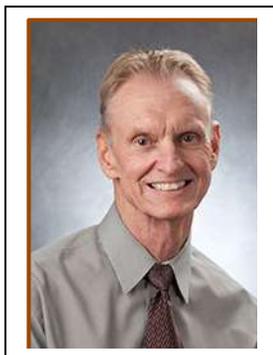


# YOUR HEALTH MATTERS

*How Data Impacts Your Care*

*November 2015*



*A. Jeffrey Bacon, MD*  
*President*

This edition of Your Health Matters contains a great deal of information about data ... what information we gather, why and how we gather it, our internal reviews to see how we measure up to national standards and more. But the bottom line is, does all of this information impact your care as a patient at New Pueblo Medicine? The answer? Absolutely!

We want to be sure we are doing everything possible to treat you well, make you well and help you stay well for life. For every member of our team, each time we see a patient that is our goal. But data helps us step back and be sure that we are doing everything we should. Our 16 core measures help us see that your chronic problems are getting timely evaluations from us, and that you are seeing specialists and doing needed tests outside New Pueblo Medicine. This includes the latest recommendations from advisory groups across the country. Even if you're well, we track health maintenance items such as flu, pneumonia and shingles vaccines. We track mammograms, and PSA's, and other screening tests. All this helps us keep all of you as healthy as we can,

Proactive outreach can save lives. Data helps us make sure no information – and no patient – falls through the cracks.

*A. Jeffrey Bacon, MD*

## *Patient-Centered Medical Home*

Patient-Centered Medical Home (PCMH) is a model of care centered on proactive, preventive primary care. New Pueblo Medicine is your medical 'home', with your doctor making sure that you're getting the right care coordinated across the entire healthcare system.

Earning this designation is an honor ... and data from our EHRs help determine whether we meet the high standards required of a Patient-Centered Medical Home.

The close personal relationship you develop with your physician and staff helps them effectively treat and manage conditions before they become serious problems. The focus is on continuous care that integrates prevention, wellness and arranges care with qualified specialists when needed. And your health record helps your physician track your progress ... and your needs.

New Pueblo Medicine was the first practice in Arizona to earn NCQA Level III Patient-Centered Medical Home recognition in June of 2009, and we remain one of only two practices in Tucson to hold that designation in 2015.

## *Electronic Health Records and Data Report Cards:*

### *Tracking success for our patients and our medical practice*

Have you ever wondered how your physician uses the information he and his medical assistant enter into your Electronic Health Record (EHR) each time you visit? This data helps him easily compare how you are today versus last year or five years ago and makes it possible for your health care team to reach out to you when it's time for your next check-up or follow-up on a chronic condition.

But your data, when it's combined with all the data from every other patient, gives us a kind of Report Card on how we're doing as a practice.

- Are we making sure patients are keeping up with yearly maintenance items such as flu shots and mammograms?
- Are we seeing patients with chronic conditions enough to stay ahead of potential problems?
- Are patients on proper medications?
- Are there gaps in treatment or medications that we can fill to avoid unnecessary hospitalizations and readmissions?

Data say we are above average by national standards ... and getting better every year. For example, in 2013 only 26.9% of our patients got their flu shots; in 2014 that percentage rose to 70.2%. In 2013 only 41% of our patients with diabetes were seen that year; in 2014 the percentage rose to 73.5%.

## *Tracking Key Quality Measures Strengthens Patient Care*

The Centers for Medicare and Medicaid Services (CMS) have identified 22 key areas known as Clinical Quality Measures that can highlight strengths ... and identify potential weaknesses in medical practices. We take this information very seriously, given our commitment to consistently provide the best possible care to each of our patients. And we're pleased to let you know, we are meeting national goals as well as our internal benchmarks for patient care and have shown dramatic improvement in a few areas. Here are two examples:

- **Flu Shots:** In 2013, 26.9% of our patients received their flu shots; in 2014 that number jumped to 70.2%! That is preventative care at its best, with flu season now upon us.
- **Diabetes Maintenance:** In 2013, we saw 41% of our patients with diabetes that year; in 2014 we increased that number to 73.5%. This means we're better able to help these patients keep their diabetes under control.

How did we make this improvement? We used our EHRs to pull up reports of patients who hadn't received their flu shots and encouraged them to do so. And we identified patients with diabetes who hadn't been seen in one year and reached out to them to encourage them to take make an appointment.

## *Surveys and Research*

One other way we try to assess how we're doing is through patient surveys. Periodically, you may receive a survey from us after you've seen your New Pueblo Medicine physician. We appreciate your taking the time to fill out these surveys and we truly do listen to what you have to say!

This year our surveys have been more detailed survey than ever before. This extra detail helps us be sure we're still performing on a level that meets or exceeds the highest national standards as a PCMH ... and we are. Here are a few things you told us:

- **Appointments:** 94.48% of you told us you always or usually can get an appointment with one of our physicians or nurse practitioners as soon as you need it. That's awesome!
- **Routine Care:** 95.40% of our patients said they were able to get routine care appointments when they needed them.
- **Wait Times:** 85.23% said you were taken back to see your physician within 15 minutes of your appointment time. While that's good by national standards, we're working to make it even better. Your time is valuable.
- **Listening Skills:** This is an area that is critically important to us because it's the foundation of providing quality care: the ability to listen and communicate with our patients. Here's what you told us:
  - 96.76% said their provider listened carefully
  - 96.05% thought the information they were given was easy to understand
  - 97.71% said their provider showed respect for what they had to say
  - 96.14% thought their provider spent enough time with them
  - 96.73% rated their provider as a 9 or 10 on a scale of 1-10 with 10 being the best
  - 95.37% would recommend their provider to family or friends
- **Test Result Reporting:** We'd like to say we excelled in every area, but we didn't. But we're going to take what you told us and work to improve in terms of test result reporting:
  - Only 77.30% told us we follow up with them with test results. Our stated policy and goal is to make that 100%.
  - We have recently modified the printed format for your test results, trying to make it easier for you to understand not only what your numbers are, but what they mean. Many thanks to the patient volunteers on our Health Literacy Task Force for helping us improve in this area.

## *Pharmacy Program*

Making it easy – and free – for our patients to visit with a pharmacist for a full review of all medications they're taking is another example of PCMH in action. Even though we are your medical home, we realize specialists might also prescribe medications for you ... and many patients also use over-the-counter medications and supplements. It's important to be sure all of your medications work well together.

Our next available free appointments to meet with a registered pharmacist here at New Pueblo Medicine will be on the following dates:

**November 16-20, 2015**

**December 14-18, 2015**

**January 25-29, 2016**

**February 22-26, 2016**

**March 28- April 1, 2016**

**April 11-15, 2016**

**May 30 – June 3, 2016**

**June 20-24, 2016**

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## *Upcoming Survey*

Between November 1, 2015 and January 31, 2016, you may be contacted by CMS to participate in a lengthy survey conducted annually about the care you're receiving. This is a national survey designed to assess how well practices are meeting the needs of their patients. We know it is a time consuming survey, but your answers could help shape healthcare services not only here, but across the nation.