Care	29	895	**3%**	313	357	**88%**	376	422	**89%**	419	450	**93%**	**100%**	**46%**
BMI >25 with a plan of care	399	936	**43%**	90	357	**25%**	290	919	**32%**	371	668	**56%**	**65%**	**54%**
Tobacco Use: Screening and Cessation Plan	391	938	**42%**	119	139	**86%**	343	365	**94%**	170	186	**91%**	**95%**	**83%**
Chronic Disease Measures														
Controlling High Blood Pressure	171	499	**34%**	68	138	**49%**	41	96	**43%**	116	256	**84%**	**90%**	**73%**
Diabetes Poor Control	380	544	**70%**	190	264	**72%**	261	365	**72%**	87	143	**61%**	**25%**	**20%**
*Dental Abscess Management Uninsured/All Dental Abcess	DNT*	DNT*	**DNT**	72	288	**25%**	129	282	**46%**	109	228	**48%**	**20%**	
Patient Experience														
Timely Appointments/appropriate care				**198**	**245**	**81%**				**186**	**251**	**74%**	**85%**	**81%**
Including patient in care decisions				**204**	**248**	**82%**				**182**	**223**	**82%**	**85%**	**75%**
Test Results reported in a timely manner				**168**	**244**	**69%**				**185**	**252**	**73%**	**85%**	**58%**
Cost and Coordination Measures														
High Risk Medications in Elderly	**6**	**20**	**30%**	**2**	**9**	**22%**	**2**	**14**	**14%**	**4**	**39**	**10%**	**5%**	**16%**
Preventable ER utilization Rate / all ER visits	**11**	**62**	**18%**	**14**	**66**	**23%**	**39**	**236**	**17%**	**19**	**121**	**16%**	**10%**	
Patient Referrals From ER- No Source of Care	**15**	**62**	**24%**	**9**	**66**	**14%**	**71**	**236**	**30%**	**9**	**121**	**7%**		
Estimated ER Visit Costs ($2000.00/visit)	**$22,000.00**			**$28,000.00**			**$78,000.00**			**$38,000.00**			**$166,000**	**Total**
No Shows	**DNT***	**DNT***	**DNT**	**76**	**1838**	**4%**	**161**	**2348**	**7%**	**113**	**1666**	**7%**	**10%**	**15%**
Closing the Loop on Referrals	**4**	**487**	**1%**	**0**	**10**	**0%**	**0**	**41**	**0%**	**5**	**141**	**4%**	**50%**	
Benchmarks derived from CMS PQRS 2014 Quality Performance and Resource Reports														

1. Each uninsured patient with a dental abcess is treated with NSAIDS and Anti-biotics per standing orders. Each case represents a cost avoidence to the ER. We work to get the patient insured. We update all preventive care for these patients when they arrive at our clinic. We have found this population to be very high risk and delayed in many aspects of care. We do not prescribe any narcotic pain relievers in our clinic - another reason to avoid the ER.
2. We implemented Athena in Nov-December 2015. We did not have a good system for tracking no-shows and ER usage prior to January 1, 2016. (DNT = Did not track)
2. Rates of ER useage increased mid-year because of disaster floods and many accidental injuries, stress and CVD exacerbations.
3. The emergency room identifies patients who have no source of primary care and make referrals to our facility for follow up and matriculation into our clinic. Often patients need dental services and medications.
4. Although we do not have a large elderly population, we have an in-house licensed pharmacy which has helped us to manage High Risk medications more closely.