

Fourth Quarter FQHC Clinical Performance Measures

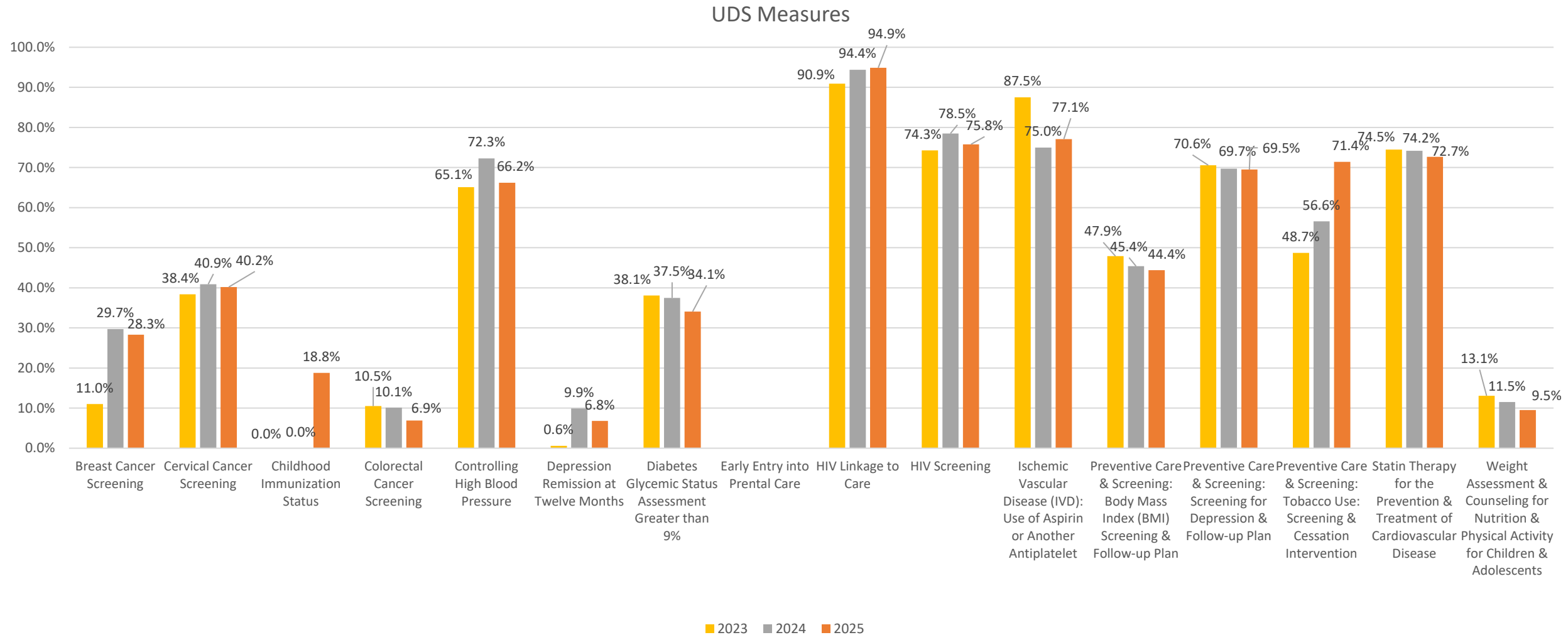
February 10, 2026

Clinical Quality Measures

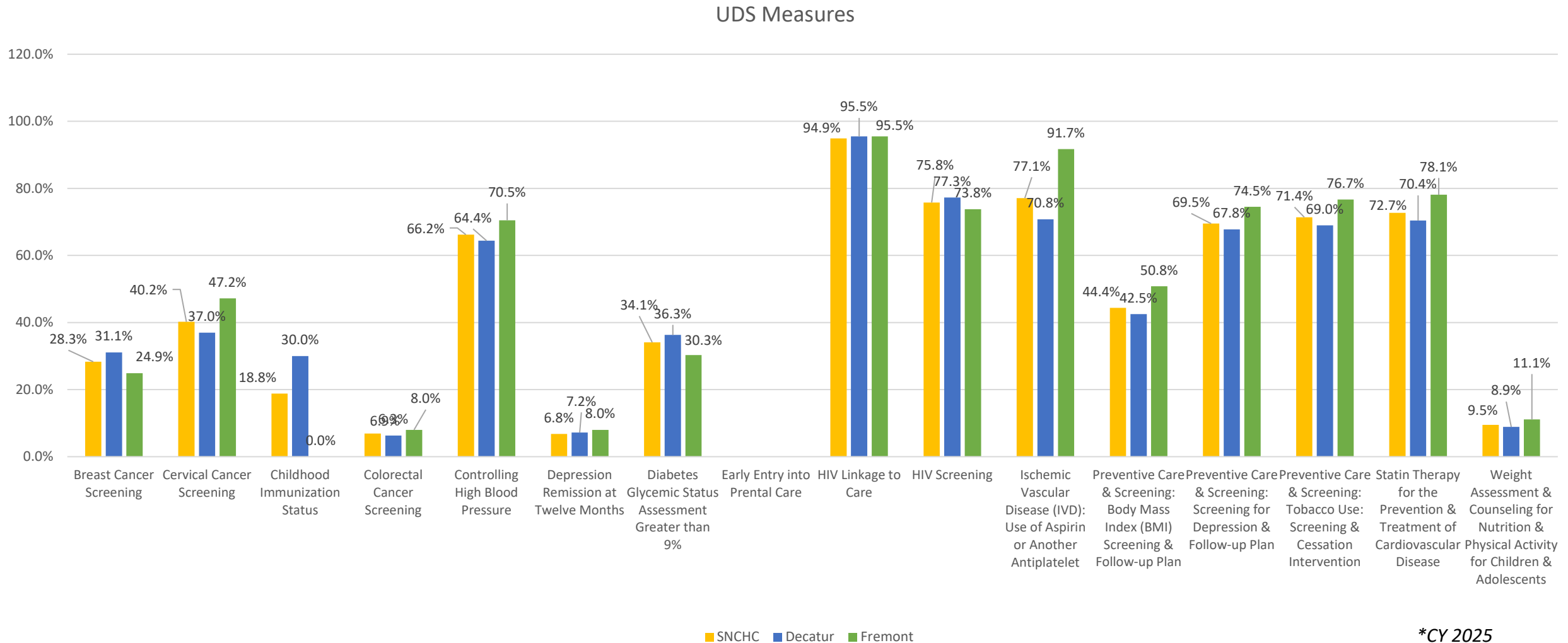
Updates

- Tobacco Use: Screening & Cessation
 - Successfully mapped the tobacco assessment under “social history > -smoking”
 - 20% increase; CY 2025 71.4%
- Early Entry Into 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



*CY 2025

2025 Quality Measure Focus

| Focus Measures | Decatur | | Fremont | | SNCHC | | |
|------------------------------------------------------|---------|-------|---------|-------|-------|-------|--------|
| 2025 | 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

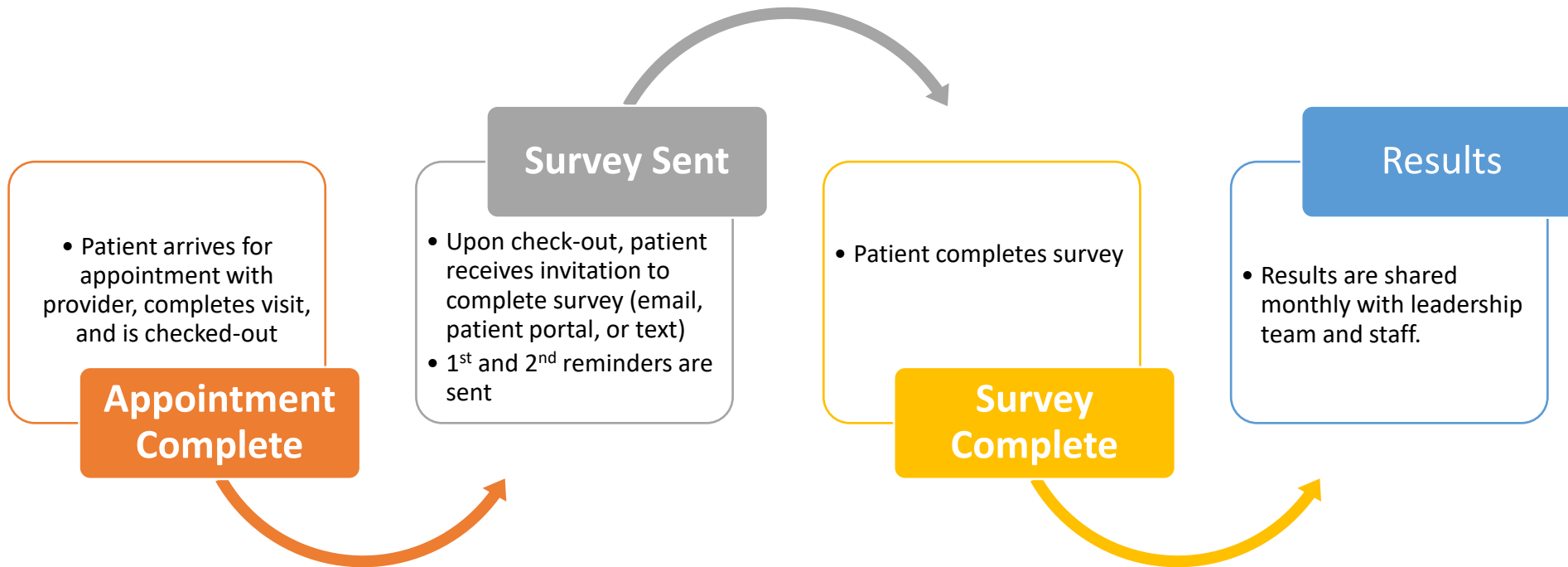
Patient Satisfaction

Updates

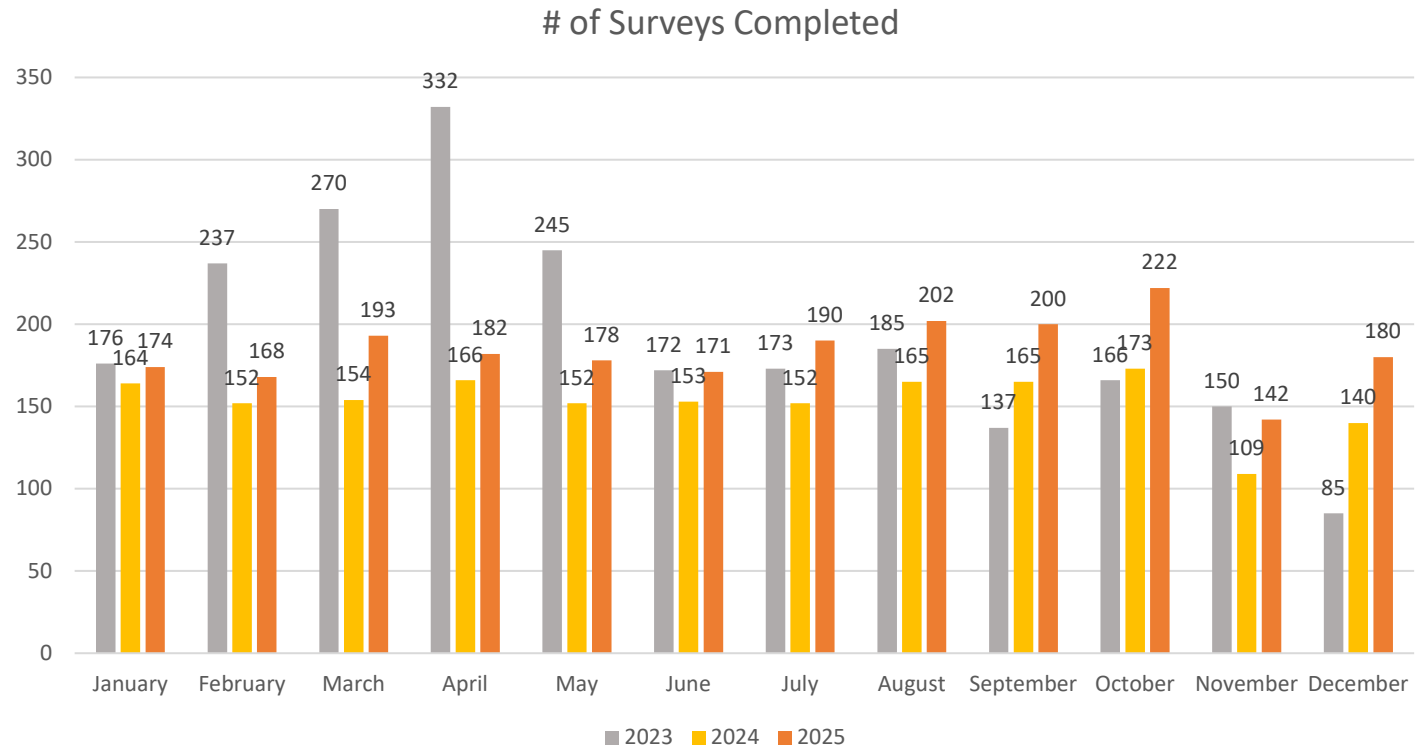
- New survey effective January 1, 2026



Survey Workflow



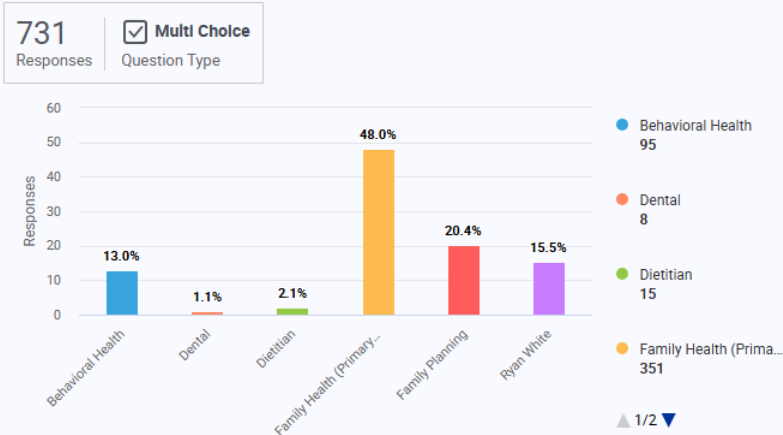
Participation Responses



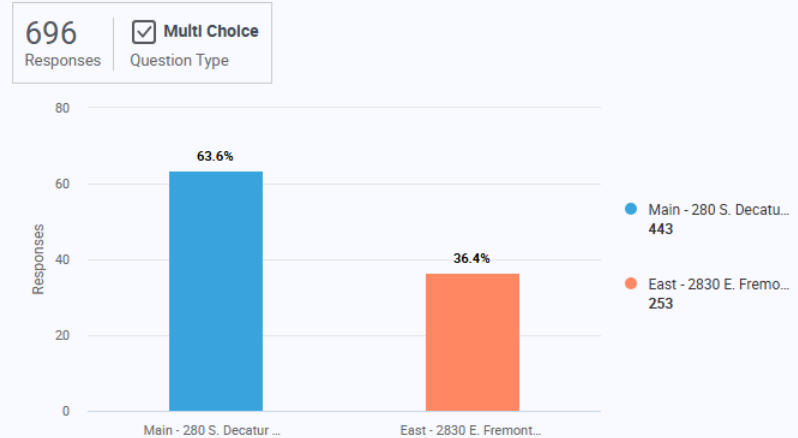
| Month | 2024 Completion % | 2025 Completion % |
|------------|----------------------|----------------------|
| January | 14% | 10% |
| February | 11% | 10% |
| March | 11% | 10% |
| April | 11% | 9% |
| May | 10% | 10% |
| June | 11% | 10% |
| July | 10% | 10% |
| August | 10% | 10% |
| September |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

Service, Location, & Visit

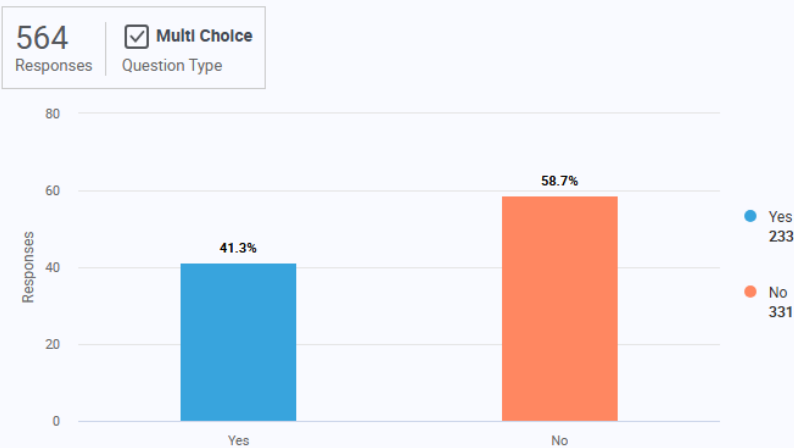
Service received during your visit?



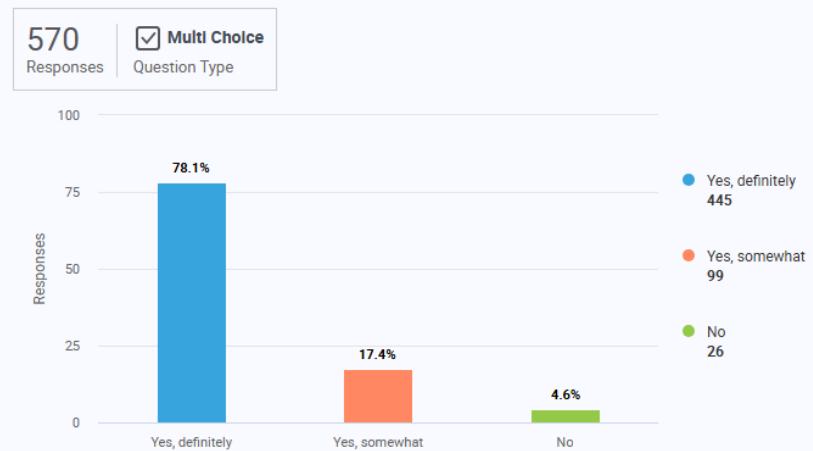
Community Health Center location?



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

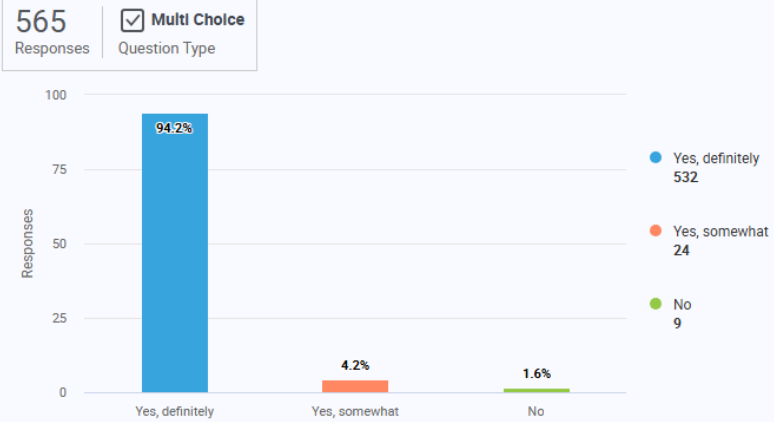


Was the recent visit as soon as you needed?

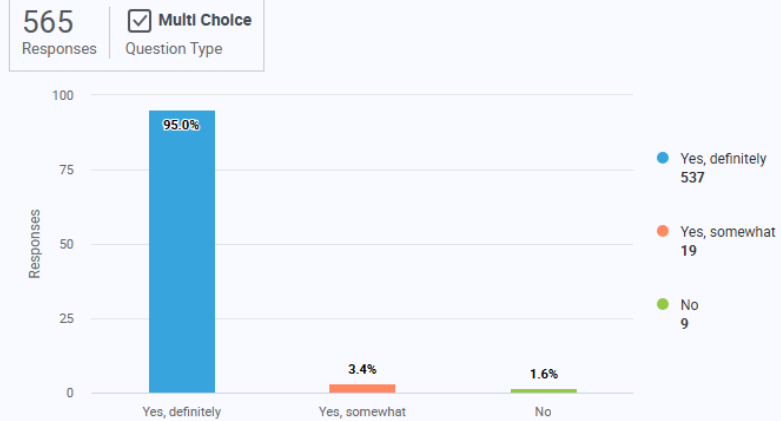


Provider

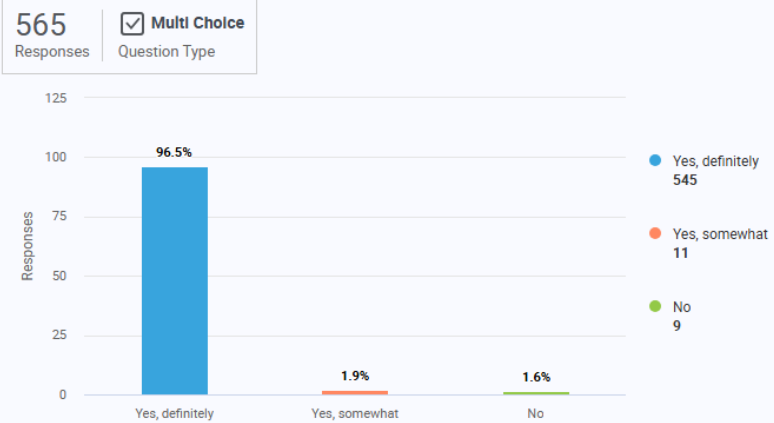
During your most recent visit, did this provider explain things in a way that was easy to understand?



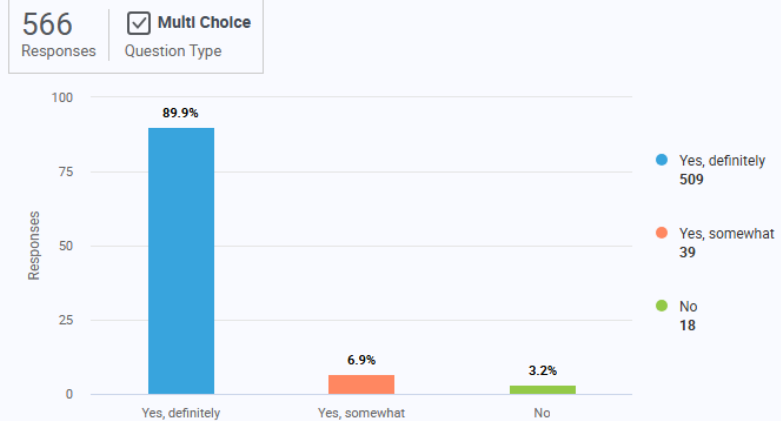
During your most recent visit, did this provider listen carefully to you?



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



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



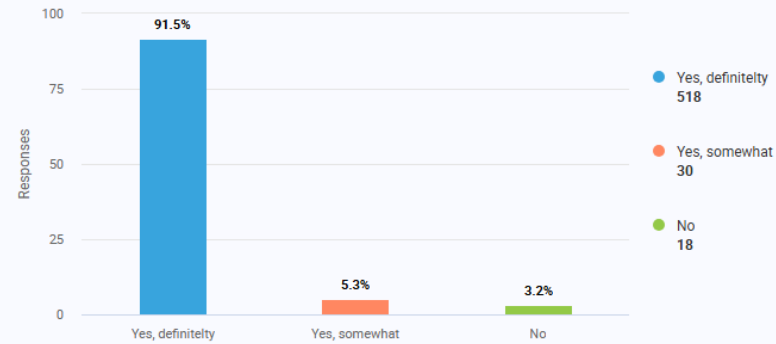
Staff, Scheduling, & Facility

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

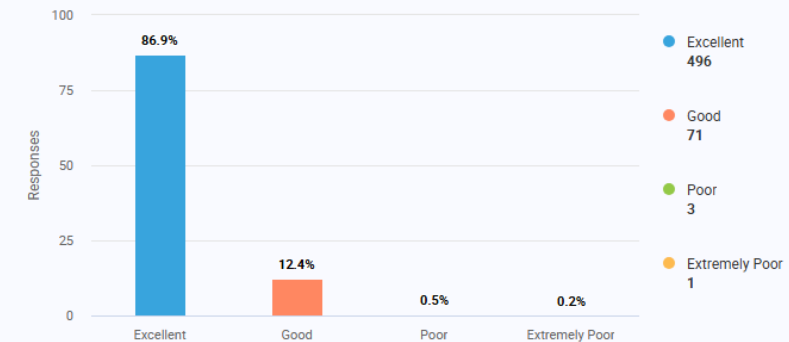


Thinking about the facility, how was the overall cleanliness and appearance?

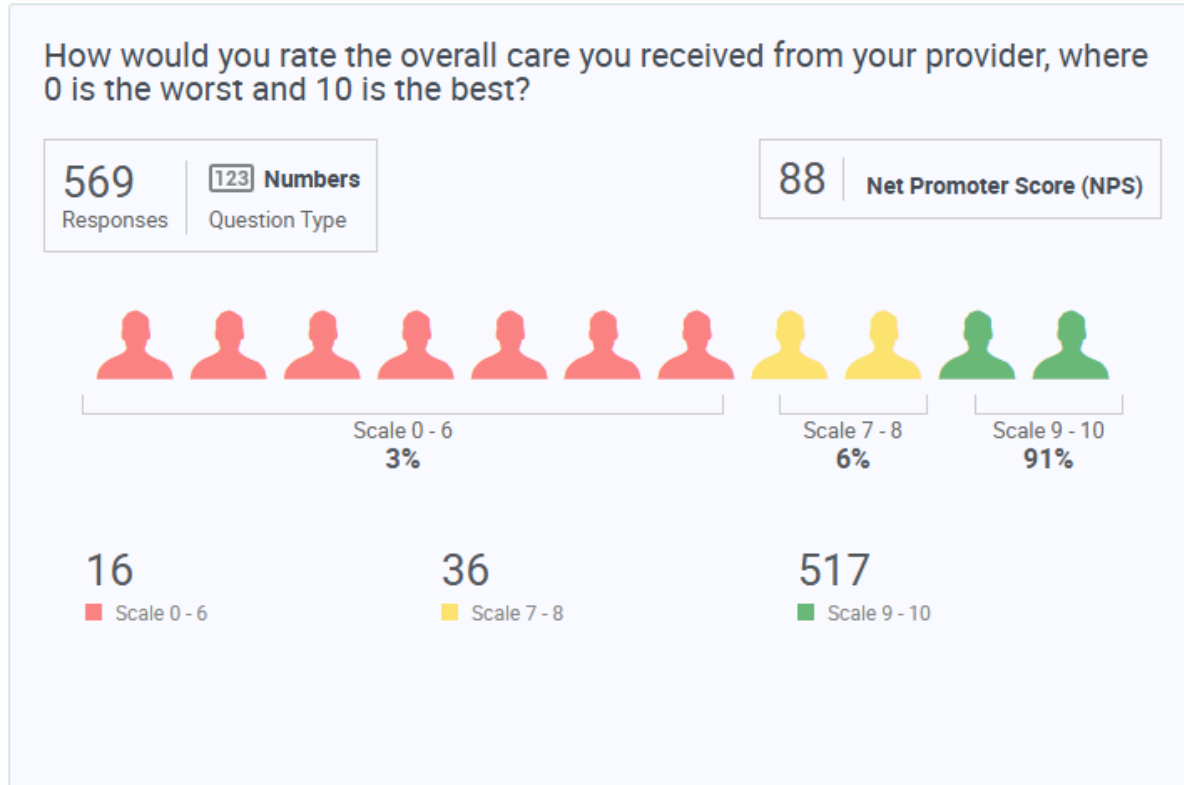
571

Responses

☒ Multi Choice
Question Type



Net Promoter Score



| Site | Net Promoter Score |
|---------|--------------------|
| SNCHC | 88 |
| Decatur | 86 |
| Fremont | 93 |

*Q3 2025 (Jul – Sept)



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?

