

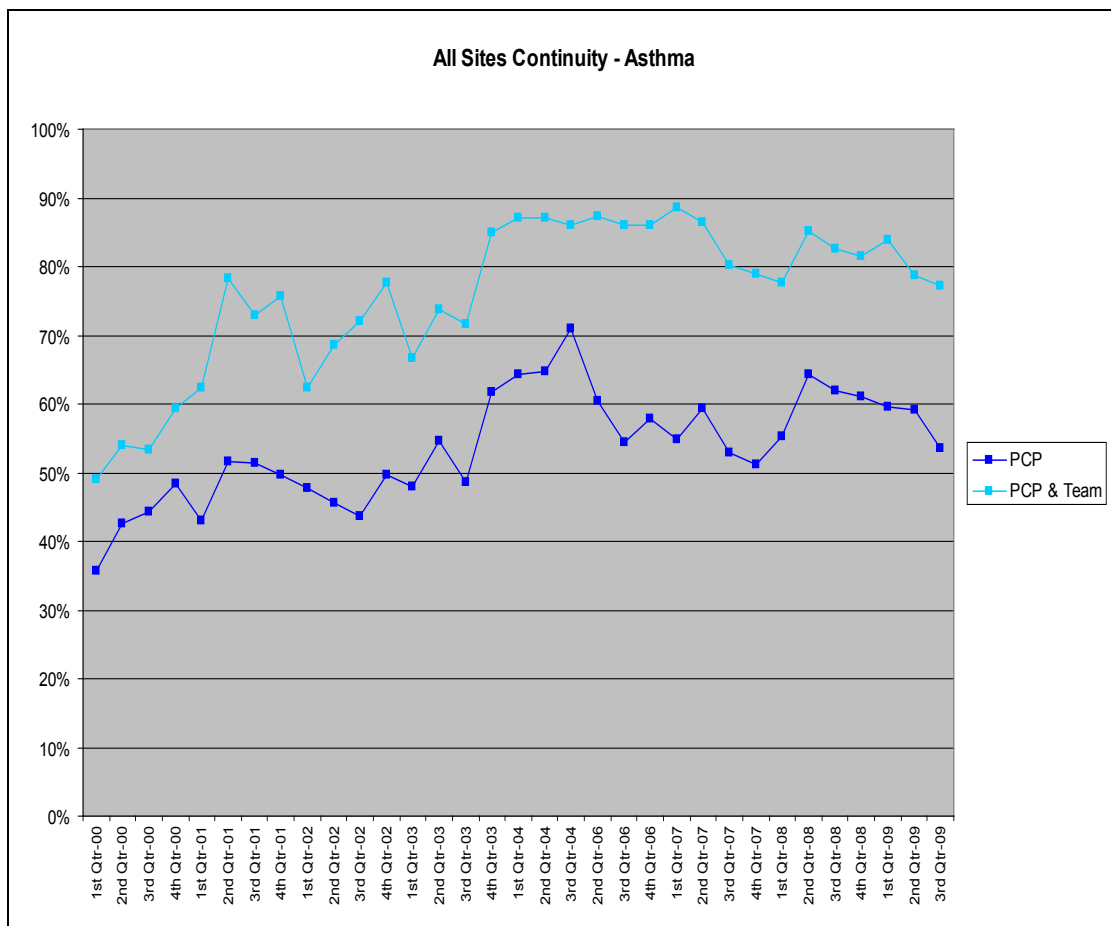
PPC1: ACCESS AND COMMUNICATION

Element B: Access and Communication Results

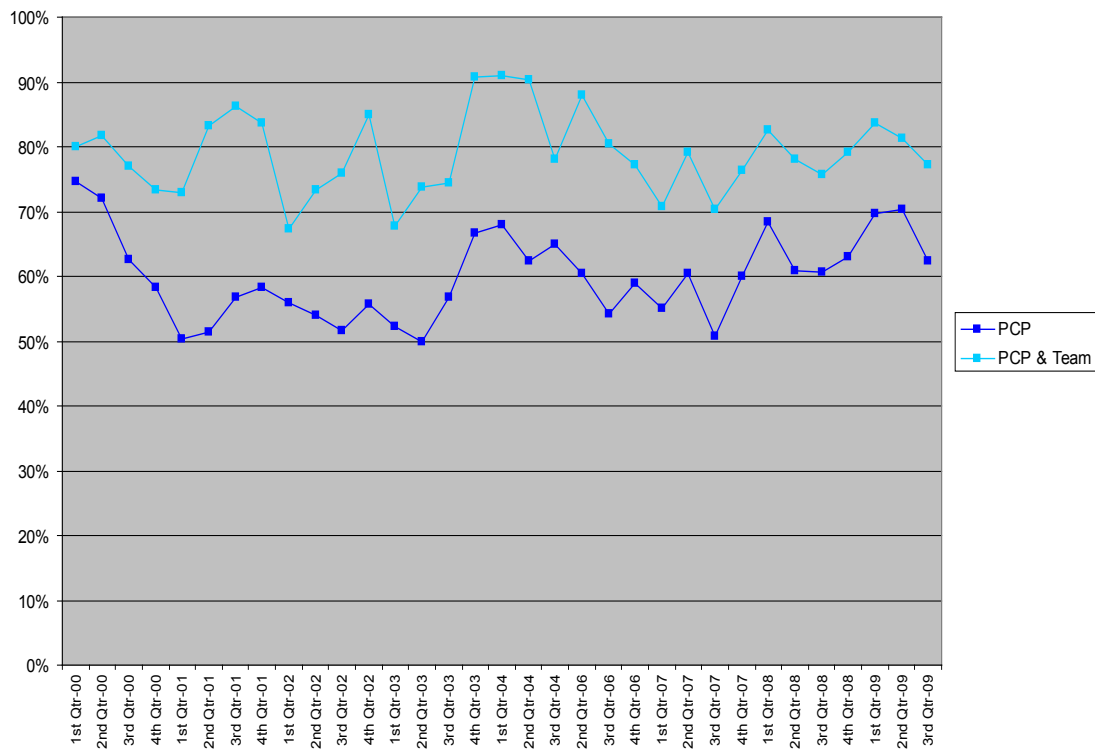
Item 1: Visits with assigned PCP

Continuity data is reviewed each month at our Office Redesign Committee (ORDC). The data is collected through a Crystal Report that pulls data from our Electronic Medical Record. The data is presented by the organization as a whole and by each of our four clinic sites. Each site is given colored copies of the continuity graphs for their data walls. Our average FTE is 0.51 in the clinic accounting for part time providers, time out of clinic covering the hospital services and paid time off. We strive to have the patient always see their PCP. We know that anything over 51% means we have effective systems to direct patients to their PCP. Our goal is to have the patient see their PCP 100% of the time. Below are results for our Asthma patients (used as a measure of getting patients with an acute problem to their PCP and or team), Diabetes (an example of getting patients into their PCP for chronic care) and the Well Child Checks (an example of well care).

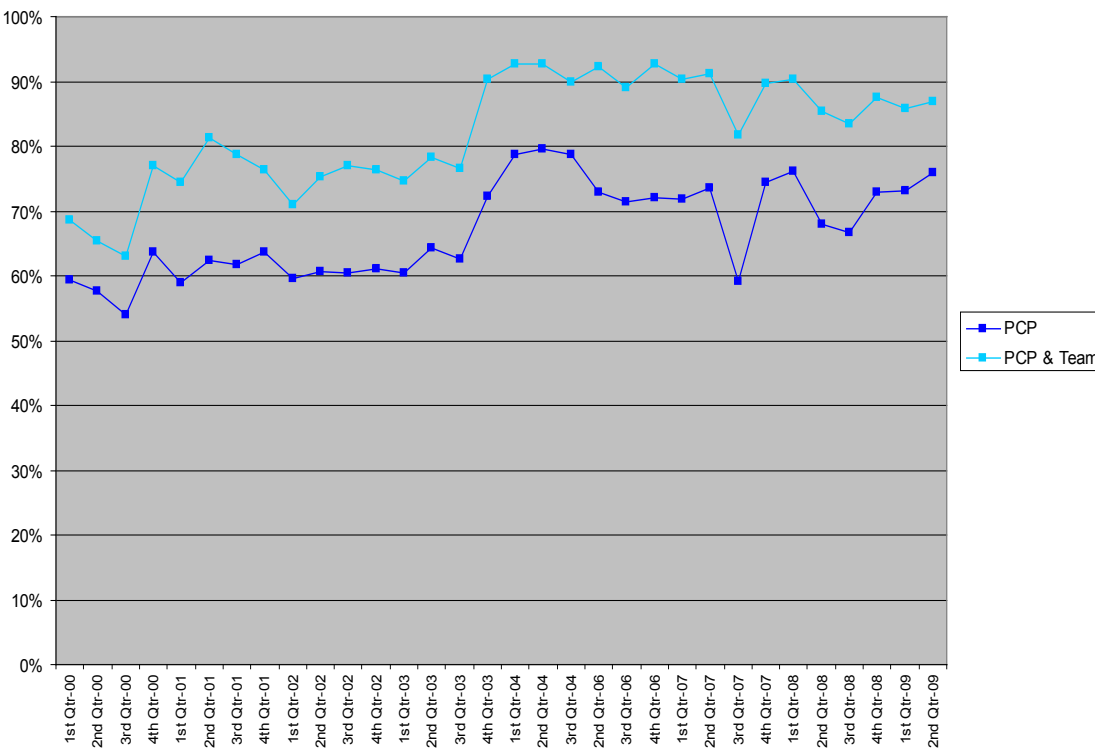
CHC-A Continuity Dashboard



All Sites Continuity - Diabetes

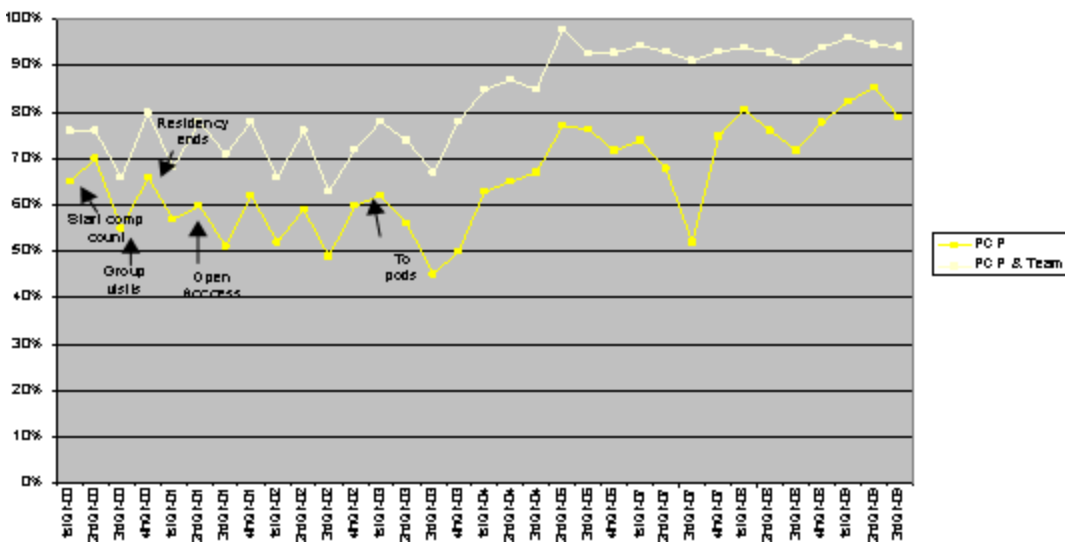
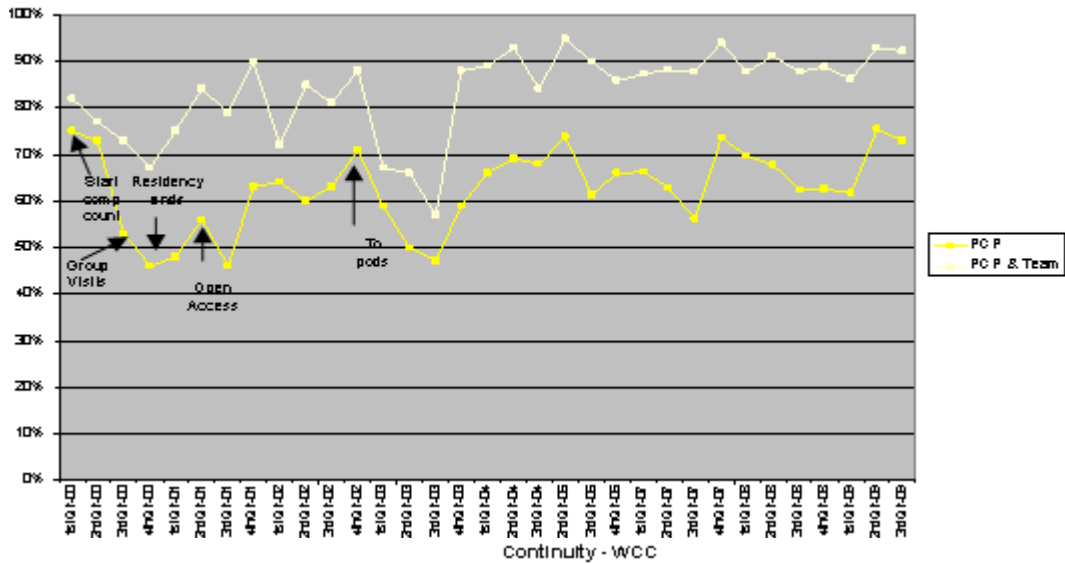
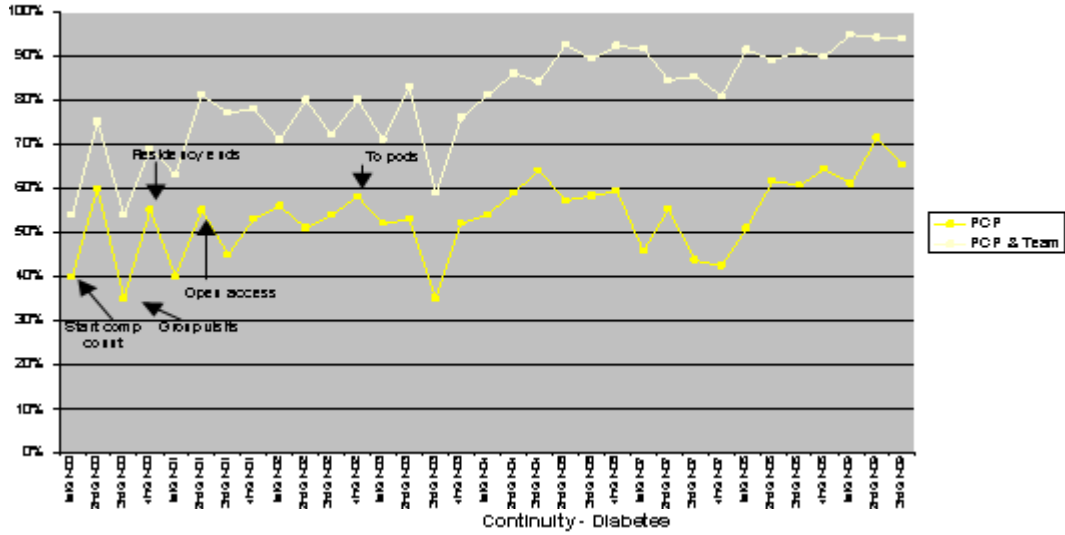


All Sites Continuity - WCC



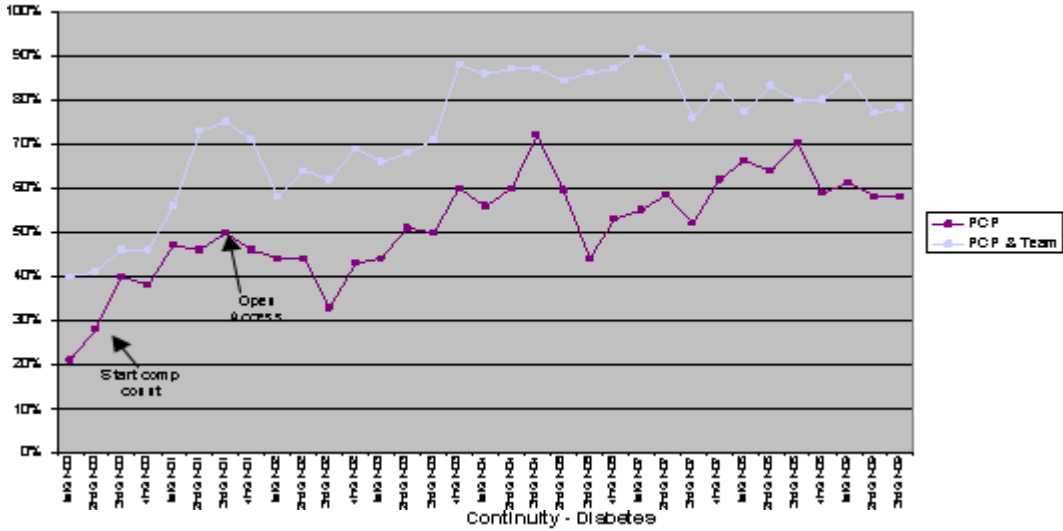
Site A Continuity Dashboard

Continuity - Asthma

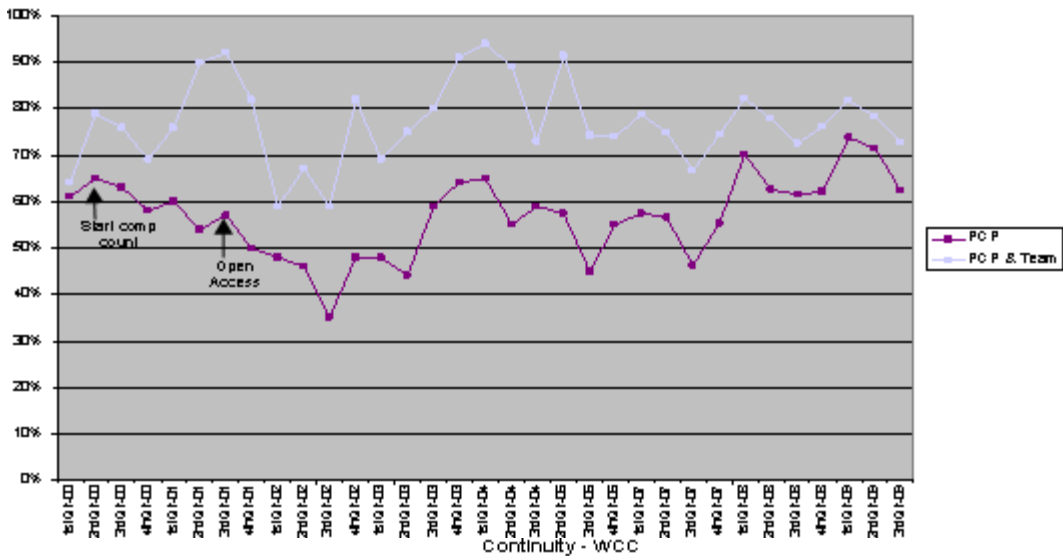


Site B Continuity Dashboard

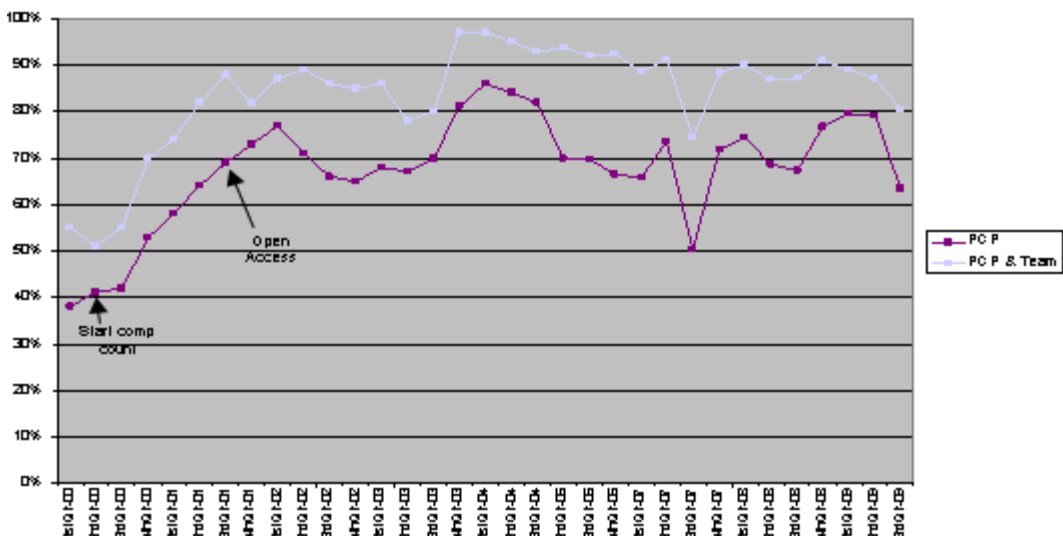
Continuity - Asthma



Continuity - Diabetes

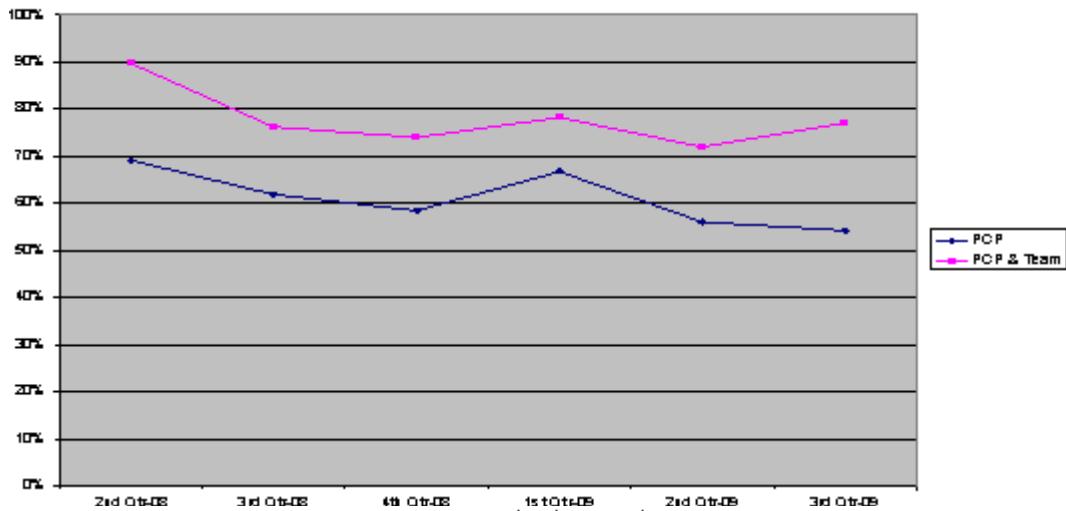


Continuity - WCC

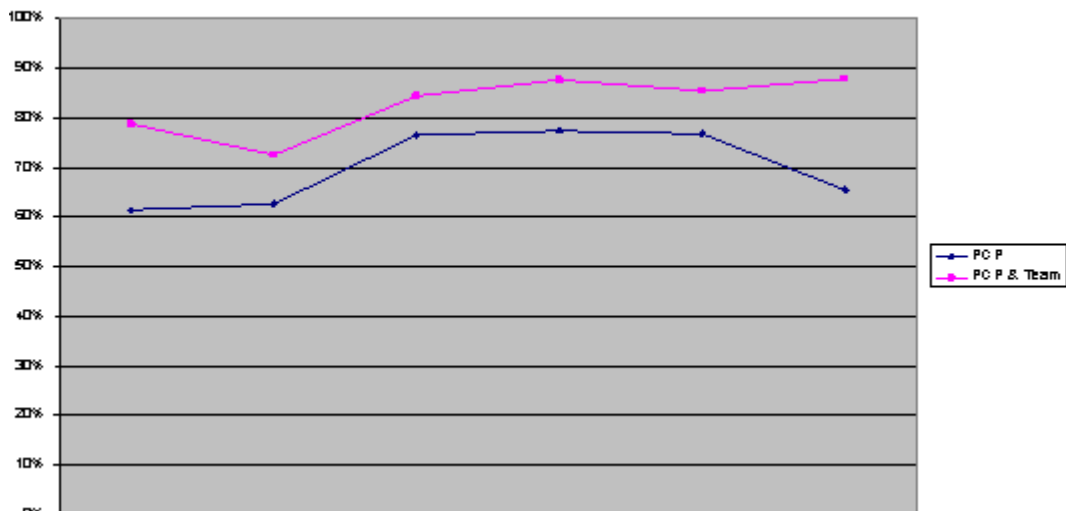


Site C Continuity Dashboard

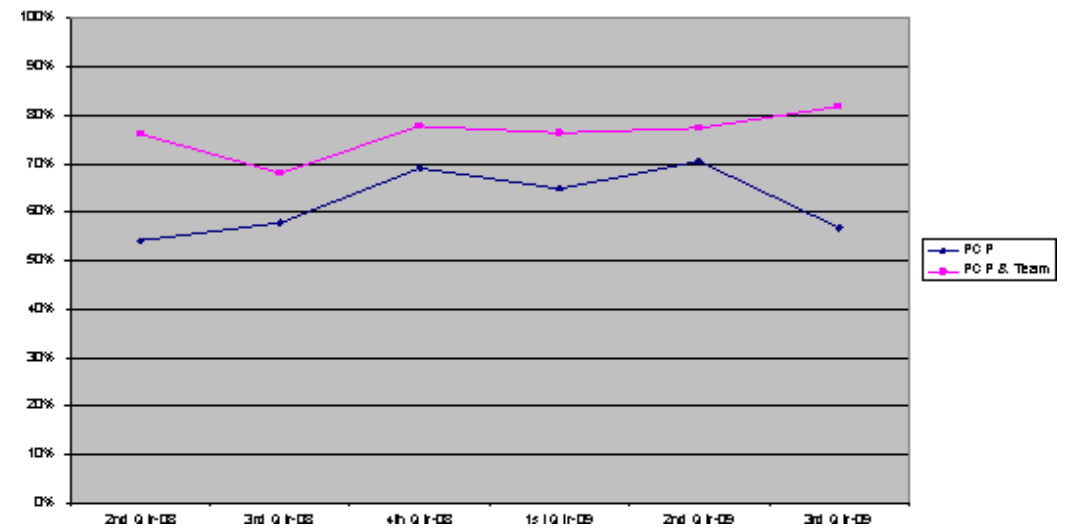
Continuity - Asthma



Continuity - Diabetes

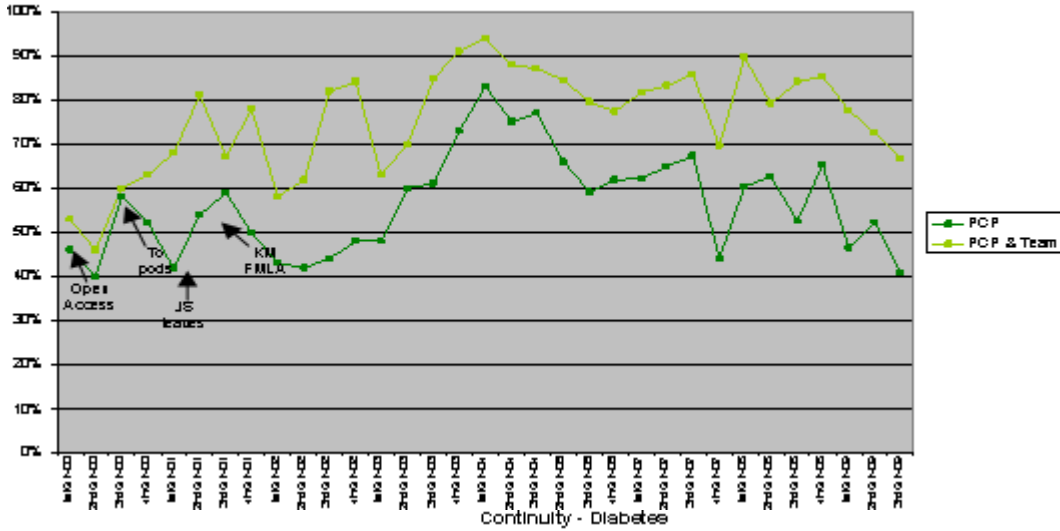


Continuity - WCC

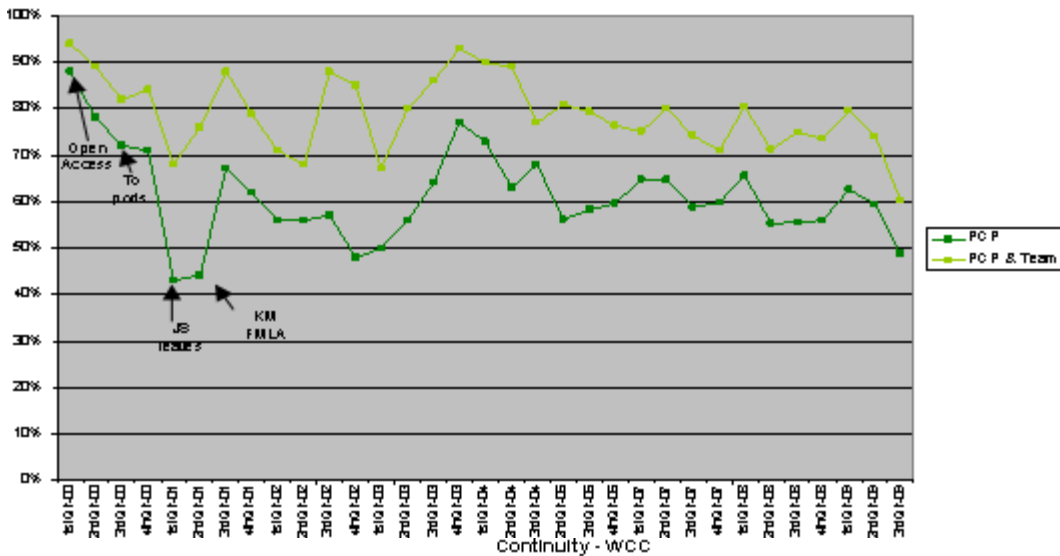


Site D Continuity Dashboard

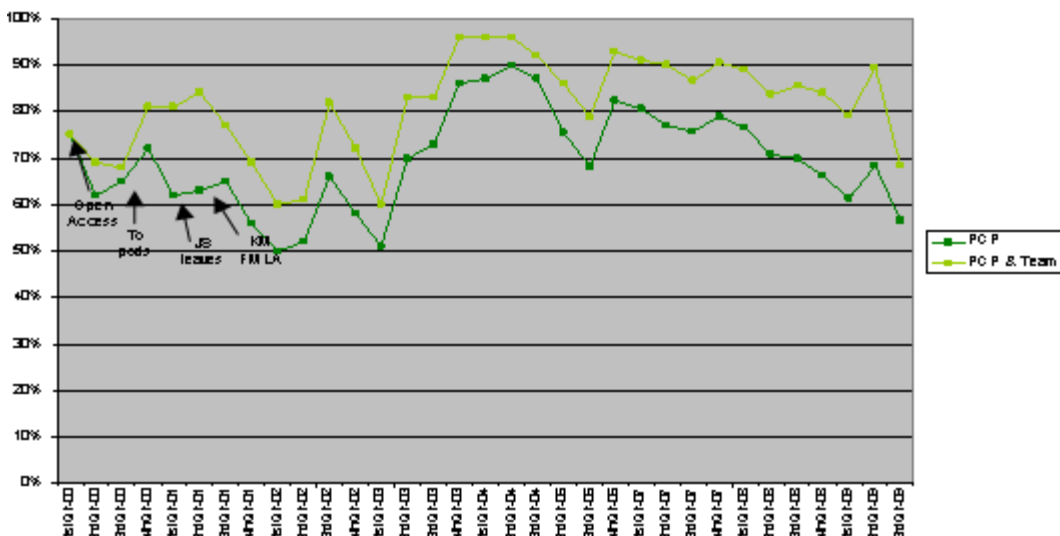
Continuity - Asthma



Continuity - Diabetes

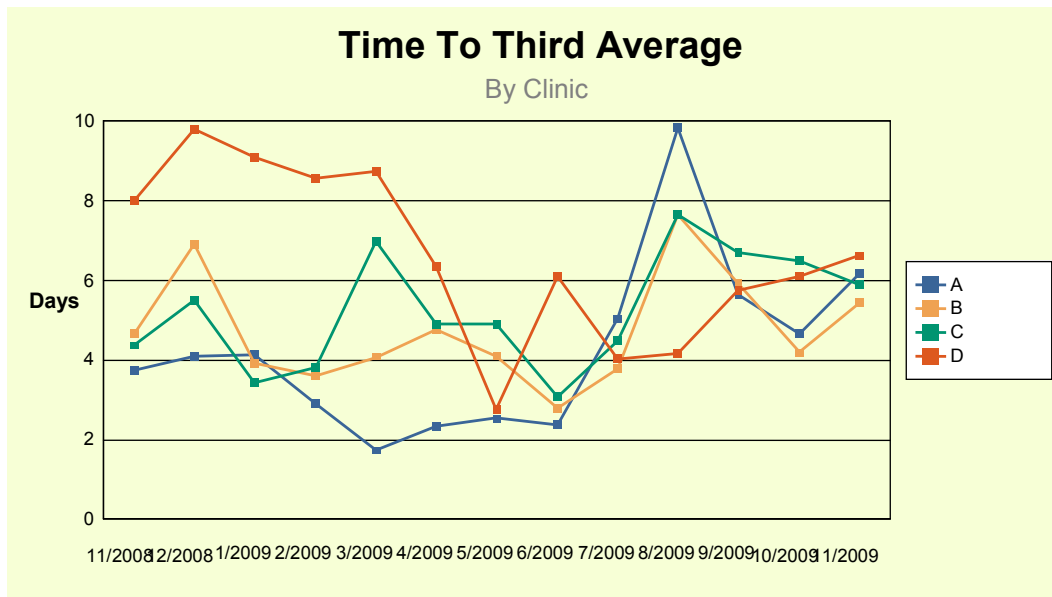
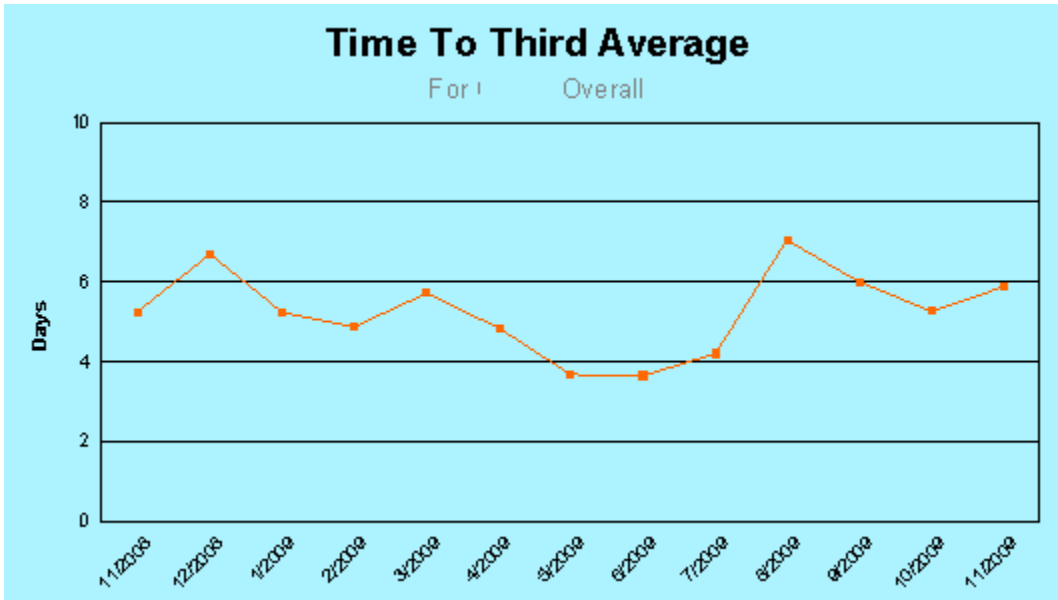


Continuity - WCC



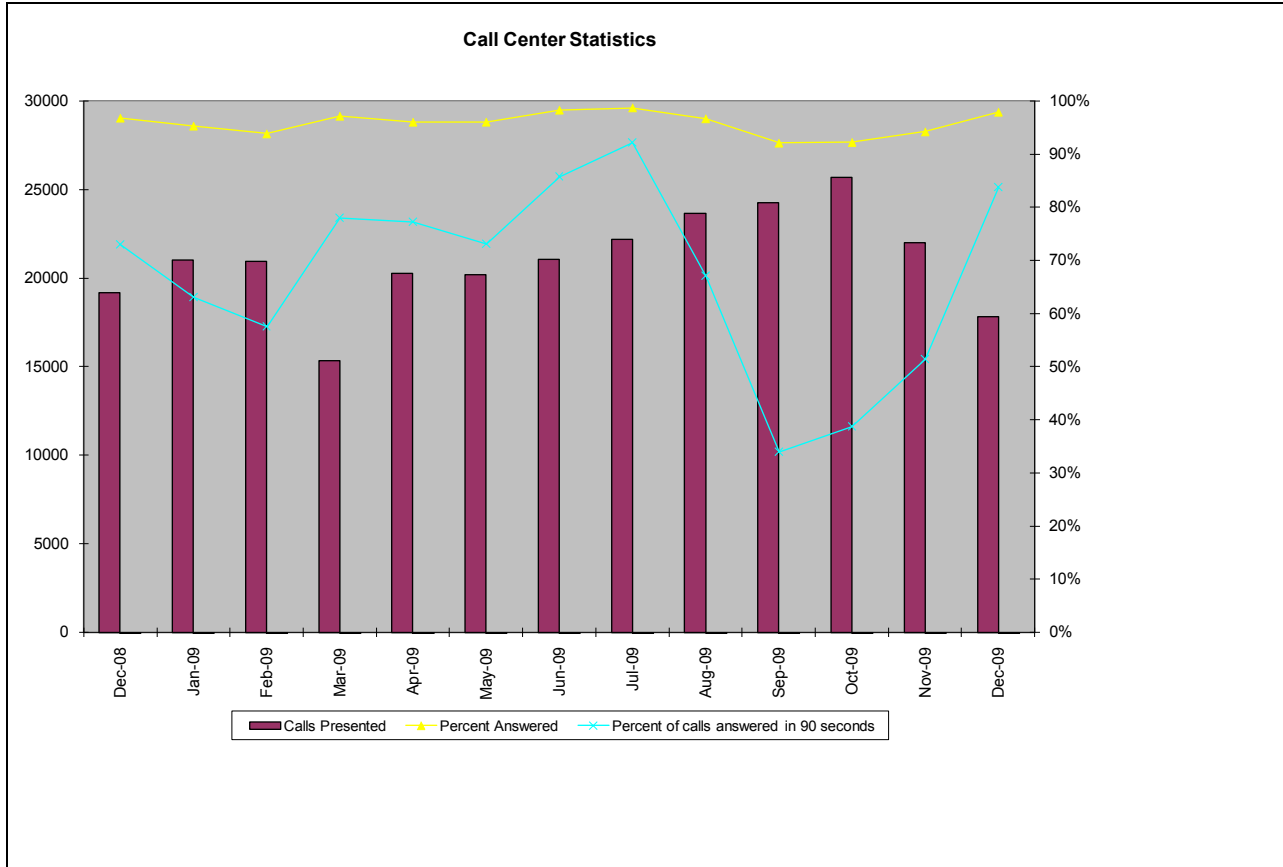
Item 2: Appointments scheduled same day

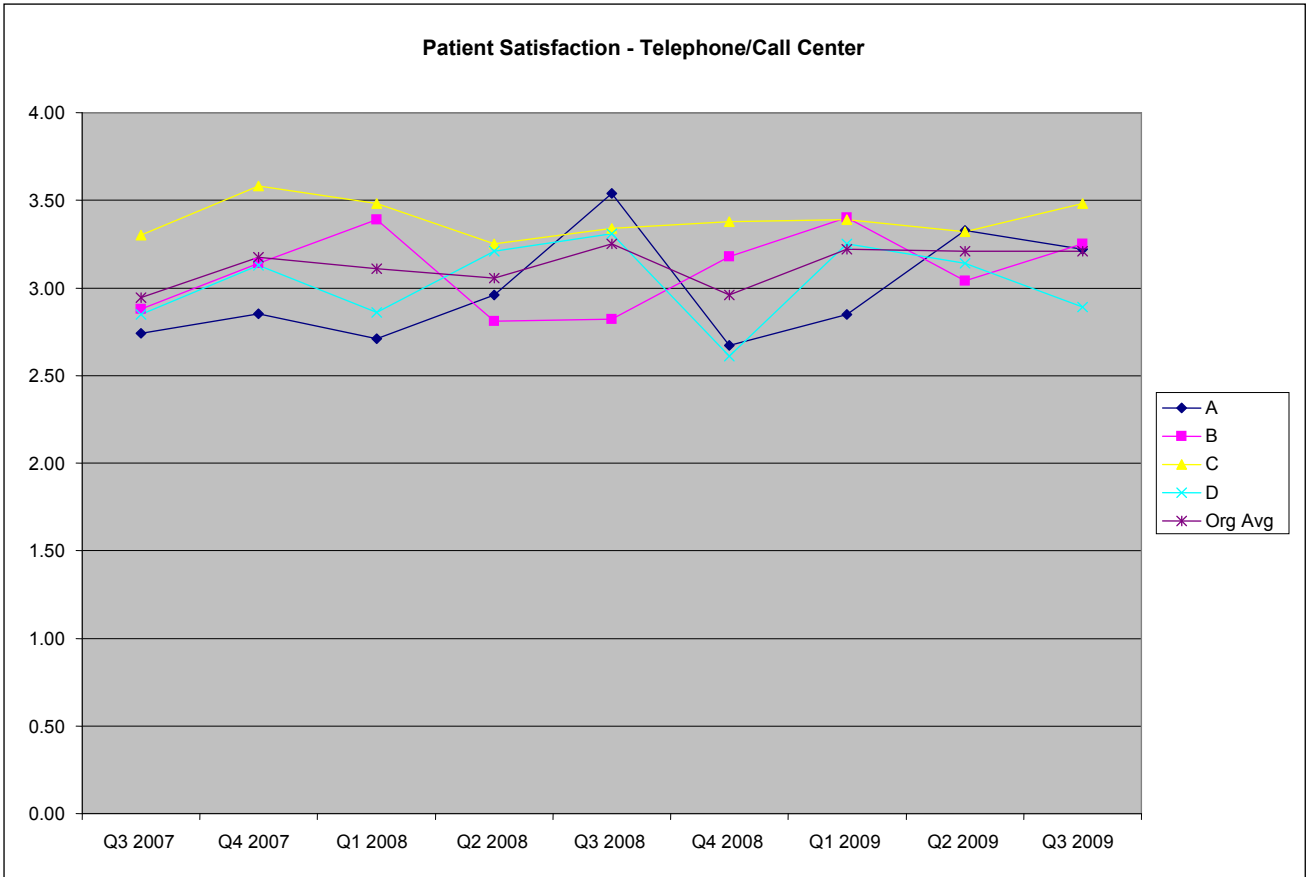
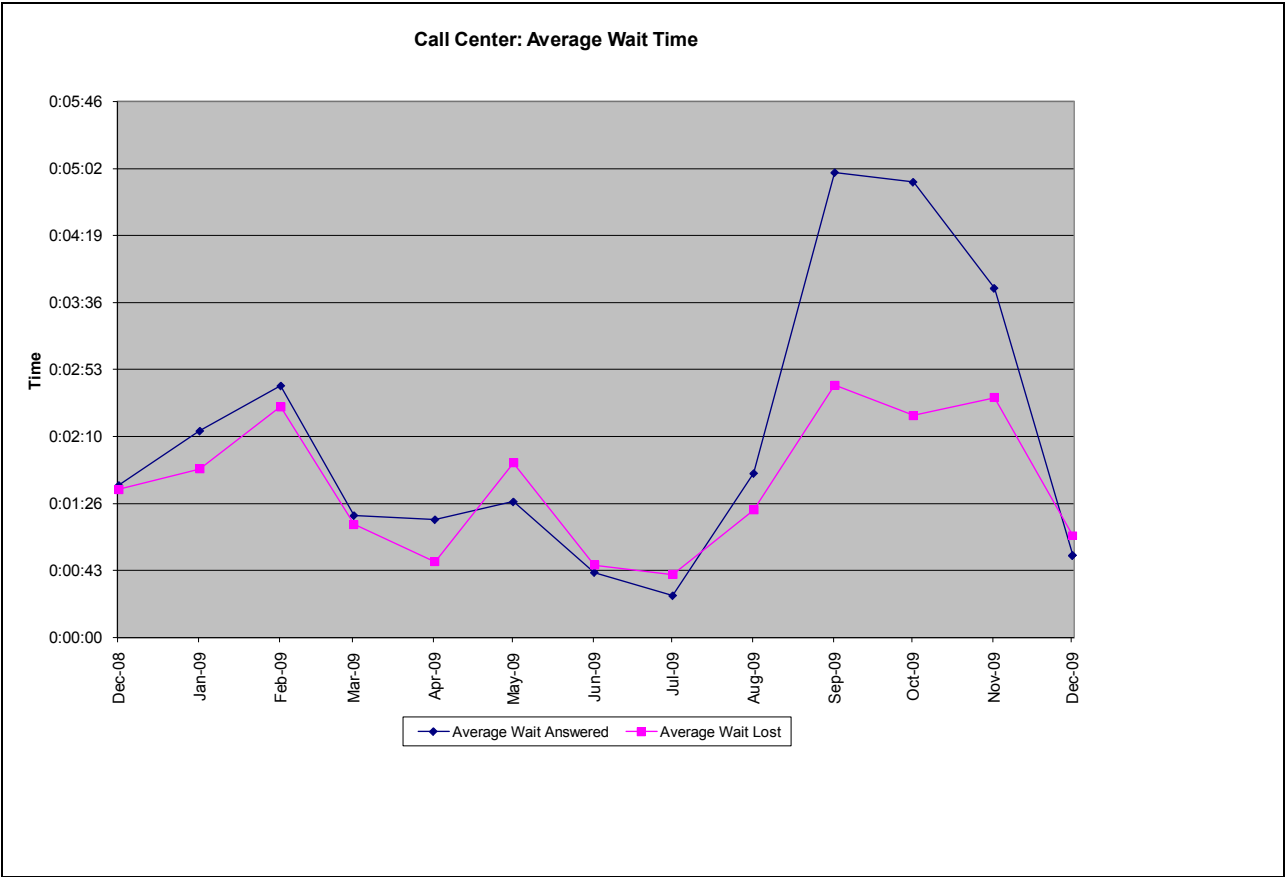
Time to third data is reviewed each month at our Office Redesign Committee (ORDC). The data is collected through a Crystal Report that pulls data from our Electronic Medical Record. The data is presented by the organization as a whole, by each of our four clinic sites, by pod (team), and by provider. Each site is given colored copies of the continuity graphs from the organization to the pod level for their data walls.



Item 3: Response times to meet standards for timely response to telephone requests

Telephone/Call Center data is reviewed twice a year at our Total Quality Management Committee. Telephone/Call Center data has been a Quality Improvement Project (QIP) focus since we instituted a centralized call center in 2006. Surveying patients about their experience with the Telephone/Call Center is part of our quarterly patient satisfaction data collection.





We strive to return all calls within a 6 hour period, triage calls being directed immediately to the nurse on the pod with no waiting for the patients. Below is an example of an immediate triage to the nurse without the patient being tasked. The call is transferred directly to the nurse team manager (Xxxx) at that time.

TELEPHONE MESSAGE Call Type: Incoming

Patient Name **Age** 16 Years
Date of Call
Time of Call 10:00 AM
Call Take By
Home Phone
Other Phone
Work Phone
Preferred Phone

Spoke with: (mother)

Medical Question
 Patient Complaint/Concern: numbness/ pain.
 Detail: patients mother calling requesting appt for patient states that patient is having numbness and pain in one side of her body, transferred call to

Telephone Contact Detail

Date	Time	User	Detail
12/21/2009	10:02		Complaint/concern: numbness/pain. Details: patients mother calling requesting appt for patient states that patient is having numbness and pain in one side of her body, transferred call to <input type="text"/>

Primary Care Provider | NP^o

Below is an example of a call being forwarded to the nurse for triage into the schedule.

TELEPHONE MESSAGE

Patient Name **Age** 28 Years
Date of Call
Time of Call 9:58 AM
Call Take By
Home Phone
Other Phone
Work Phone
Preferred Phone

Spoke with: Patient.

Other Issues:
 Call reason: Requesting appt.
 Comment: Pt would like to schedule appt with pcp sometime next week none available please call to schedule

Telephone Contact Detail

Date	Time	User	Detail
01/13/2010	10:32	CCX.1	Appt sched for 1/15/10 with Leto
01/13/2010	09:59	CC G	Reason for call: Requesting appt. Comment Pt would like to schedule appt with <input type="text"/> next week none available please call to schedule <input type="text"/>

Primary Care Provider , MD^o

NextGen - 192.168.1.137 - Remote Desktop
 NextGen EMR: [12/21/2009 10:00 AM: Document "Telephone_Call"]

File Edit View Tools Utilities Insert Format Window Help

Times New Roman 12

TELEPHONE MESSAGE Call Type: Incoming

Patient Name **Age** 16 Years
Date of Call 10:00 AM
Time of Call
Call Take By
Home Phone
Other Phone
Work Phone
Preferred Phone

Spoke with: (mother)

Medical Question
 Patient Complaint/Concern: numbness/ pain.
 Detail: patients mother calling requesting appt for patient states that patient is having numbness and pain in one side of her body, transferred call to j

Telephone Contact Detail

Date	Time	User	Detail
12/21/2009	10:02	C	Complaint/concern: numbness/pain. Details: patients mother calling requesting appt for patient states that patient is having numbness and pain in one side of her body, transferred call to j

Primary Care Provider | INP

Start | H:\Human Resou... | Welcome to HeR... | ranet - ... | NextGen - 192... | Document1 - Micr... | Drafts - Microsof... | 7:26 PM

Patient #	Clinically Important Condition	Telephone Call Date	Patient Call Time	Nurse Return Call Time	Call Back Within Session or 6 Hours
1	Pregnancy	1/13/2010	9:59am	10:30am	Yes
2	Pregnancy	12/1/2009	10:49am	12/2/2009	No
3	Diabetes	11/9/2009	3:51pm	5:11pm	Yes
4	Pregnancy	7/24/2009	9:08am	12:04pm	Yes
5	Diabetes	9/4/2009	11:22am	11:26am	Yes
6	Diabetes	11/11/2009		3:21pm	No
7	Pregnancy	No call to nurse from patient			N/A
8	Diabetes	No call to nurse from patient			N/A
9	Pregnancy	11/13/2009	9:03am	10:19am	Yes
10	Diabetes	9/4/2009	11:22am	11:26am	Yes
11	Pregnancy	6/16/2009	10:45am	10:48am	Yes
12	ADHD	No call to nurse from patient			N/A
13	Pregnancy	1/13/2010	10:11am	11:24am	Yes
14	Pregnancy	12/21/2009	3:40pm	5:47pm	Yes
15	Pregnancy	7/28/2008	3:03pm	7/29/2009	No
16	Pregnancy	3/11/2009	3:56pm	4:53pm	Yes
17	Pregnancy	No call to nurse from patient			N/A
18	Diabetes	9/18/2009	9:23am	9:42am	Yes
19	Pregnancy	No call to nurse from patient			N/A
20	Pregnancy	No call to nurse from patient			N/A
21	Diabetes	1/20/2010	8:32am	9:15am	Yes
22	Diabetes	11/19/2009	9:10am	No call back	No
23	Diabetes	1/12/2010	11:39am	1:45pm	Yes
24	Diabetes	No call to nurse from patient			N/A
25	Diabetes	2/16/2009	10:38am	2/17/2009	No
26	Diabetes	10/3/2008	10:57am	10/6/2009	No
27	Pregnancy	No call to nurse from patient			N/A
28	Pregnancy	No call to nurse from patient			N/A
29	Pregnancy	No call to nurse from patient			N/A
30	Diabetes	No call to nurse from patient			No
31	Diabetes	No call to nurse from patient			N/A
32	Diabetes	No call to nurse from patient			N/A
33	ADHD	6/1/2009	10:39am	No call back	No
34	ADHD	1/12/2010	9:16am	11:14am	Yes
35	ADHD	12/21/2009	10:02am	10:04am	Yes
36	ADHD	No call to nurse from patient			N/A
	Patient Files (Yes)				15
	Patient Files (No)				8
	Patient Sample Size (Yes+No)				23
	Percentage of Patients (Yes/Sample)				65.22%

Item 5: Language services for patients with limited English proficiency.

Language Line and Purple Language Services Invoices



Thank you for using Language Line Services. Please visit us at www.LanguageLine.com

Account Number: [REDACTED]
 Statement Date: 17 Nov 2009
 Page: 1 of 1

Statement

Date	Item Number	Balance Fwd/ Original	Payments	Credits/Adj	Balance
Balance Forward as of 10/20/2009					\$1,238.88
Oct 26 2009	Payment 207774		(\$1,238.88)		(\$1,238.88)
Oct 31 2009	Invoice 2338688				\$1,776.96
Nov 16 2009	Credit 1630727			(\$80.00)	(\$80.00)

Total Outstanding \$1,696.96

Total	Current	31-60 Days	61-90 Days	91-120 Days	121-180 Days	>180 Days
\$1,696.96	\$1,696.96					

Language Line Services must receive any invoice inquiries or disputes prior to that invoice due date. Click on the "Customer Service" tab on our website, then select "Billing Questions" to complete your request.

A finance charge of 1.5% per month is applied to all past due balances

PLEASE NOTE THE NEW MAILING ADDRESS

Accounts Payable
 [REDACTED]
 1A

REMITTANCE COUPON
 Account Number
 Statement Date: 17 Nov 2009
 Total Outstanding: \$1,696.96

MAKE CHECK PAYABLE TO AND MAIL TO:
 Language Line Services
 P.O. Box 202564
 Dallas, TX 75320-2564

Invoice Number: _____ Amount Paid: _____

 Total Paid: _____



CALL DETAIL - INTERPRETATION SERVICE

ACCOUNT NUMBER:

INVOICE DATE: Oct 31, 2009

ITEM	DATE	TIME (PST)	LANGUAGE	INTERP NUMBER	PERSONAL CODE	MINUTES	CHARGE	ANI NUMBER
236085								
1	10/01/09	08:21	Vietnamese	5158	294076	8	120.00	144 11 P
2	10/05/09	10:13	Cantonese	7211	427887	22	\$88.00	144 11 P
3	10/06/09	13:43	Karen	2546	418919	36	\$144.00	146 11 L
4	10/06/09	16:54	Spanish	6829	464445	3	\$10.50	144 11 P
5	10/06/09	16:55	Vietnamese	5209	464445	35	\$155.50	144 11 P
6	10/06/09	17:55	Vietnamese	4839	464445	7	\$31.50	144 11 P
7	10/07/09	07:19	Mandarin	4614	209160	4	\$16.00	144 11 P
8	10/07/09	08:10	Mandarin	6617	209160	12	\$48.00	144 11 P
9	10/07/09	08:16	Cantonese	1021	296431	20	\$80.00	144 11 P
10	10/07/09	09:37	Mandarin	6566	462461	10	\$40.00	144 11 P
11	10/12/09	07:12	Cantonese	6945	276341	18	\$72.00	144 11 P
12	10/12/09	08:15	Spanish	1412	196580	5	\$17.50	144 11 P
13	10/12/09	11:25	Spanish	8635	424948	7	\$24.50	146 11 L
14	10/12/09	13:04	Spanish	797	3924	7	\$24.50	144 11 P
15	10/13/09	10:22	Karen	6482	450	15	\$60.00	146 11 L
16	10/14/09	10:51	Cantonese	7211	282980	18	\$72.00	146 11 L
17	10/14/09	13:41	Bosnian	3832	436801	48	\$192.00	144 11 P
18	10/15/09	10:25	Farsi	1693	459462	29	\$116.00	146 11 L
19	10/16/09	14:21	Mandarin	7037	BRVA	20	\$80.00	146 11 L
20	10/20/09	10:31	Tagalog	5316	421680	5	\$20.00	146 11 L
21	10/20/09	10:36	Tagalog	5316	421680	6	\$24.00	146 11 L
22	10/20/09	10:40	Thai	1481	421680	20	\$80.00	146 11 L
23	10/20/09	13:24	Nepali	4604	100534	10	\$40.00	144 11 P
24	10/26/09	11:21	Spanish	3989	431185	8	\$28.00	144 11 P
25	10/26/09	14:36	Spanish	8855	405	37	\$129.50	144 11 P
26	10/29/09	11:22	Korean	1642	463308	20	\$80.00	144 11 P
27	10/30/09	09:05	Karen	3580	236085	17	\$68.00	144 11 P

NOT over phone #

SUMMARY

	MINUTES	CHARGES
Over-the-phone Interpretation:	447	\$1,773.50
Discount		\$0.00
Minimum Usage		\$0.00
TOTAL CHARGES:		\$1,773.50

DIAL OUT FEE INDICATOR

(12)



Purple Language Services
595 Menlo Drive
Rocklin, CA 95765



Customer ID	Invoice Date	Due Date
-----	12/7/2009	1/6/2010
Invoice	Amount Due	
64446-6115	\$765.00	

Contract #:

11/18/2009 10:10 AM - 11:00 AM [redacted] orange ped. [redacted]

Requestor: [redacted]
Participants: [redacted]
Location: [redacted]
Job Reference: [redacted]
Interpreted By: [redacted]

Minimum charge: 2.000 hrs @ 85.000/hr \$170.00
Travel: 85.00 flat rate. \$85.00

\$255.00

DEC 14 2009
Wendy
By [redacted]

11/18/2009 11:00 AM - 12:00 PM UTI appointment

Requestor: [redacted]
Participants: [redacted]
Location: [redacted]
Job Reference: [redacted]
Interpreted By: [redacted]

Minimum charge: 2.000 hrs @ 85.000/hr \$170.00
Travel: 85.00 flat rate. \$85.00

\$255.00

11/18/2009 3:30 PM - 4:45 PM Follow up Dr Appt

Requestor: [redacted]
Participants: [redacted]
Location: [redacted]
Job Reference: [redacted]-85140
Interpreted By: 65002: [redacted]

Minimum charge: 2.000 hrs @ 85.000/hr \$170.00
Travel: 85.00 flat rate. \$85.00

\$255.00

12.16.09
OK to pay
[redacted]

Invoice Total:

\$765.00

12/16/09
[redacted]
to pay?
Thank you [redacted]

*** Make sure to include the invoice number on your payment ***
*** Make checks payable to "Purple Language Services" ***

PURPLE
64446-6115
Nov. 09 - Hearing Impaired
4905-142-00 Interpret

If you have any questions concerning your bill, please contact billing@purple.us