



Fourth Quarter FQHC Clinical Performance Measures

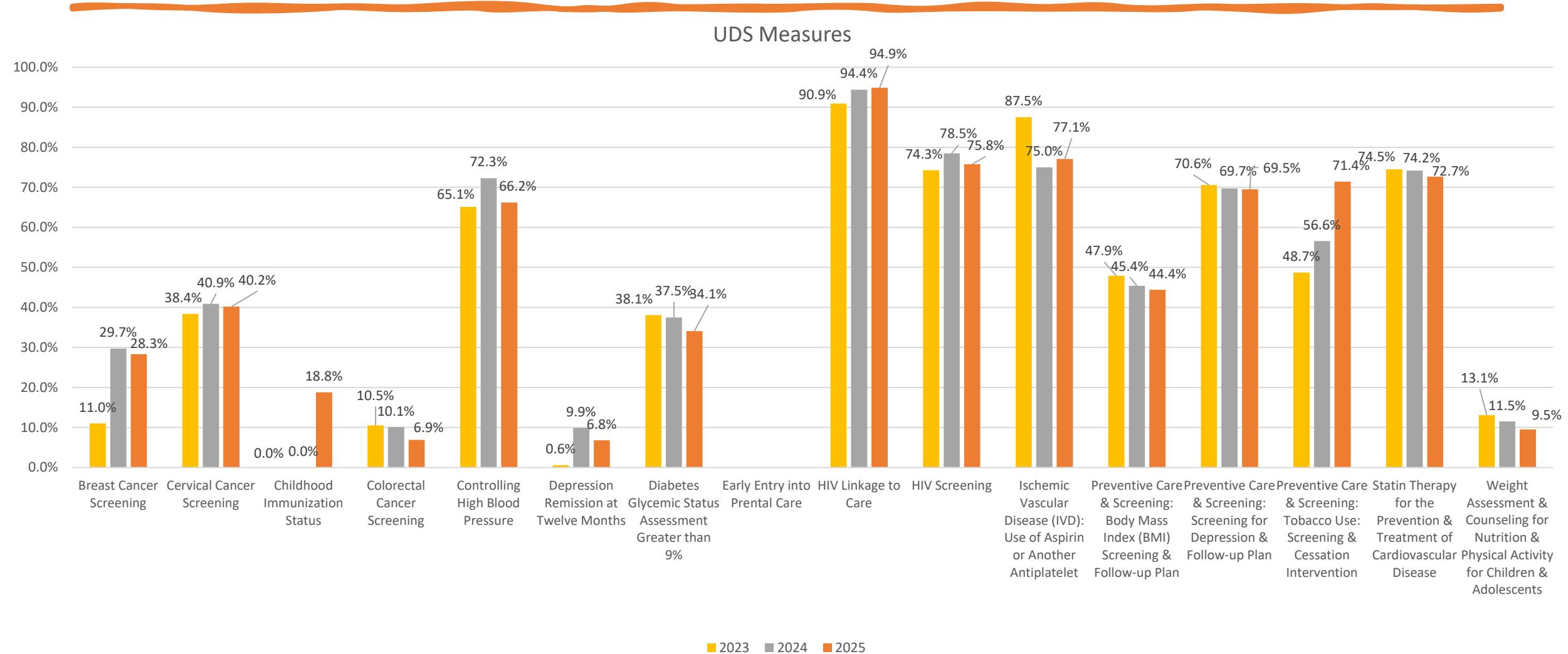
February 10, 2026

Clinical Quality Measures

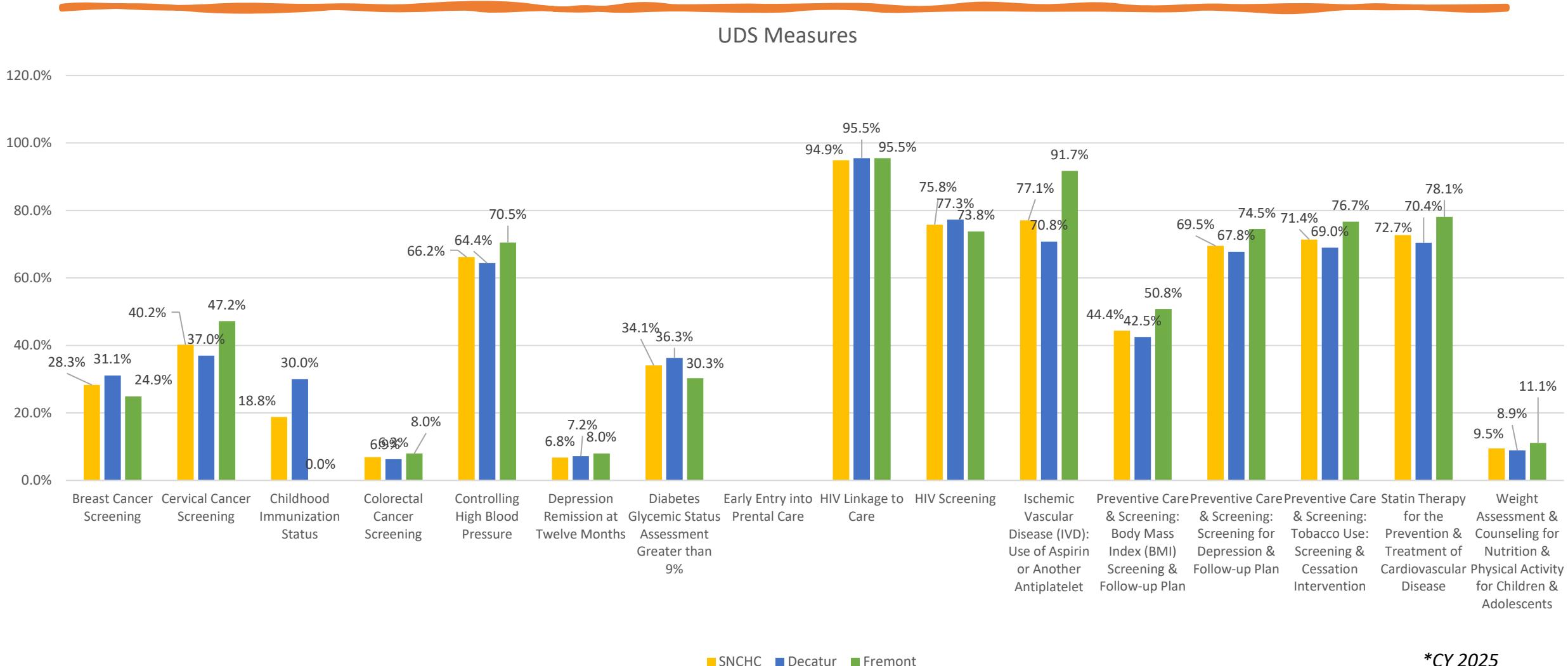
Updates

- Tobacco Use: Screening & Cessation
 - Successfully mapped the tobacco assessment under “social history > -smoking”
 - 20% increase; CY 2025 71.4%
- Early Entry Intro Prenatal Care & Birthweight Measures
 - Manual Tracking
 - Challenges with mapping EDC/EDD data
- HIV & Pregnant Patients
 - Manual Tracking
 - ICD codes starting with “O98.7 ___” have been added to the value set in Azara

Year by year Comparison



Site Comparison



2025 Quality Measure Focus

Focus Measures	Decatur		Fremont		SNCHC		
	2024	2025	2024	2025	2024	2025	Target
Controlling High Blood Pressure	70.6%	64.4%	75.9%	70.5%	72.3%	66.2%	65.0%
Depression Screening and Follow-Up Plan	67.3%	67.8%	75.9%	74.5%	69.7%	69.5%	63.0%
Diabetes Glycemic Status Assessment Greater than 9%*	39.5%	36.3%	35.7%	30.3%	37.5%	34.1%	35.0%
HIV Screening	79.6%	77.3%	75.6%	73.8%	78.5%	75.8%	70.0%
HIV Linkage to Care	93.1%	95.5%	89.7%	95.5%	94.4%	94.9%	80.0%
Tobacco Use: Screening & Cessation Intervention	51.8%	69.0%	67.4%	76.7%	56.6%	71.4%	64.0%

Clinical Quality Measures - Continued



What's working well

Deep dive into line list of patient level data



Areas of opportunities

Azara Mapping

- Structured Clinical Data



Next steps

Data Validation Calendar

- Monthly focus

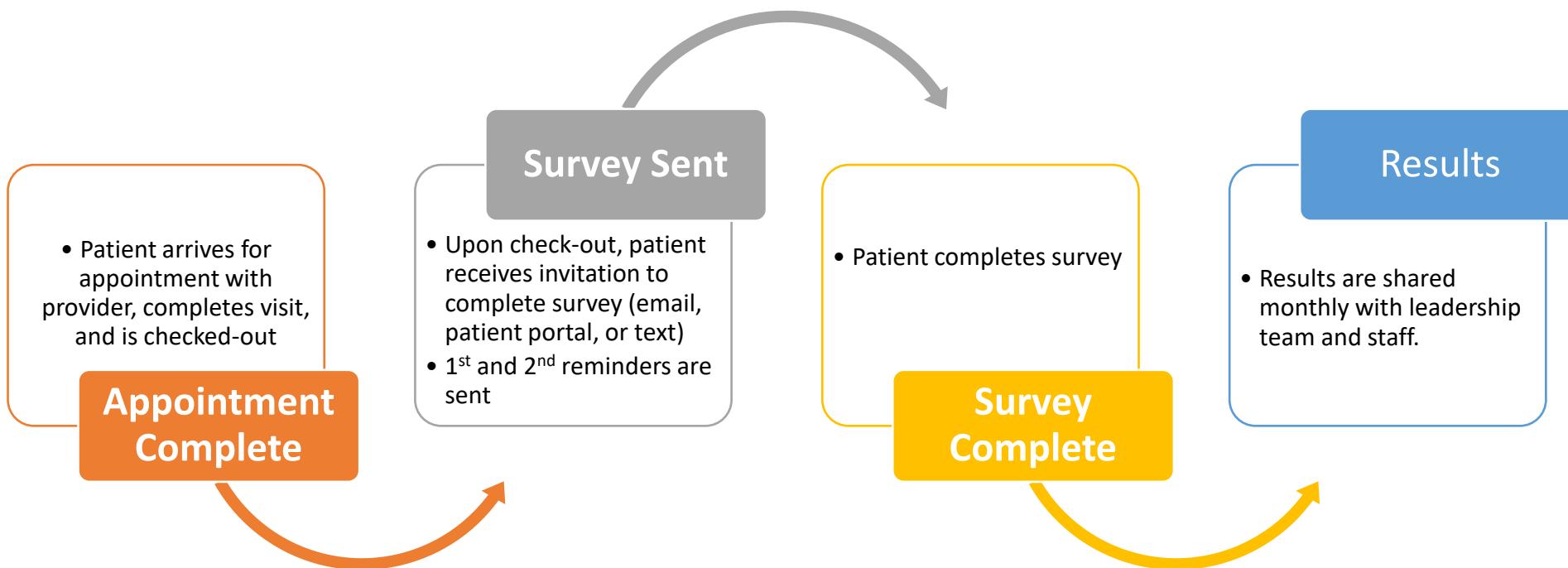
Patient Satisfaction

Updates

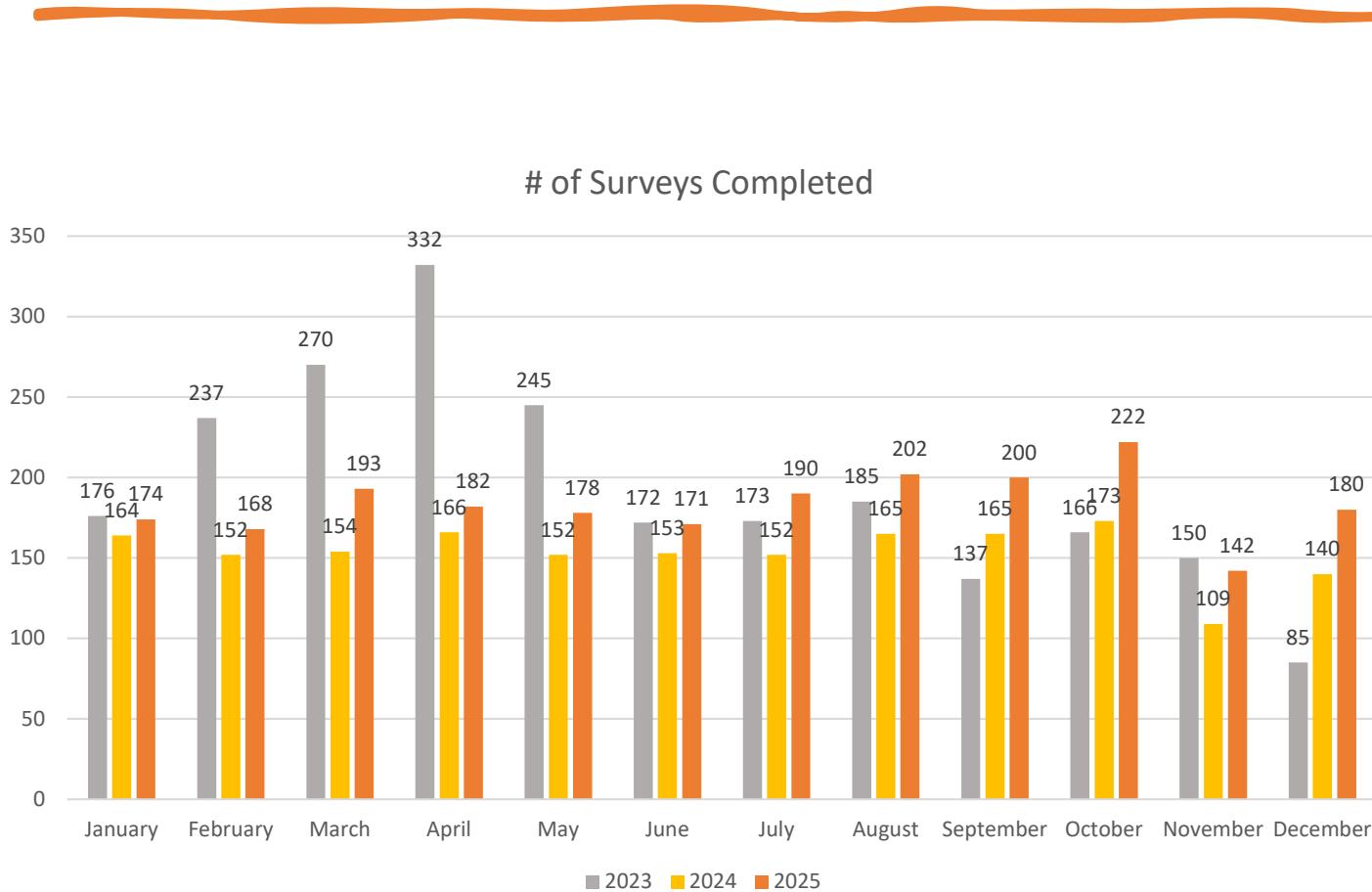
- New survey effective January 1, 2026



Survey Workflow



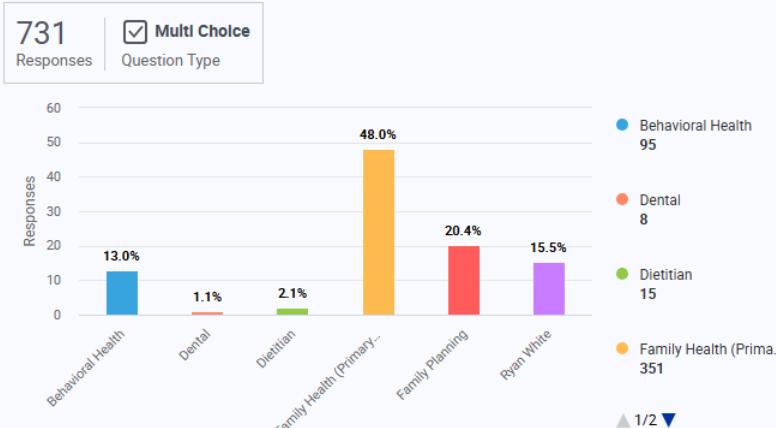
Participation Responses



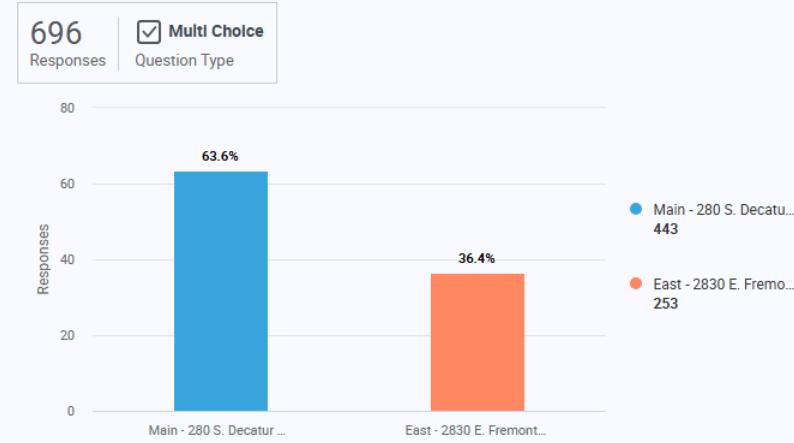
Month	2024 Completion %	2025 Completion %
January	14%	10%
February	11%	10%
March	11%	10%
April	11%	9%
May	10%	10%
June	11%	10%
July	10%	10%
August	10%	10%
September	11%	10%
August	10%	10%
September	8%	8%
October	9%	10%
November	14%	10%
December	11%	10%
Total Avg.	11%	10%

Service, Location, & Visit

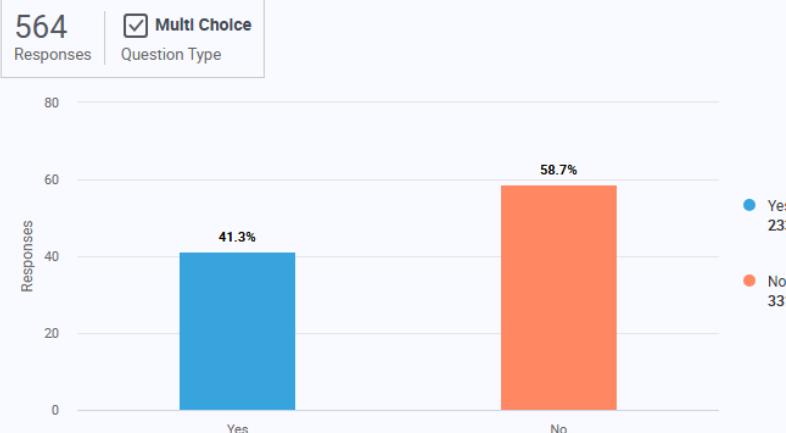
Service received during your visit?



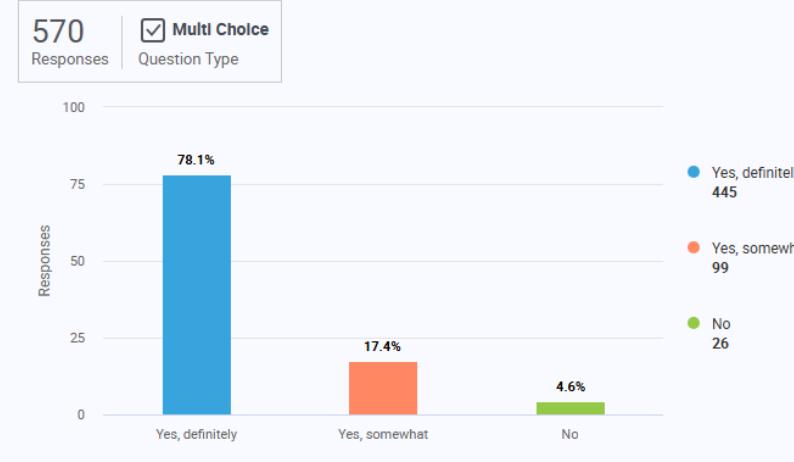
Community Health Center location?



Was your most recent visit for an illness, injury or condition that needed care right away?



Was the recent visit as soon as you needed?



Provider

During your most recent visit, did this provider explain things in a way that was easy to understand?

565 Responses Multi Choice Question Type



During your most recent visit, did this provider listen carefully to you?

565 Responses Multi Choice Question Type



During your most recent visit, did this provider show respect for what you had to say?

565 Responses Multi Choice Question Type



During your most recent visit, did this provider spend enough time with you?

566 Responses Multi Choice Question Type



Staff, Scheduling, & Facility

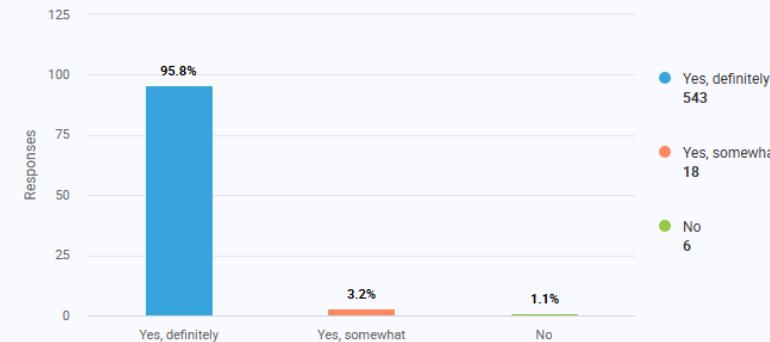
Thinking about your most recent visit, were the staff as helpful as you thought they should be?

566 Responses Multi Choice Question Type



Thinking about your most recent visit, did the staff treat you with courtesy and respect?

567 Responses Multi Choice Question Type



Thinking about your recent visit, was it easy to schedule an appointment?

569 Responses Multi Choice Question Type

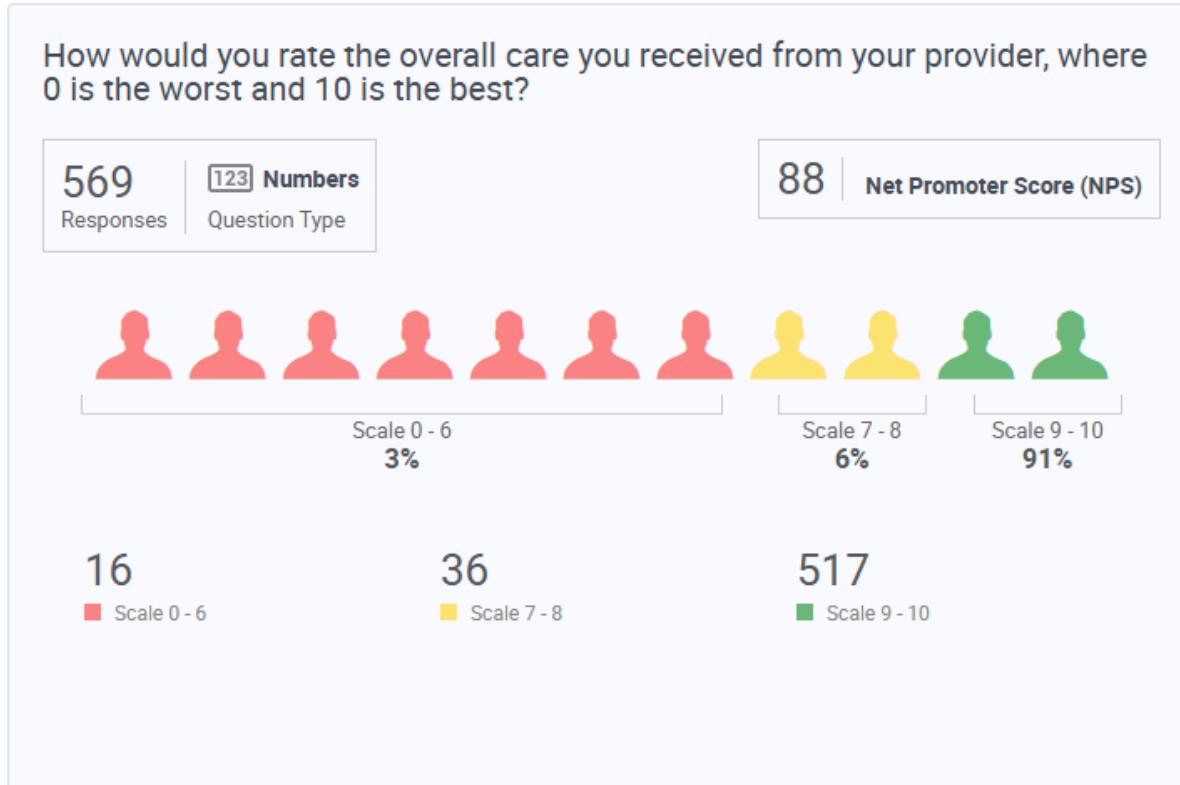


Thinking about the facility, how was the overall cleanliness and appearance?

571 Responses Multi Choice Question Type



Net Promoter Score



Site	Net Promoter Score
SNCHC	88
Decatur	86
Fremont	93

Patient Comments

provider time well
love having professional charged
Every Dr wish satisfied see only wait
care grateful kindness staff
experience assistant
much listen nice area stuff long work
good None Please helpful always
doctor job ear Thanks going responsible physician
Farari online caring purpose awesome
all amazing service NP discrimination
attention give facility check visit yet treat wonderful
Josefina say guys want Tasheka
treated like extremely medical more appointment
explained claudette great **Thank** friendly
happy clinic way because
during best take respectful Redundant
Mui.eselente Keep Appreciate especially answered
everything really Everyone received
courteous Powell any **excellent**

Patient Comments



Top 3 Most Commonly Identified Strengths

- Friendly and caring staff
- Excellent service
- Helpful and compassionate providers

Top 3 Most Commonly Identified Opportunities for Improvement

- Difficulty with getting timely appointments or long wait times
- Problems with medication refills or communication regarding prescriptions
- Challenges scheduling follow-up or getting a referral

Questions?

