

Community Health Partners New Balanced Score Card – September 2008

PILLARS of Excellence	Measurement	July '08	August '08	September '08	Qrtly. Target	Optimal Target	
Service ...Every Single Time	Customer Satisfaction- <i>bi- annually, ongoing</i> 1) Was the staff friendly and polite? 2) Do you feel you received quality care today?	Measure in December 2008	Measure in December 2008	Measure in December 2008	95%	100%	
	Wait Time-(<i>in minutes</i>) Check-in until Provider seen (Red Zone)	20 min. CHP 26 min. GCC 15 min. CHP-B	25 min CHP 25 min GCC 16 min CHP-B	23 min. CHP 21 min. GCC 19 min. CHP-B	20 min	10 min	
Quality Ensuring Excellence – All Levels and All Areas	Health Care	Diabetes –A1c – All diabetics seen who needed A1c in past month-% received (<7=1/yr, >7=2/yr)	71 % Avg. 71 % CHP 70 % GCC 0 % CHP-B	91 % Avg. 88 % CHP 93 % GCC	58 % Avg. 70 % CHP 56 % GCC 40 % CHP-B	80%	100%
		Cardiovascular–Blood Pressure % HTN controlled in past month	63 % Avg. 64 % CHP 62 % GCC 33 % CHP-B	69 % Avg. 75 % CHP 66 % GCC 50 % CHP-B	54 % Avg. 67 % CHP 49 % GCC 48 % CHP-B	70%	100%
		Depression-PHQ Monthly- % who needed and received PHQ- past month	75 % Avg. 60 % CHP 81 % GCC 83 % CHP-B	82 % Avg. 94 % CHP 82 % GCC 50 % CHP-B	79 % Avg. 73 % CHP 87 % GCC 60 % CHP-B	90%	100%
		Oral Care- monthly % of 0-12 month olds referred for dental exams	CHP – 43% GCC – 83% OB – 58%	CHP – 50% GCC – 71% OB – 55%	CHP – 45% GCC – 62% OB – 62%	60%	100%
	Pt/Client Goals - Self-management/educational	Goal setting – Patient Generated- Form completed and given to client - % last month	16 % Avg. 10 % CHP 29 % GCC 0 % CHP-B	28 % Avg. 16 % CHP 37 % GCC 0 % CHP-B	43 % Avg. 8 % CHP 63 % GCC 35 % CHP-B	40%	75% set
		Smoking Cessation % of collaborative clients with whom smoking discussed in past month	72 % Avg. 75 % CHP 69 % GCC 50 % CHP-B	75 % Avg. 88 % CHP 68 % GCC 88 % CHP-B	77 % Avg. 74 % CHP 68 % GCC 90 % CHP-B	50%	100%
	Patient Safety- Med log accuracy - monthly percent of collaborative patient charts that meet the audit goals/criteria for accuracy	CHP – 53 % GCC – 75 %	GCC – 80 %	CHP – 60 %	50%	100%	
Access – 8700 customers by 2007		17.17	17.65	17.9	18	18	

Dental – Visits per day

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	Medical –Visits per day	19.4 CHP 17.6 GCC 9.3 CHP-B	17.6 CHP 17.6 GCC 11.1 CHP-B	16.4 CHP 15.13 GCC 12.7 CHP-B	GCC/CHP: 18.6 Belgrade: 17	GCC/CHP: 18.6 Belgrade: 17
	Pharmacy- 340 B Slide Rx Encounters/site - <i>monthly</i>	Total – 719 Western – 263 Price Rite – 363 Lee & Dad's - 93	Total – 690 Western – 248 Price Rite – 356 Lee & Dad's - 86	Total – 851 Western – 296 Price Rite – 447 Lee & Dad's - 108	700	800
	Learning Partners/ Client encounters per day	16	16	22	25	25
Staff - Engaging fully	Staff Satisfaction <i>Measured on a Scale of 1-10</i>	Measure at next summit	Measure at next summit	Measure at next summit November	8.0	9.5
Resources Using wisely	% of patients with Medicaid	CHP – 11% GCC – 9% CHP – B – 9% Dental – 30%	CHP – 9% GCC – 10% CHP – B – 10% Dental – 28%	CHP – 9% GCC – 5% CHP – B – 14% Dental – 30%	CHP: 11% GCC: 12% CHP-B: 11% Dental: 33%	CHP: 11% GCC: 12% CHP-B: 11% Dental: 33%