

Practice Improvement Memo: August 2017

**1. From Meaningful Use Clinical Quality Measures:**

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

<b>Baseline:</b> 10/01/16-12/31/16	63.72%
<b>Follow Up:</b> 02/01/17-04/30/17	64.25%
<b>Change (+/- )</b>	+ 0.82%

**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**

<b>Baseline:</b> 10/01/16-12/31/16	0.99%
<b>Follow Up:</b> 04/01/17-06/30/17	0.55%
<b>Change (+/- )</b>	- 44.46%

**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)

<b>Baseline:</b> 04/19/17-05/09/17	0% (of “always” responses)
<b>Follow Up:</b> 07/24/17-07/29/17	29.4%
<b>Change (+/- )</b>	+ 29.4%

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