What we did this year to try to improve the quality of the care our patients receive

A. Our goal was to increase the percentage of patients who have completed the HPV (Gardasil) series by age 13.
   Our goal was to increase our percentage by 1-2%.
   Our baseline performance rate from 7/5/17-7/5/18 was 42.33%
   On 10/9/18 we reran the report and our percentage of patients that completed the series increased to 44.07%. Our goal was met.

   It is important for patients to complete the series of HPV vaccinations, for it to be effective and to protect them against cancers that are caused by human papillomavirus (HPV).

B. Our Practice has noticed an increased use of Emergency Room Utilization. PAWC firmly believes that medical care is best provided by PAWC providers who know the patients and have full access to their medical records. A reduction is use of Emergency Rooms to reduce health care costs, as it is a more judicious use of resources.

   PAWC has contacted every family that visited an Emergency Room to provide coordination of Care and an education piece regarding PAWC’s extended hours and PAWC has office hours 7 days a week. This outreach work resulted in a 3.65% decrease in Emergency Room Utilization.

C. Our Practiced decided that it was important to make sure that patients between the ages of 12-21 years old were coming in for their ‘yearly’ well visits, and one reason is because it is important to screen patients yearly for depression using the PHQ-9 depression screen.
   When we ran our baseline report we were at a 72% compliance rate with patients receiving their yearly PHQ-9 depression screen.
   After doing our outreach we ran our report and we are now at 87% compliance.