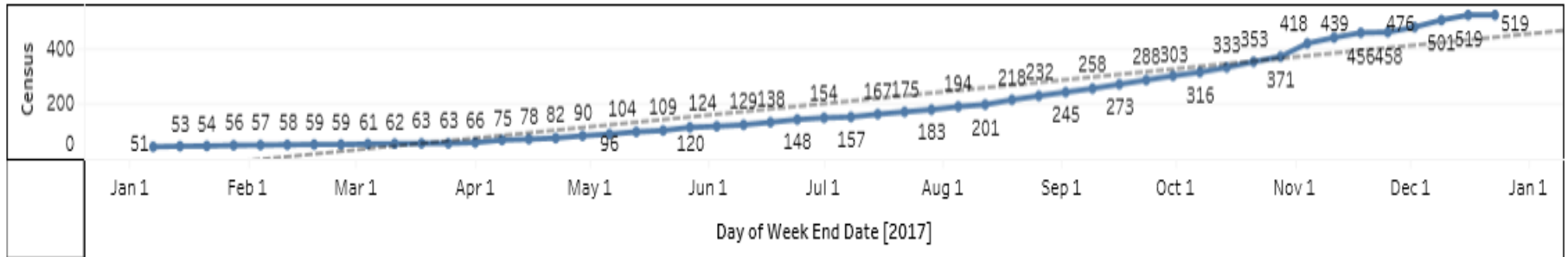


Liberty Resources Integrated Health Care 2017 Performance Dashboard

Look at us grow!!!

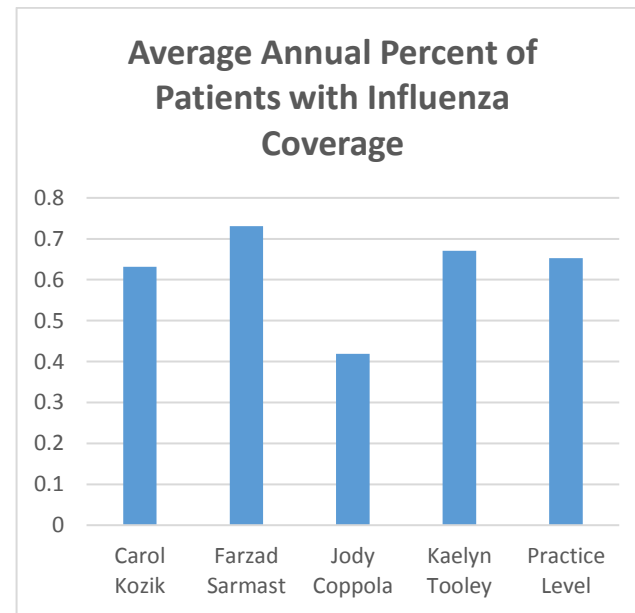
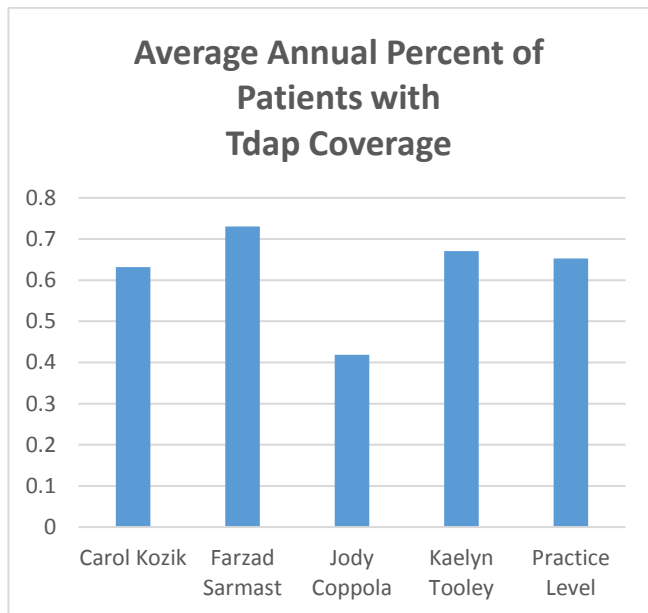


Immunizations

You may not realize that you need vaccines throughout your life. Adults need to keep their vaccinations up to date because immunity from childhood vaccines can wear off over time. You are also at risk for different diseases as an adult.

Vaccination is one of the most convenient and safest preventive care measures available.

All adults need a yearly Influenza vaccine AND Td (or Tdap, once) every 10 years. How do we measure up????



**How patients feel about the care Received at Liberty Resources Family Health Center
(data gathered from 5/1/17 – 7/30/17):**

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
Courtesy of front office staff	0.00% 0	0.00% 0	4.76% 1	4.76% 1	90.48% 19	0.00% 0	21	4.86
Helpfulness of insurance/billing staff	0.00% 0	0.00% 0	5.00% 1	15.00% 3	65.00% 13	15.00% 3	20	4.71
Caring/friendliness of treatment team	0.00% 0	0.00% 0	5.00% 1	10.00% 2	85.00% 17	0.00% 0	20	4.80
Professionalism and efficiency of treatment team	0.00% 0	0.00% 0	9.52% 2	4.76% 1	85.71% 18	0.00% 0	21	4.76
How well did your provider explain things to you in a way you could understand?	0.00% 0	0.00% 0	9.52% 2	4.76% 1	85.71% 18	0.00% 0	21	4.76
How well and carefully did your provider listen to you?	0.00% 0	0.00% 0	4.76% 1	9.52% 2	80.95% 17	4.76% 1	21	4.80
How respectful was your provider of the things you had to say?	0.00% 0	0.00% 0	9.52% 2	4.76% 1	80.95% 17	4.76% 1	21	4.75
How well did your provider obtain important information about your health history?	0.00% 0	0.00% 0	9.52% 2	14.29% 3	71.43% 15	4.76% 1	21	4.65
How well did/does your treatment help you make decisions about your healthcare needs that reflect your personal goals and preferences	0.00% 0	0.00% 0	9.52% 2	4.76% 1	80.95% 17	4.76% 1	21	4.75
How well did your provider ask you if there were things that made it difficult for you to take care of your health	0.00% 0	0.00% 0	14.29% 3	14.29% 3	66.67% 14	4.76% 1	21	4.55

Healthcare Utilization Measures: April 1, 2017 to June 30, 2017

2+ Inpatient Hospitalization Measures

According to the New York State Office of Mental Health, patients with 2+ inpatient hospital visits in a calendar year are considered high utilizers of service. We plan to target high utilizers to better coordinate care and reduce overall healthcare costs.

Denominator:	2 patients were flagged as frequent utilizers of inpatient services (2+ visits)
Numerator:	130 total patients
Rate/Percent:	2%

2+ ED Visits Measure:

According to the New York State Office of Mental Health, patients with 2+ ED visits in a calendar year are considered high utilizers of service.

Denominator:	8 patients were flagged as frequent utilizers of ED services (2+ visits)
Numerator:	130 total patients
Rate/Percent:	6% total patients had 2+ ED visits