

Practice Improvement Memo: August 8, 2017

1. From Meaningful Use Clinical Quality Measures:

Patients diagnosed with hypertension, with a normal blood pressure at last visit

Baseline: 10/01/16-12/31/16	59.02%
Follow Up: 02/01/17-04/30/17	61.23%
Change (+/-)	+ 3.74%

A greater number of hypertensive patients have returned to the practice with normal BPs!

2. From Electronic Medical Record Reporting: High Utilization

Patients that have visited 5 or more times within 3 months

Baseline: 10/01/16-12/31/16	0.76%
Follow Up: 04/01/17-06/30/17	0.56%
Change (+/-)	- 26.3%

Fewer patients are making repeated visits during a short period of time.

3. From our Patient Experience Survey:

“In the last 6 months, how often did you see the doctor or NP within 15 minutes of your appointment?” (Possible Responses: Always, Usually, Sometimes, Never)

Baseline: 04/19/17-05/09/17	37.5% (of “always” responses)
Follow Up: 07/24/17-07/29/17	41.7%
Change (+/-)	+ 11.2%

We have improved with seeing patients closer to their scheduled appointment time more consistently.