

**Performance Reporting – Website and Waiting Rooms**

**Practice Level Reports:**

- A. Our goal was to increase the percentage of patients age 13-17 who have completed the series of three HPV vaccinations. Our goal was 30%.  
Our baseline performance rate on 4/17/15 was 11.15%.

On 7/22/15 we reran the report and our percentage of patients that completed the series increased to 31.5%. Our goal was met.

It is important for patients to complete the series of three 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 local Urgent Care facilities. 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 in use of Urgent Care facilities results in a reduction of health care costs, as it is a more judicious use of resources.

PAWC has contacted every family that visited an Urgent Care facility 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 .08% decrease in Urgent Care facility utilization.

- C. Our Patient Satisfaction Survey results which were distributed in 2015 showed that our patient's desired access to preventative well visits during after school hours, so that children would not have to miss school time to have their check-up. At that time, our baseline performance rate was 0% as we did not offer them.

We expanded our well care appointments into the after school hours to improve patient satisfaction. Our goal was to fill 100% of these slots.

On September 2015 we implemented after school hour well visits by revising our appointment schedule template to include 2-3 well visits after 3pm on a daily basis.

When we re-measured our performance, only 97.27% of the appointments were filled. We did not meet our goal but achieved increased patient satisfaction. In April 2016 we plan to expand access.