



Bellingham Family Medicine & Quality Improvement

Bellingham Family Medicine has implemented several quality improvement projects throughout 2015 & 2016. The practice worked to improve in the following areas:

- Decrease in number of diabetic patients with an A1C greater than 9 – *from 6% to 5%.*
- Decrease in number of patients who need Zostavax immunizations – *improved scores by 24%.*
- Decrease in number of patients who need Pneumonia immunizations – *improved scores by 15%.*
- Decrease in number of diabetic patients who needed an A1C drawn– *improved scores by 9%.*
- Decrease in the number of patients who are overdue for their Annual Wellness Visit – *improved scores by 39% .*
- Decreased less than 30 day hospital readmissions from 7% to 6%, falling well below the industry benchmark of 10%.
- Implemented a campaign for women who are overdue for their mammogram- *improving scores by 55%*
- *Focused outreach and education for patients who have uncontrolled blood pressure. Improved scores from 4% to 3% of the patients with hypertension having an uncontrolled blood pressure.*
- Focused on cost reduction, by making generic medications available to patients *increasing the number of generic prescriptions from 79% to 82%.*

- Opened up daily same day appointment slots, to allow patients to get appointments in a timely manner.
- 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, working with patients to help them meet their health goals (lowering blood pressure, lowering blood sugar, increasing exercise, weight loss, etc.).
- Conducted patient satisfaction survey to learn best what patients would like to see improved within the practice

*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:

- ✓ **Pneumonia Vaccines**
- ✓ **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**



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- **Glaucoma Screening**