



Nance Family Medicine & Quality Improvement

Nance Family Medicine has implemented several quality improvement projects over the past several months. The practice worked to improve in the following areas:

- Decrease in number of diabetic patients with an A1C greater than 8 - *improved scores by 12%*
- Decrease in number of patients with high blood pressure (greater than 140/90) – *improved scores by 10%*
- Decrease in number of patients with COPD that need Cancer Screening – *improved scores by 50%*.
- Decrease in number of patients who are overdue for their Pneumonia Vaccine – *improved scores by 19%*.
- Decrease in number of patients who are overdue for their Zostavax - *improved scores by 58%*
- Decrease in the number of patients who are overdue for their Annual Wellness Visit – *improved scores by 14%*
- Decreased the number of less than 30 day hospital readmissions from 1 in both Quarter 1 and Quarter 2 of 2015 to 0 in Quarter 3 of 2015.
- Implemented a campaign to women who are overdue for their mammogram
- Implemented a campaign to ensure that patients taking Coumadin were being seen by the provider and getting lab work done regularly.
- Implemented a Care Coordination department staffed with nurses and a clinical team. Their role is to reach out to patients by phone in-between their visits

to the office and work with them to meet their health goals (lowering blood pressure, lowering blood sugar, increasing exercise, weight loss, etc.).

- Through the patient satisfaction survey we learned that patients were not always able to get in for appointments at the time they would like. We improved our quality of care by opening up two same day appointments for each provider for each full day that they work.

**Thank you for your participation
in our quality improvement
efforts!**

Continue to Invest in YOUR HEALTH!

Talk to your provider today to determine if you are due for any of the tests below:

- ✓ **Pneumococcal Vaccine**
- ✓ **Zostavax**
- ✓ **Flu Vaccine**
- ✓ **Mammogram**
- ✓ **Pap & Pelvic Exam**
- ✓ **Prostate Cancer Screening**
- ✓ **Colorectal Cancer Screening**
- ✓ **Bone Mass Measurements**
- ✓ **Cardiovascular Screening**
- ✓ **Diabetes Screening**
- ✓ **Annual Wellness Visit**
- ✓ **EKG**
- ✓ **Aortic Aneurysm Screening**
- ✓ **For Diabetic Patients**
 - **A1C**
 - **Cholesterol Screening**
 - **Micro Albumin**
 - **Glaucoma Screening**