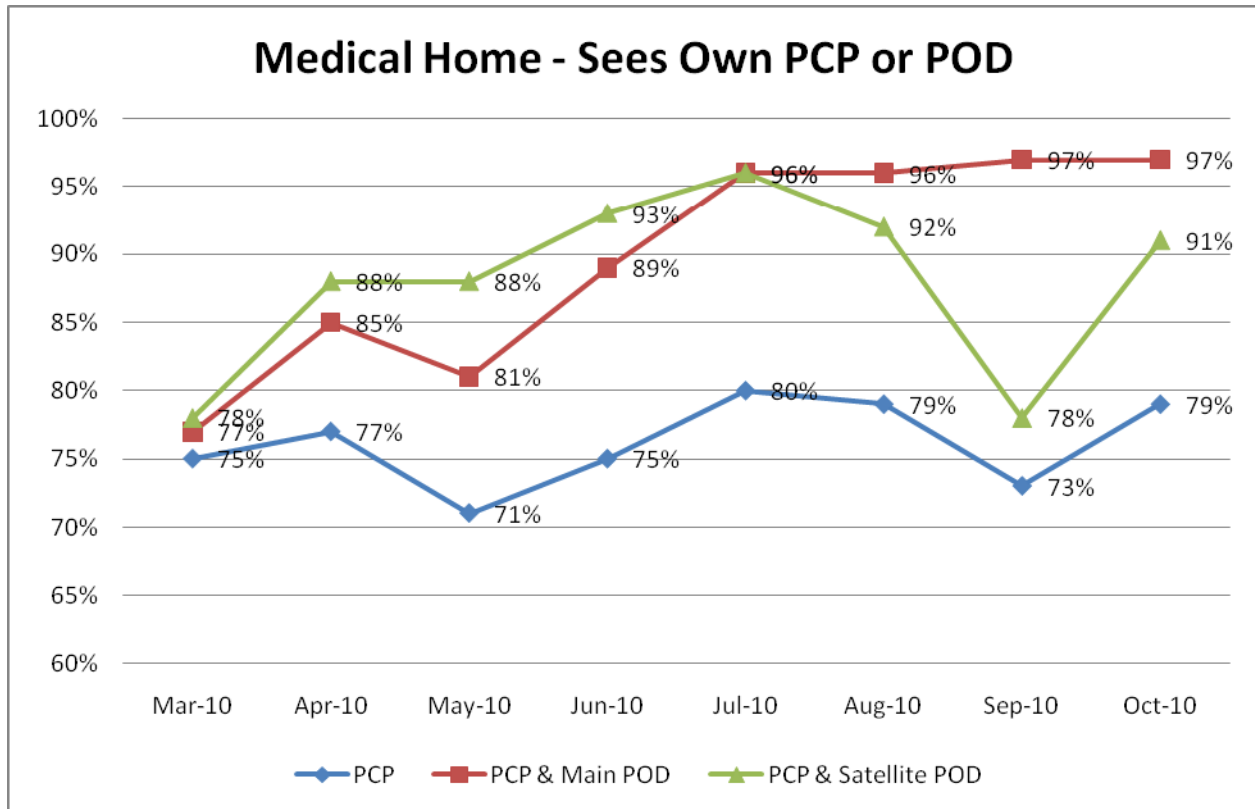


PPC1: ACCESS AND COMMUNICATION
Element B: Access and Communication Results

Item 1: Visits with assigned PCP

Continuity data is reviewed each month by our Operations Officer, who also manages the empanelment reports. The data is collected through a Business Objects Report that pulls data from our Electronic Medical Record. Our average FTE is 0.68 in the clinic, accounting for part time providers, time out of clinic covering the hospital, and paid time off. We know that anything over 68% 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. If a PCP is booked or out of the office, we schedule the patient with another provider on that POD. The graph below shows the percent of patients seen by their PCP or seen by a provider on the POD.



Item 2: Appointment Scheduled to Standards

We use our patient satisfaction survey to monitor access to care including patient satisfaction with getting appointments for acute care and routine care in a timely manner. Below are the results from our April 2010 survey:

Question #5 In the last 12 mos, did you phone this provider’s office for an appt for an illness, injury or condition that **needed care right away**?

XXX	44	61%	Yes
YYY	38	68%	Yes
ZZZ	32	75%	Yes
AAA	31	58%	Yes
BBB	24	58%	Yes
CCC	23	61%	Yes
DDD	28	54%	Yes

Question #6 In the last 12 mos, when you phoned this provider’s office to get an appt for **care you needed right away**, how often did you get an appointment as soon as you thought you needed?

		Never	Sometimes	Usually or Always
XXX	28	4%	7%	89%
YYY	26	4%	8%	89%
ZZZ	25	8%	12%	80%
AAA	21	5%	19%	77%
BBB	14	0%	7%	93%
CCC	15	0%	13%	87%
DDD	18	0%	6%	94%

Question #7 In the last 12 months, did you make any appointments for a **check-up or routine care** with this provider?

XXX	43	86%	Yes
YYY	37	73%	Yes
ZZZ	35	66%	Yes
AAA	34	68%	Yes
BBB	24	71%	Yes
CCC	23	74%	Yes
DDD	29	62%	Yes

Question #8 In the last 12 months, when you made an appointment for a **check-up or routine care** with this provider, how often did you get an appointment as soon as you thought you needed?

	Never	Sometimes	Usually or Always
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XXX	37	0%	8%	92%
YYY	29	3%	10%	86%
ZZZ	23	0%	9%	91%
AAA	22	5%	18%	77%
BBB	17	6%	0%	94%
CCC	18	0%	6%	95%
DDD	19	0%	5%	90%

Item 3: Timely Response to Telephone Requests

We use our patient satisfaction survey to monitor telephone requests including patient satisfaction with phone calls during office hours and phone calls after hours. Below are the results from our April 2010 survey:

Question #9	In the last 12 months, did you phone this provider’s office with a medical question during regular office hours ?		
XXX	44	59%	Yes
YYY	38	47%	Yes
ZZZ	31	48%	Yes
AAA	33	52%	Yes
BBB	24	50%	Yes
CCC	23	43%	Yes
DDD	26	50%	Yes

Question #10	In the last 12 months, when you phoned this provider’s office during regular office hours , how often did you get an answer to your medical question that same day?			
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		Never	Sometimes	Usually or Always
XXX	27	0%	26%	74%
YYY	18	11%	11%	78%
ZZZ	17	0%	18%	83%
AAA	19	21%	16%	64%
BBB	12	8%	17%	75%
CCC	10	0%	30%	70%
DDD	16	6%	13%	81%

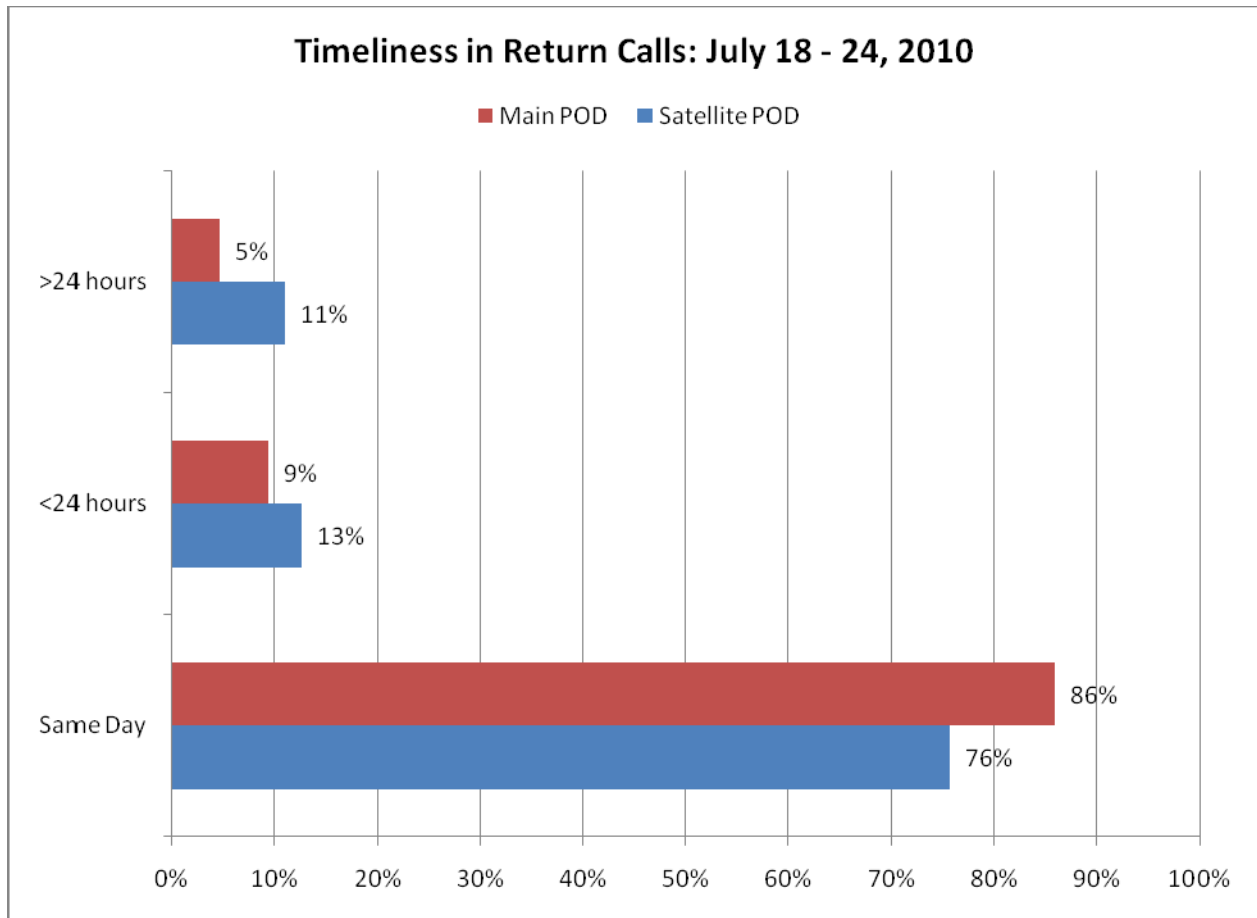
Question #11	In the last 12 months, did you phone this provider’s office with a medical question after regular office hours?		
XXX	43	26%	Yes
YYY	38	24%	Yes
ZZZ	31	19%	Yes
AAA	32	6%	Yes
BBB	24	4%	Yes
CCC	23	13%	Yes
DDD	27	15%	Yes

Question #12	In the last 12 months, when you phoned this provider’s office after regular office hours, how often did you get an answer to your medical question as soon as you needed?			
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	Never	Sometimes	Usually or Always
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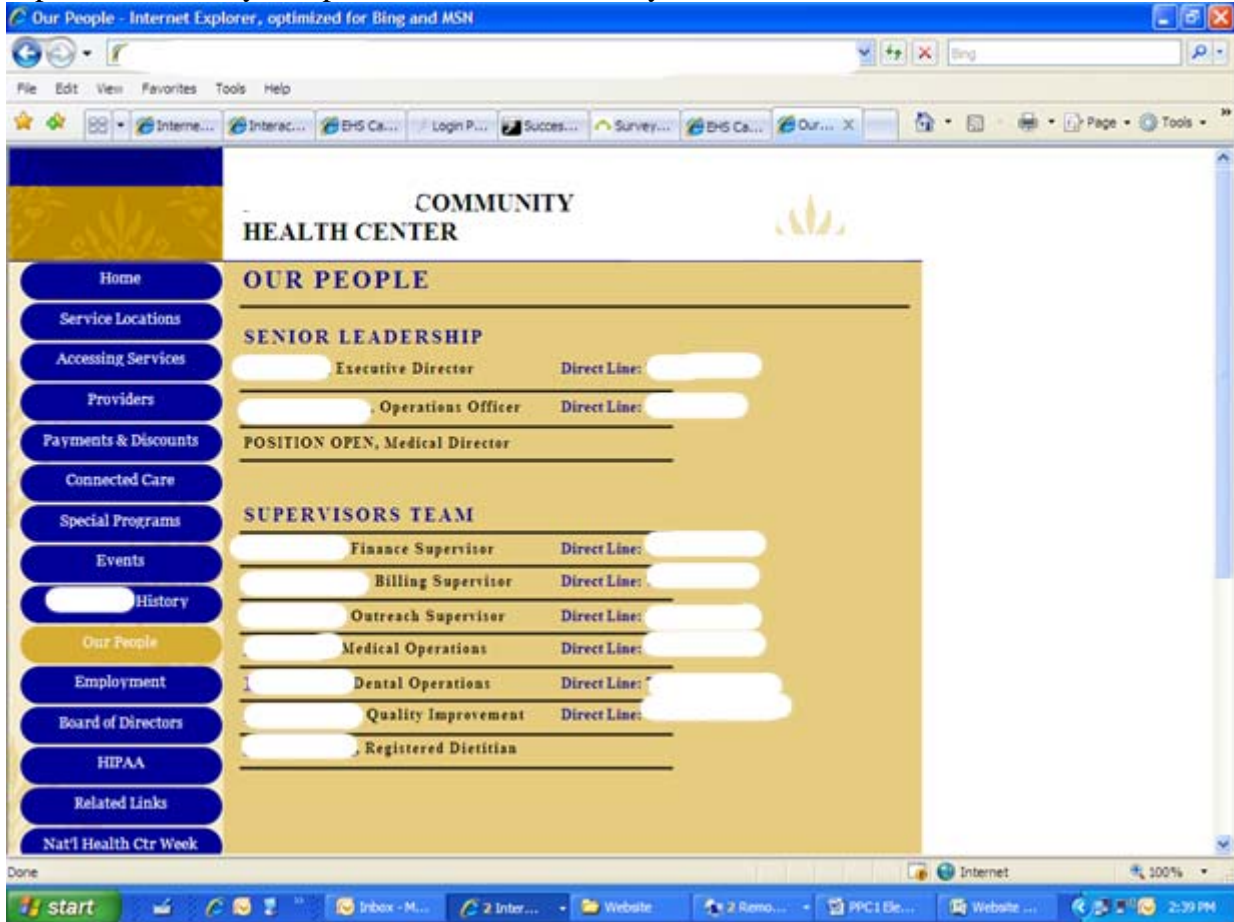
XXX	12	17%	0%	83%
YYY	9	11%	11%	77%
ZZZ	6	17%	0%	83%
AAA	1	0%	0%	100%
BBB	1	0%	0%	100%
CCC	3	33%	0%	67%
DDD	6	0%	17%	84%

In an audit of a full week's worth of all patient calls, 76-86% of calls were returned the same day received:

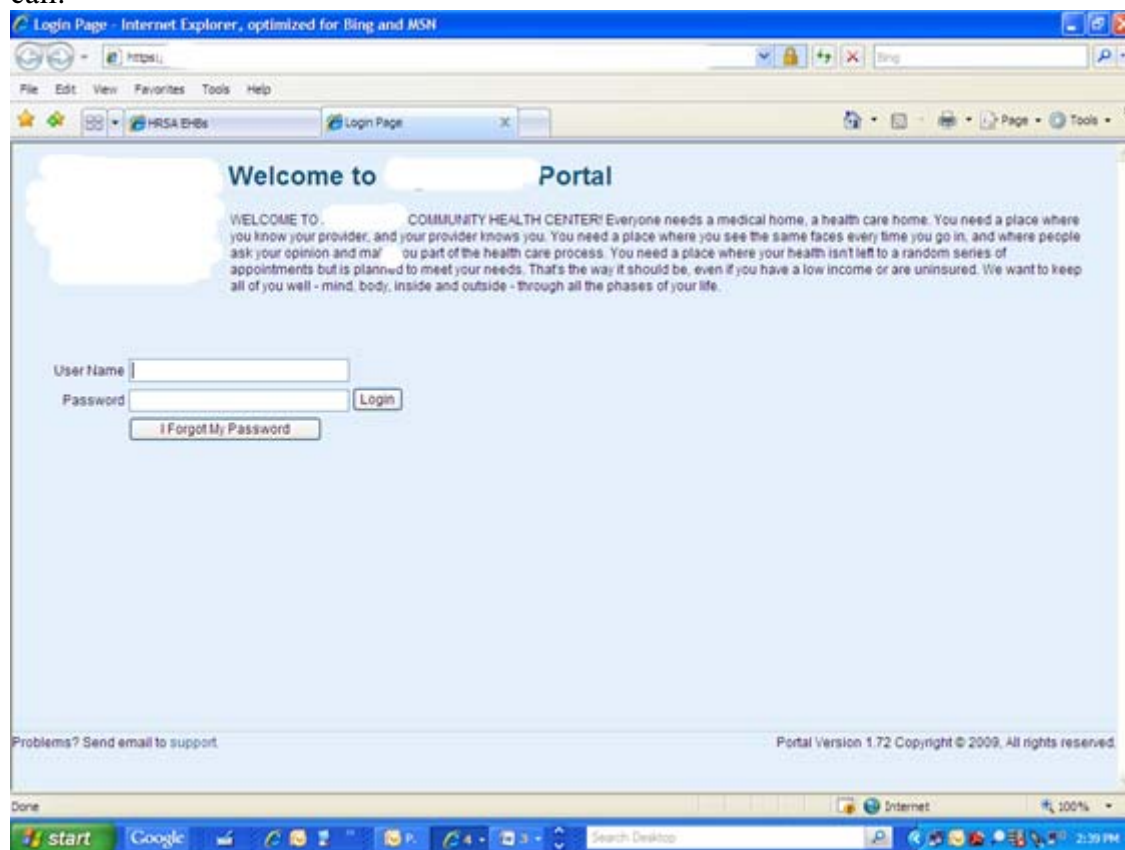


Item 4: Timely Response to E-mail or Interactive Web Requests

We have a website with hyperlinks allowing users to email or call our senior leaders and our supervisors directly. Responses occur the same day.



Our patient portal allows use of “Ask A Question” page that populates into our EMR as a phone call.



The “Ask A Question” page on the portal allows patients to free text the details the information or help they need. This request would then populate into the organizer for follow-up.

Portal Logout | Printer-Friendly

Home My Profile Patient Registration Appointments Contact Us

Ask A Question

Patient Account: [redacted]

Ask A Question

Save Cancel

To improve access to your provider, [redacted] now allows you to ask a question on-line. Please leave your telephone number, the provider or staff member you want to ask and a detailed question. Response times may be as long as 3 business days. If you need a more timely response, please call our office at 7 [redacted]

Provider: [dropdown menu]

Primary Contact Phone: [redacted] (555-555-5555)

Secondary Contact Phone: [redacted] (555-555-5555)

Question:
 I need a referral and order for my mammogram. I want to use [redacted] Medical Center. Please contact me with an appointment.
 122 of 1000

Required (*) indicates a required field.

How it shows up in EHS (Xxxx is the designated employee for follow-up):

Date/Time: 11/05/2010 02:53 PM

Outgoing Call Urgent Private

For: [redacted] Phone: [redacted] By: [redacted]

From: [redacted] Secondary: [redacted] Doctor: [redacted]

Patient: [redacted] Age: 42 Yrs Medication Request: [redacted]

Reason: I need a referral and order for my mammogram. I want to use [redacted] Medical Center. Please contact me with an appointment.

Last Modified: 2010-11-05 02:53:15 PM

Response times would be monitored and audited in conjunction with the above phone calls. These emails come into the phone call section of our EMR.

Item 5: Language Services

We make every effort to provide services and written materials in the patient's preferred language. Many of our staff members are bi-lingual and it is required for some positions. We provide an additional \$0.25 per hour for bi-lingual staff. Spanish is the only language necessary in our area and 11% of our patients require Spanish translation. All staff members receive annual training on cultural competency. Those doing translation receive training for proper medical translation services. Providers receive training about how to properly utilize a translator. In creating provider teams, staff schedules and community events, we always consider the mix of bi-lingual employees necessary to serve our patients. Forms and paperwork used within the practice are also available in Spanish. Here is a reminder letter in Spanish:

Medical Office
Health

Date: 10/21/2010

Dear (Estimado): Mr. F

This letter is to remind you that your provider has ordered the following:
Esta carta es para recordarle que su proveedor a ordenado lo siguiente:

Labs / Laboratorio

Radiology / Radiologia

Consults / Consulta

Immunizations / Inmunizaciones

Recall letter in Spanish:

Medical Office

J
6C
I

Date: 11/12/2010

Esta carta es para recordarle de regresar a la clinica para una o mas de las siguientes razones o citas.

- Examen anual de bienestar de la mujer con papanicolau
- Repetir papanicolau solamente
- Repetir examen de los senos
- Mamografia
- Chequeo anual de niño/niña
- Vacunas
- Análisis de sangre
- CBC (recuento sanguíneo completo)
- Tiroide
- Próstata
- BMP (pruebas metabólicas básicas)
- Cholesterol
- Tiempo de coagulación

No Show Letter in Spanish:

Medical Office _____
Health _____

Jo.
60.

Estimado:

Sus necesidades medicas son importantes para nosotros. El personal del _____ Community Health Clinic estan preocupados porque usted no mantuvo su cita con nosotros en

Nuestra política es que nos llamen al _____ 1 menos 24 horas de anticipacion si no puede mantener su cita. "Fallas a Citas" impiden que otras personas que necesitan atencion medica por ser visto con prontitud. Por lo tanto, en el futuro, por favor intente llamar 24 horas por adelantado a cancelar las citas. Los telefonos se contestan empezando a las 7:45 de la manana.

Si esta teniendo problemas particulares que le impiden poder mantener sus citas, por favor haganos saber y tal vez podemos ofrecer alguna ayuda. Tenemos muchos recursos para ayudarle con una variedad de necesidades. Nuestro departamento de divulgacion puede ofrecer asistencia para ayudar a aplicar para nuestro programa de descuento, Medicaid, y CHP +. Tambien ofrecemos transporte gratis de _____ a traves del autobus de PATS.