

4) Coordination of Care Obtain ER summary and Med Rec

Base rate 7 1/1/2017-3/31/2017 7 were done

Action: Medical record pulls from citrix in AM and gives to nurses to make Med Rec
Nurses Note

Rem-easurement 4/1-6/30/2017 43

5) Patient experience Baseline 178 Surveys 5/5/2017-July 12 50 Extremely
satisfied on wait times, 33% very Satisfied, 17 % j satisfied.

Remeasurement: Times went from 9 min in wait room to 1 min July 13-20 Survey
showed 83% extremely satisfied and 17% very satisfied. Actions were to have
nurses call back to extra exam room for triage vitals and labs as soon as in tracker

6) Colonoscopy Base Rate 33 count 2/18/2017- 5/18/2017

Action : Medical Record clerk notifies clinical staff by review of chart night before

Remeasurement 5/18-8/18/2017 Count of 38 increased by 15.% (3 cancers)

7) Mammography Base Rate 39% for 2016 Springcharts Clinigence

Action Medical record clerk reviews chart night before and lets staff know

Remeasurement so far the count is 65 for the year with 4 months to go.