

**Bellingham Quality Improvement Results**  
**Updated July 2016**

**MEASURES:**

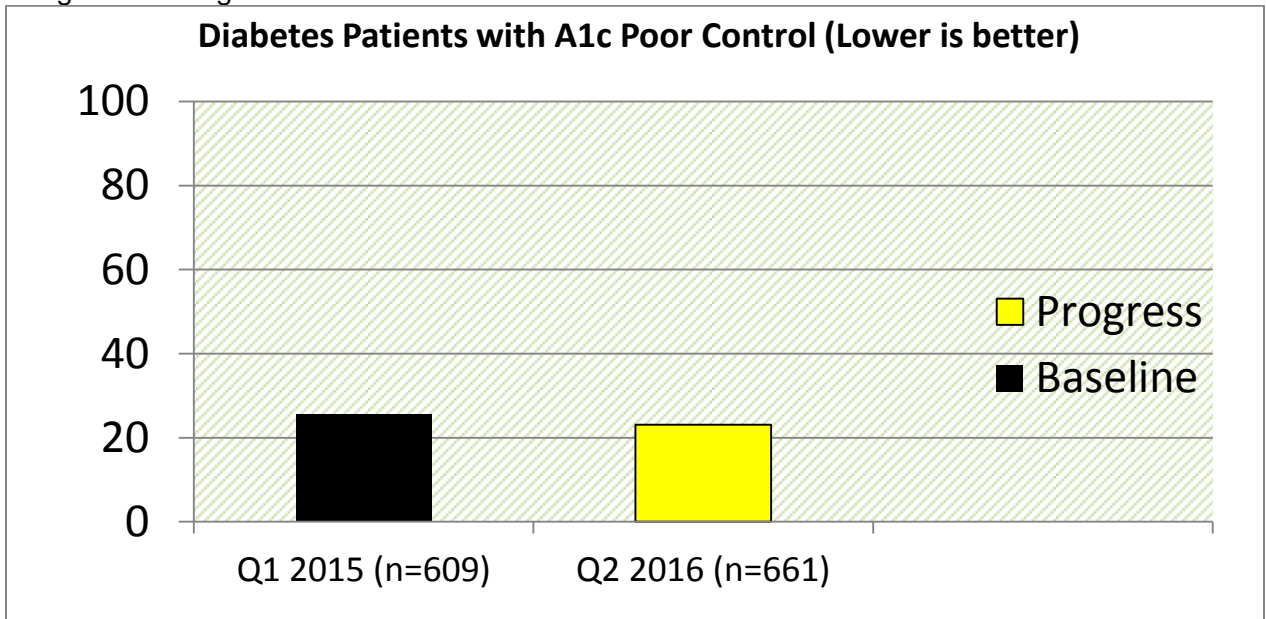
We collect and report on many measures each year. Below is a summary of some of our 2016 results that we thought we would share and ask for your participation.

You can help us achieve these goals by taking these steps:

- Follow the treatment plan agreed to between you and your primary care provider.
- Eat a healthy, balanced diet with more fiber and less fat, sugar and salt and control portion size.
- Make exercise a regular part of your routine.
- Take your medications as prescribed.
- Keep your regular follow-up appointments and tests as recommended by your primary care provider.
- Eliminate or reduce daily nicotine intake (tobacco, e-cigarettes, chewing tobacco) if applicable.
- Participate in our patient satisfaction survey when contacted by our vendor.

**Diabetes Blood Sugar Control-**

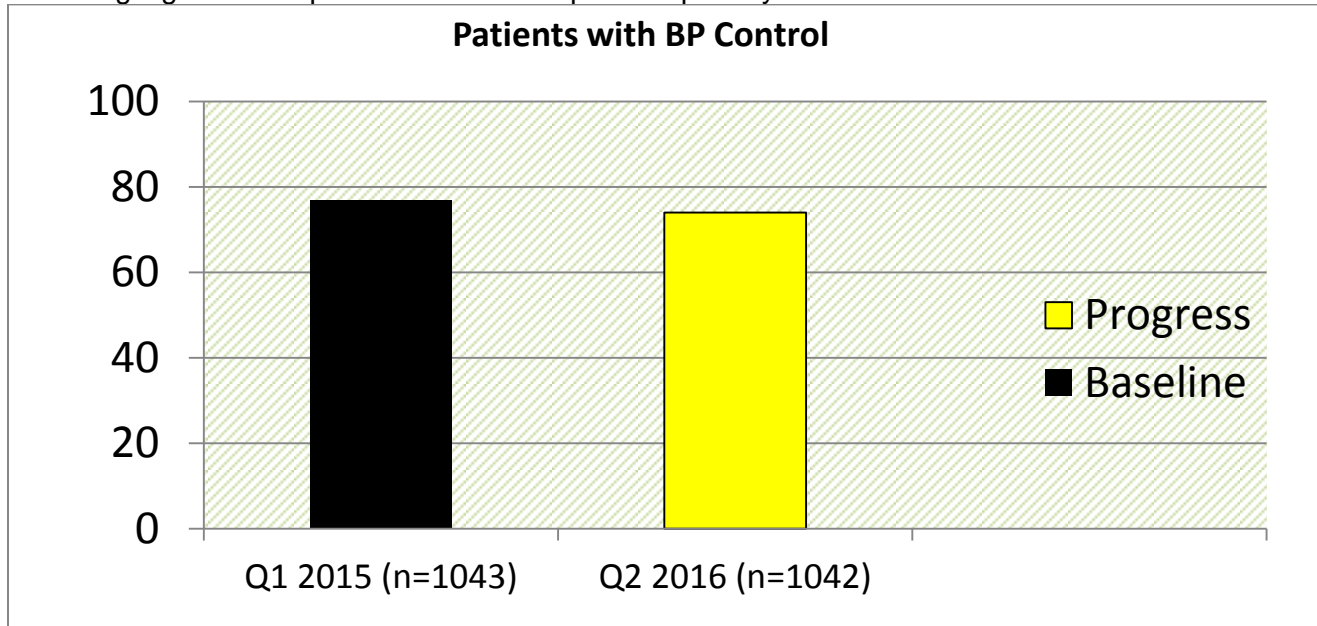
- Hemoglobin A1c Control- HbA1c is a common blood test performed at least annually. The result is used to determine how well you are managing your diabetes by measuring your average level of blood sugar over the past 2-3 months. The American Diabetes Association recommends a goal of <7%, though based on your age and other medical conditions, a slightly higher level may be appropriate. Our 2016 goal is that 19% or less of our active patients with diabetes have an HbA1c result >9% or have not been tested in the last year. This goal allows us to focus our efforts to connect with patients who are in this 19%.
- Despite Medicaid expansion and roll out of the Accountable Care Act which added new diabetics to our care each of the past couple years, we are making progress towards achieving our goal reducing from 25.6% to 23.1%.



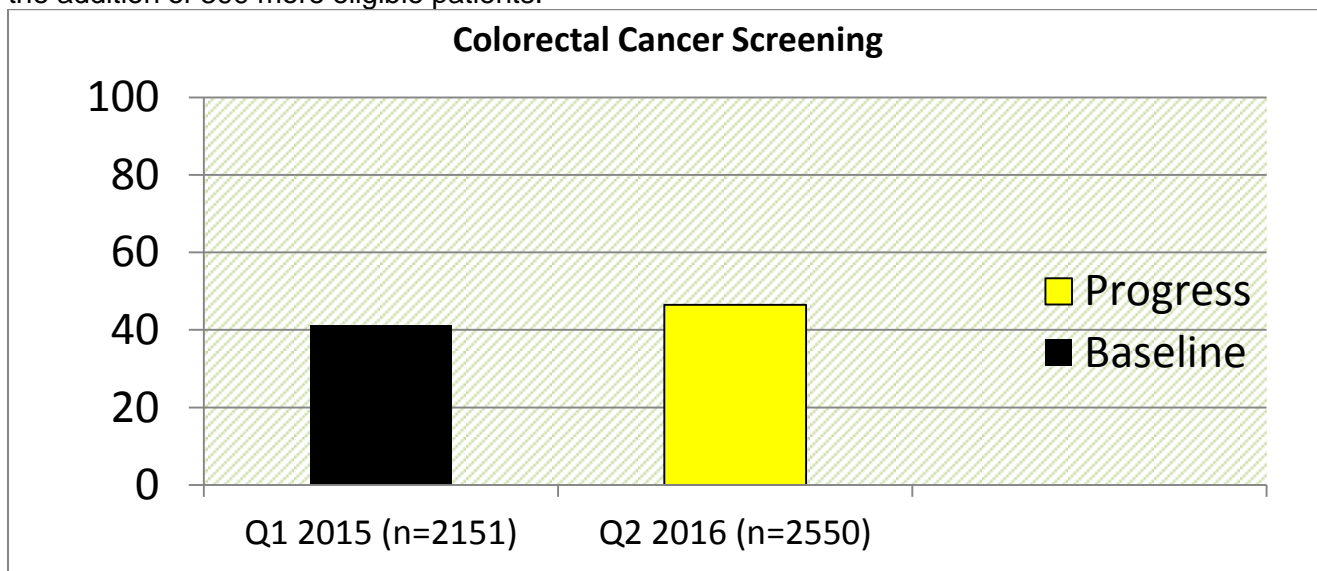
**Hypertension- Blood Pressure Control-** Many health conditions and medications you take can contribute to high blood pressure as well as family history or high cholesterol. Making a difference in

lifestyle choices in areas of diet, exercise, alcohol intake or smoking are key factors to self-manage hypertension.

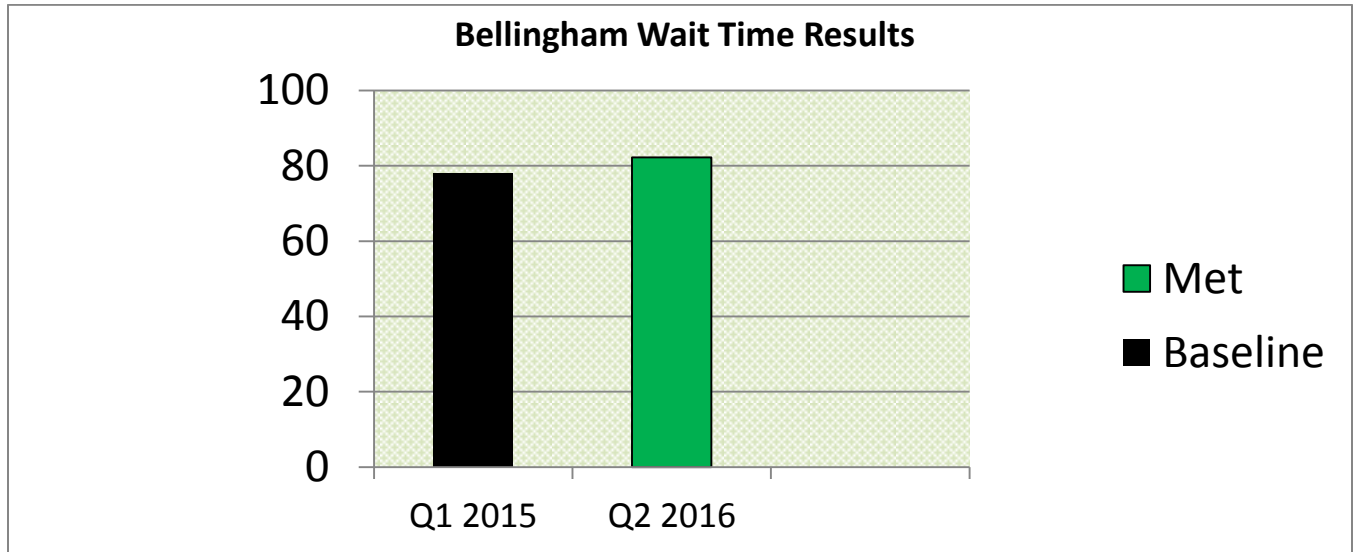
Our 2016 goal is that 82% or more of our hypertensive patients have a blood pressure of <140/90. As you can see from the graph below, we are struggling to make progress towards that goal after achieving significant improvement over the past couple of years.



**Colorectal Cancer Screening**- colorectal cancer screening is used to check for early signs of colorectal cancer. It is recommended that patients aged 50-75 either have a colonoscopy procedure every 10 years, a sigmoidoscopy procedure every 5 years or do an FOBT/FIT test annually. You may have received a reminder to get this done. If you are unsure whether you are due for this, please contact us. Our 2016 goal is to improve our colorectal screening rate to 54% and to continue to drive that up each subsequent year. Over the past year, we have improved from 41.2% to 46.5% even with the addition of 399 more eligible patients.



**Patient Satisfaction with Wait Time-** Based on your feedback in our Patient Satisfaction Surveys, this is an area we have chosen to focus on for improvement. We have worked on many efforts to improve this over the past year, a few including: implementing a new queuing check-in system and streamlining new patient registration at the front desk as well as evaluating and intervening on wait times that exceed 45 minutes. Our survey results are benchmarked to other community health centers both statewide and nationally. Our 2016 goal is to rank at or above the 60<sup>th</sup> nationally or improve our mean satisfaction score to 82 or higher. As you can see below, we met our goal in Quarter 2 reaching 82.2.



**Vitamin D Testing-** Updated screening test guidelines came out several years ago recommending that providers no longer need to routinely test for Vitamin D levels in patients. Since most patients have some level of Vitamin D deficiency, it is recommended that patients just take an over-the-counter supplement. Of course there are exceptions to these testing guidelines such as to obtain a baseline on a patient, when there may be an impact to care or to confirm attainment of target Vitamin D levels if a person is on supplements. Our goal is to decrease the number of Vitamin D tests we are ordering in accordance with recommended guidelines. As you can see below, we have met our goal of decreasing the number of vitamin D tests we are ordering per month.

