

UW Medicine Lopez Island Clinic - Quality Metrics FY2019 (July 1, 2018 - June 30, 2019)
Year-To-Date

NOTE: Patient experience data post ~45 days later to allow sufficient time for survey responses

YTD Score

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Trend | Cur. Mo. | % Change from July | Var from Goal |
|--|------|------|------|------|------|------|-----|-----|-----|-----|-----|-----|-------|----------|--------------------|---------------|
| Willingness to Recommend | | | | | | | | | | | | | | | 90.9 | |
| Lopez | 94.1 | 93.9 | 93.7 | 92.9 | 93.4 | | | | | | | | | 93.4 | -0.7 | 2.5 |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | |
| Patient Access Composite | | | | | | | | | | | | | | | 80.1 | |
| Lopez | 76.8 | 81.5 | 87.1 | 87.6 | 87.9 | | | | | | | | | 87.9 | 11.1 | 7.8 |
| <i>See below for P! NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | |
| Preventive Care Composite | | | | | | | | | | | | | | | 74.0 | |
| Lopez | 58.5 | 61.2 | 65.3 | 67.0 | 67.8 | 69.1 | | | | | | | | 69.1 | 10.6 | -4.9 |
| Pneumococcal Vaccine | | | | | | | | | | | | | | | 85.5 | |
| Lopez | 80.7 | 82.5 | 82.8 | 83.2 | 83.0 | 83.3 | | | | | | | | 83.3 | 2.6 | -2.2 |
| Breast Cancer Screening | | | | | | | | | | | | | | | 75.7 | |
| Lopez | 50.5 | 56.1 | 60.1 | 60.7 | 60.8 | 63.0 | | | | | | | | 63.0 | 12.5 | -12.7 |
| Cervical Cancer Screening | | | | | | | | | | | | | | | 77.9 | |
| Lopez | 54.4 | 57.7 | 61.4 | 60.8 | 60.9 | 62.1 | | | | | | | | 62.1 | 7.7 | -15.8 |
| Colon Cancer Screening | | | | | | | | | | | | | | | 66.4 | |
| Lopez | 41.9 | 44.5 | 52.7 | 57.5 | 59.7 | 61.9 | | | | | | | | 61.9 | 20.0 | -4.5 |
| Pediatric Immunizations | | | | | | | | | | | | | | | 58.2 | |
| Lopez | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | | | | | | | | 0.0 | 0.0 | -58.2 |
| Chlamydia Screening | | | | | | | | | | | | | | | 53.5 | |
| Lopez | 45.5 | 44.4 | 47.8 | 48.3 | 45.9 | 46.2 | | | | | | | | 46.2 | 0.7 | -7.3 |
| Disease Management Composite | | | | | | | | | | | | | | | 66.5 | |
| Lopez | 60.7 | 61.4 | 62.1 | 64.0 | 65.3 | 65.3 | | | | | | | | 65.3 | 4.6 | -1.2 |
| Diabetic HgA1c | | | | | | | | | | | | | | | 73.0 | |
| Lopez | 73.7 | 74.3 | 75.0 | 78.6 | 79.3 | 79.0 | | | | | | | | 79.0 | 5.3 | 6.0 |
| Diabetic Blood Pressure | | | | | | | | | | | | | | | 68.8 | |
| Lopez | 73.7 | 68.6 | 67.3 | 70.0 | 71.3 | 71.0 | | | | | | | | 71.0 | -2.7 | 2.2 |
| Diabetic Eye Exam | | | | | | | | | | | | | | | 58.9 | |
| Lopez | 31.6 | 25.7 | 32.7 | 34.3 | 36.8 | 38.0 | | | | | | | | 38.0 | 6.4 | -20.9 |
| Hypertension Blood Pressure | | | | | | | | | | | | | | | 67.7 | |
| Lopez | 78.8 | 80.6 | 77.4 | 78.4 | 79.2 | 77.9 | | | | | | | | 77.9 | -0.9 | 10.2 |
| Depression Screening | | | | | | | | | | | | | | | 65.0 | |
| Lopez | 46.2 | 47.1 | 50.0 | 52.2 | 53.5 | 54.1 | | | | | | | | 54.1 | 7.9 | -10.9 |
| Panel-Based Quality Metrics | | | | | | | | | | | | | | | 73.0 | |
| Lopez | 47.9 | 48.5 | 54.3 | 55.9 | 58.5 | 62.0 | | | | | | | | 62.0 | 14.1 | -11.0 |
| Unempanelled | 55.2 | 53.9 | 57.9 | 57.6 | 58.8 | 59.5 | | | | | | | | 59.5 | 4.3 | -13.5 |
| Annual Wellness Visits | | | | | | | | | | | | | | | 68.0 | |
| Lopez | 0.0 | 0.0 | 0.0 | 33.3 | 33.3 | 33.3 | | | | | | | | 33.3 | 33.3 | -34.7 |

Monthly Acutal

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Trend | Cur. Mo. | % Change from July | Var from Goal |
|--|------|------|------|------|------|------|-----|-----|-----|-----|-----|-----|-------|----------|--------------------|---------------|
| Willingness to Recommend | | | | | | | | | | | | | | | 90.9 | |
| Lopez | 94.1 | 93.6 | 93.2 | 90.5 | 95.2 | | | | | | | | | 95.2 | 1.1 | 4.3 |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | |
| Patient Access Composite | | | | | | | | | | | | | | | 80.1 | |
| Lopez | 76.8 | 85.0 | 90.4 | 90.0 | 86.2 | | | | | | | | | 86.2 | 9.4 | 6.1 |
| <i>See below for P! NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | |
| Preventive Care Composite | | | | | | | | | | | | | | | 74.0 | |
| Lopez | 58.5 | 64.1 | 74.8 | 72.5 | 71.2 | 76.5 | | | | | | | | 76.5 | 18.0 | -14.4 |
| Pneumococcal Vaccine | | | | | | | | | | | | | | | 85.5 | |
| Lopez | 80.7 | 84.6 | 83.4 | 84.4 | 82.1 | 85.1 | | | | | | | | 85.1 | 4.4 | -0.4 |
| Breast Cancer Screening | | | | | | | | | | | | | | | 75.7 | |
| Lopez | 50.5 | 61.2 | 70.3 | 62.7 | 61.4 | 74.1 | | | | | | | | 74.1 | 23.6 | -1.6 |
| Cervical Cancer Screening | | | | | | | | | | | | | | | 77.9 | |
| Lopez | 54.4 | 61.3 | 70.4 | 59.0 | 61.4 | 68.5 | | | | | | | | 68.5 | 14.1 | -9.4 |
| Colon Cancer Screening | | | | | | | | | | | | | | | 66.4 | |
| Lopez | 41.9 | 47.2 | 70.7 | 72.5 | 69.8 | 73.5 | | | | | | | | 73.5 | 31.6 | 7.1 |
| Pediatric Immunizations | | | | | | | | | | | | | | | 58.2 | |
| Lopez | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | | | | | | | | 0.0 | 0.0 | -58.2 |
| Chlamydia Screening | | | | | | | | | | | | | | | 53.5 | |
| Lopez | 45.5 | 42.9 | 60.0 | 50.0 | 37.5 | 50.0 | | | | | | | | 50.0 | 4.5 | -3.5 |
| Disease Management Composite | | | | | | | | | | | | | | | 66.5 | |
| Lopez | 60.7 | 62.1 | 63.7 | 69.9 | 71.0 | 65.2 | | | | | | | | 65.2 | 4.5 | -1.3 |
| Diabetic HgA1c | | | | | | | | | | | | | | | 73.0 | |
| Lopez | 73.7 | 75.0 | 76.5 | 88.9 | 82.4 | 76.9 | | | | | | | | 76.9 | 3.2 | 3.9 |
| Diabetic Blood Pressure | | | | | | | | | | | | | | | 68.8 | |
| Lopez | 73.7 | 62.5 | 64.7 | 77.8 | 76.5 | 69.2 | | | | | | | | 69.2 | -4.5 | 0.4 |
| Diabetic Eye Exam | | | | | | | | | | | | | | | 58.9 | |
| Lopez | 31.6 | 18.8 | 47.1 | 38.9 | 47.1 | 46.2 | | | | | | | | 46.2 | 14.6 | -12.7 |
| Hypertension Blood Pressure | | | | | | | | | | | | | | | 67.7 | |
| Lopez | 78.8 | 82.1 | 71.4 | 81.7 | 82.2 | 71.0 | | | | | | | | 71.0 | -7.8 | 3.3 |
| Depression Screening | | | | | | | | | | | | | | | 65.0 | |
| Lopez | 46.2 | 48.1 | 56.2 | 59.2 | 59.7 | 58.5 | | | | | | | | 58.5 | 12.3 | -6.5 |
| Panel-Based Quality Metrics | | | | | | | | | | | | | | | 73.0 | |
| Lopez | 47.9 | 48.5 | 54.3 | 55.9 | 58.5 | 62.0 | | | | | | | | 62.0 | 14.1 | -11.0 |
| Unempanelled | 55.2 | 53.9 | 57.9 | 57.6 | 58.8 | 59.5 | | | | | | | | 59.5 | 4.3 | -13.5 |
| Annual Wellness Visits (CY) | | | | | | | | | | | | | | | 68.0 | |
| Lopez | 0.0 | 0.0 | 0.0 | 33.3 | 33.3 | 33.3 | | | | | | | | 33.3 | 33.3 | -34.7 |
| Unempanelled | 22.5 | 22.0 | 38.2 | 34.5 | 32.9 | 30.4 | | | | | | | | 30.4 | 7.9 | -37.6 |

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Trend | Cur. Mo. | % Change from Goal | | |
|---|-------|-------|-------|-------|-------|-------|------|-----|-----|-----|-----|-----|-------|----------|--------------------|-------|---------|
| Operating Margin | | | | | | | | | | | | | | | 100.0 | | |
| wRVUs | | | | | | | | | | | | | | | 100.0 | | |
| Lopez | 98.3 | 105.6 | 97.9 | 92.0 | 86.8 | 84.0 | | | | | | | | 84.0 | -14.3 | -16.0 | |
| Visits | | | | | | | | | | | | | | | 100.0 | | |
| Lopez | 107.8 | 102.3 | 95.8 | 90.4 | 84.2 | 80.9 | | | | | | | | 80.9 | -26.9 | -19.1 | |
| Expense per Visit | | | | | | | | | | | | | | | 100.0 | | |
| Lopez | 89.4 | 95.4 | 98.3 | 102.0 | 106.8 | 108.8 | | | | | | | | 108.8 | 19.4 | 8.8 | |
| Subsidy per Visit | | | | | | | | | | | | | | | 100.0 | | |
| Lopez | | | | 100.0 | 100.0 | 100.0 | | | | | | | | 100.0 | -900.0 | 0.0 | |
| Internal Referrals | | | | | | | | | | | | | | | TBD | | |
| Lopez | 68.8 | 66.92 | 66.4 | 66.9 | 66.8 | 66.9 | 66.9 | | | | | | | | 0.0 | -68.8 | #VALUE! |
| Urgent Appt | | | | | | | | | | | | | | | 80.1 | | |
| Lopez | 96.3 | 98.0 | 96.1 | 95.8 | 96.4 | | | | | | | | 96.4 | 0.1 | 5.5 | | |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | | |
| Routine Appt | | | | | | | | | | | | | | | 80.1 | | |
| Lopez | 100.0 | 100.0 | 100.0 | 98.9 | 98.2 | | | | | | | | 98.2 | -1.8 | 18.1 | | |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | | |
| Same Day Call | | | | | | | | | | | | | | | 80.1 | | |
| Lopez | 25.0 | 42.1 | 51.6 | 55.3 | 58.3 | | | | | | | | 58.3 | 33.3 | -21.8 | | |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | | |
| After-Hours Call | | | | | | | | | | | | | | | 80.1 | | |
| Lopez | 0.0 | 0.0 | 100.0 | 100.0 | 100.0 | | | | | | | | 100.0 | 100.0 | 19.9 | | |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | | |
| Wait Time | | | | | | | | | | | | | | | 80.1 | | |
| Lopez | 86.0 | 85.7 | 87.9 | 87.9 | 86.2 | | | | | | | | 86.2 | 0.2 | 6.1 | | |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | | |

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Trend | Cur. Mo. | % Change from Goal | | | |
|---|-------|-------|-------|---------|---------|---------|-------|-----|-----|-----|-----|-------|-------|----------|--------------------|------|-------|--|
| Operating Margin | | | | | | | | | | | | | | | 100.0 | | | |
| wRVUs | | | | | | | | | | | | | | | 100.0 | | | |
| Lopez | 98.3 | 112.1 | | | | | | | | | | | | 112.1 | 13.7 | 12.1 | | |
| Visits | | | | | | | | | | | | | | | 100.0 | | | |
| Lopez | 107.8 | 97.4 | | | | | | | | | | | | 97.4 | -10.4 | -2.6 | | |
| Expense per Visit | | | | | | | | | | | | | | | 100.0 | | | |
| Lopez | | | | #VALUE! | #VALUE! | #VALUE! | | | | | | | | | | | | |
| Subsidy per Visit | | | | | | | | | | | | | | | 100.0 | | | |
| Lopez | | | | #VALUE! | #VALUE! | #VALUE! | | | | | | | | | | | | |
| Internal Referrals | | | | | | | | | | | | | | | TBD | | | |
| Lopez | 68.8 | 64.9 | 70.4 | 64.82 | 69.8 | 68.1 | 62.64 | | | | | | | | 62.64 | -6.1 | -37.4 | |
| Urgent Appt | | | | | | | | | | | | | | | 80.1 | | | |
| Lopez | 96.3 | 100.0 | 92.3 | 94.4 | 100.0 | | | | | | | | 100.0 | 3.7 | 19.9 | | | |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | | | |
| Routine Appt | | | | | | | | | | | | | | | 80.1 | | | |
| Lopez | 100.0 | 100.0 | 100.0 | 96.4 | 96.2 | | | | | | | | 96.2 | -3.8 | 16.1 | | | |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | | | |
| Same Day Call | | | | | | | | | | | | | | | 80.1 | | | |
| Lopez | 25.0 | 54.5 | 66.7 | 71.4 | 70.0 | | | | | | | | 70.0 | 45.0 | -10.1 | | | |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | | | |
| After-Hours Call | | | | | | | | | | | | | | | 80.1 | | | |
| Lopez | 0.0 | 0.0 | 100.0 | 100.0 | | | | | | | | 100.0 | 100.0 | 19.9 | | | | |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | | | |
| Wait Time | | | | | | | | | | | | | | | 80.1 | | | |
| Lopez | 86.0 | 85.4 | 93.0 | 87.8 | 78.6 | | | | | | | | 78.6 | -7.4 | -1.5 | | | |
| <i>NOTE: Preliminary CG-CAHPS data is posted, then finalized a month later.</i> | | | | | | | | | | | | | | | | | | |