

# Second Quarter FQHC Clinical Performance Measures

September 16, 2025

# Clinical Quality Measures

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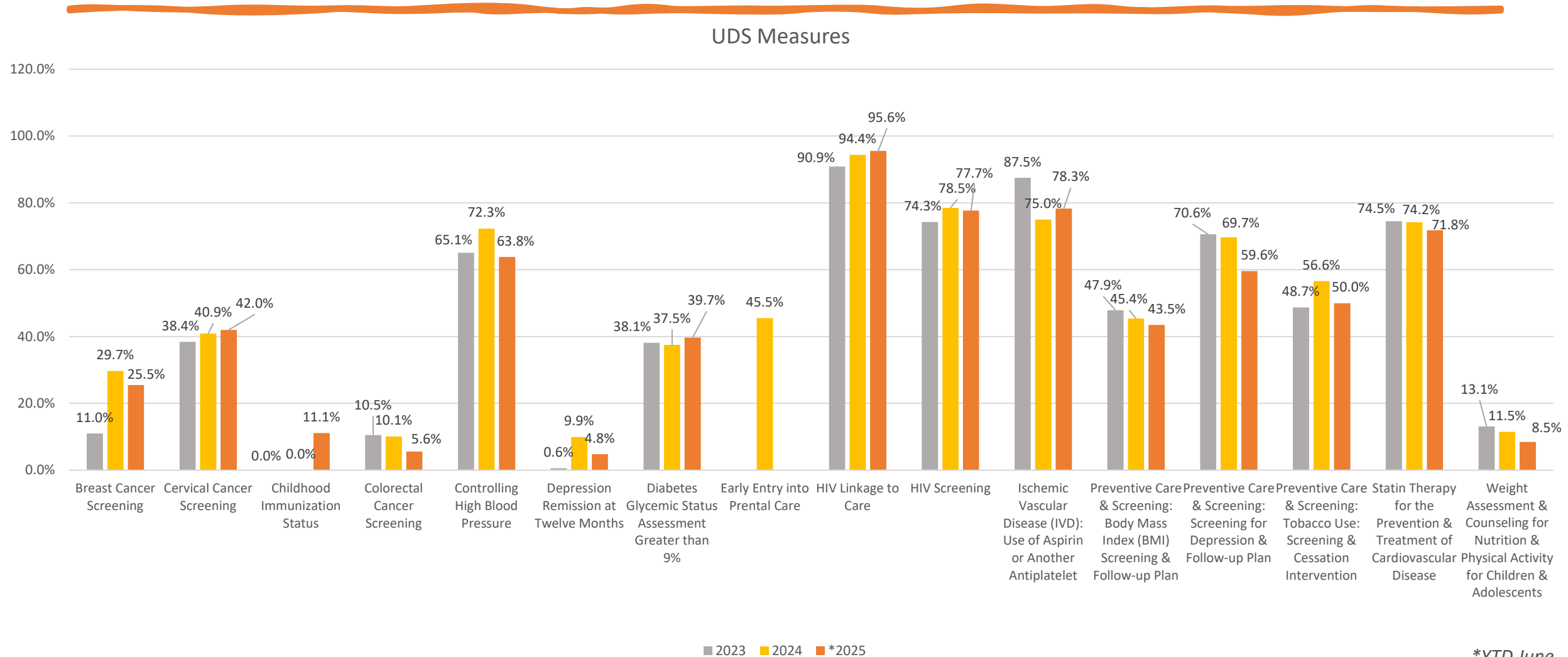
# UDS 2025 – New Measure

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## Initiation and Engagement of Substance Use Disorder (SUD) Treatment

- **Denominator**
  - Patients 13 years of age and older as of the start of the measurement period who were diagnosed with a new SUD episode during a visit between January 1 and November 14 of the measurement period.
- **Numerator:**
  - **Numerator 1 (Line 23a)** - Patients who initiated treatment including either an intervention or medication for the treatment of SUD within 14 days of the new SUD episode.
  - **Numerator 2 (Line 23b)** - Patients who engaged in ongoing treatment, including two additional interventions or medication treatment events for SUD, or one long-acting medication event for the treatment of SUD, within 34 days of the initiation.

# Year by Year Comparison



\*YTD June

# 2025 Quality Measure Focus

Focus Measures 2023-2024	Q2 2025	Q1 2025	2024	Target
Controlling High Blood Pressure	63.8%	60.6%	72.6%	65.0%
Depression Screening and Follow-Up Plan ( <i>added</i> )	59.6%	49.2%	69.7%	63.0%
Diabetes Glycemic Status Assessment Greater than 9%*	39.7%	45.9%	37.6%	35.0%
HIV Screening	77.7%	78%	78.5%	70.0%
HIV Linkage to Care	95.6%	94.6%	94.4%	80.0%
Tobacco Use: Screening & Cessation Intervention	50.0%	51.8%	56.6%	64.0%

(Q2 2025 - YTD June)

# Clinical Quality Measures - Continued

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## What's working well

Integrated care

QI work contributing to YoY improvements

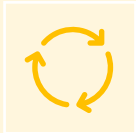


## Areas of opportunities

Standardization (workflow)

Data validation

Capture more data in the maternal & childhood space



## Next steps

Review and validate data in Azara

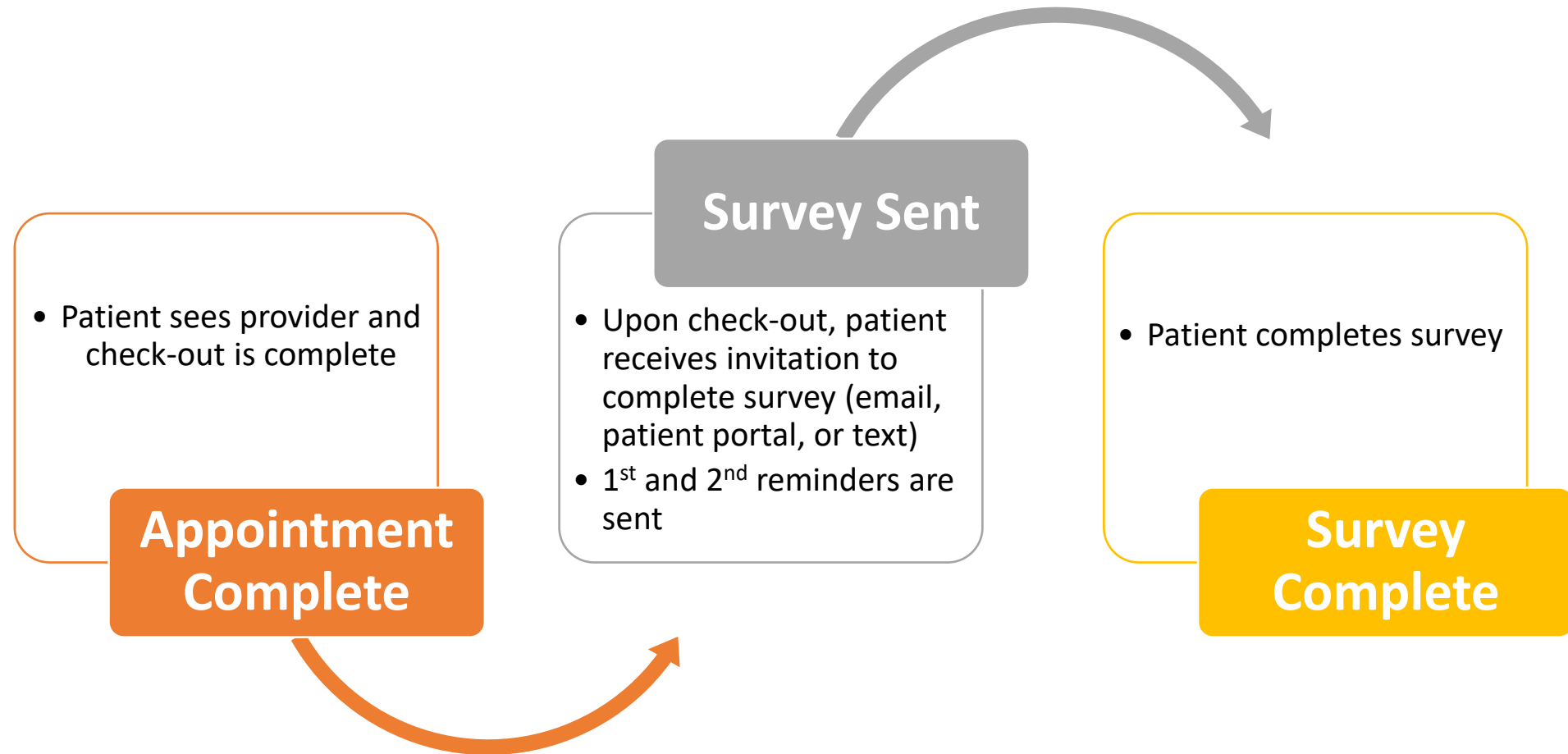
Improve workflows & increase visits/month

# Patient Satisfaction

A thick, hand-drawn style orange line that underlines the text "Patient Satisfaction". It starts under the 'P' and ends under the 'n', following the baseline of the text.

# Survey Workflow

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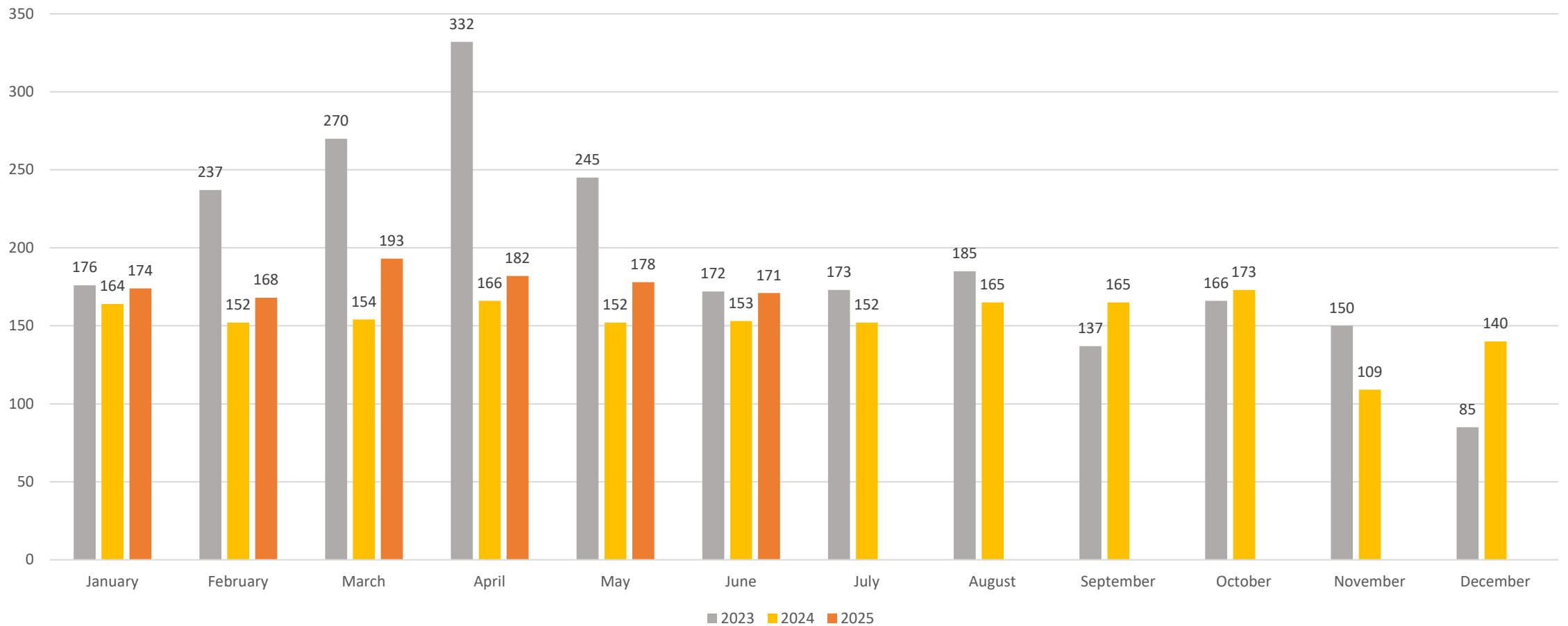
# Survey Updates

- General Survey Includes:
  - Family Health/Primary Care
  - Family Planning
  - Ryan White
  - Behavioral Health
  - Dietician
- Sexual Health:
  - Pending - Separate or Combine
- Additions being considered:
  - *“Did your care team work well together to provide you healthcare (ex: referrals, lab results, medications, etc.)?”*
  - *“Thinking about your recent visit, was the health center open during a time that was convenient for you?”*



# Participation Responses

Surveys Completed



# Service, Location, & Visit

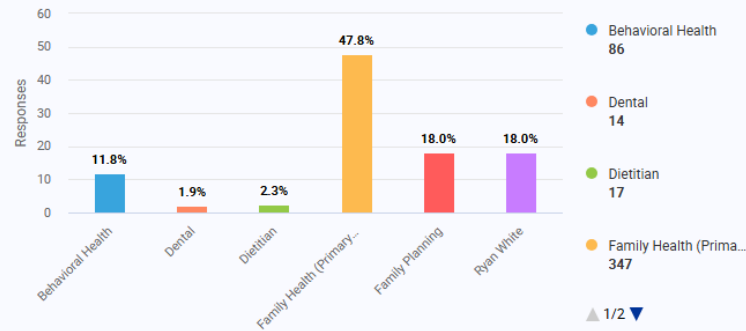
Service received during your visit?

726

Responses

☒ Multi Choice

Question Type



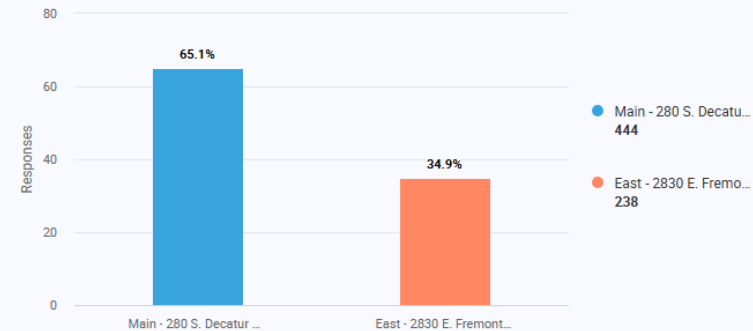
Community Health Center location?

682

Responses

☒ Multi Choice

Question Type



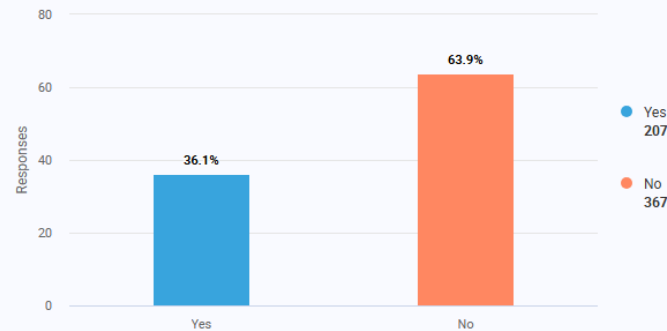
Was your most recent visit for an illness, injury or condition that needed care right away?

574

Responses

☒ Multi Choice

Question Type



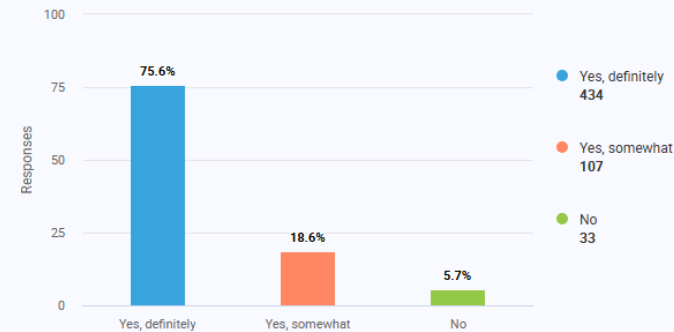
Was the recent visit as soon as you needed?

574

Responses

☒ Multi Choice

Question Type

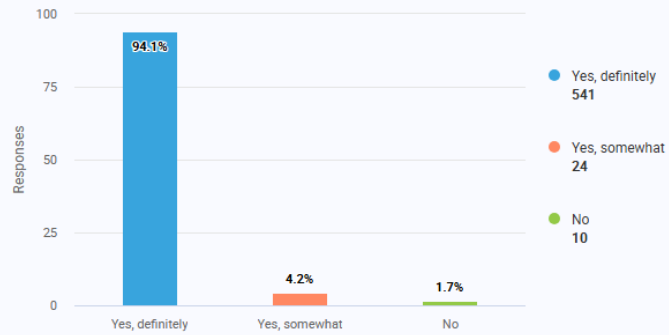


# Provider

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

575  
Responses

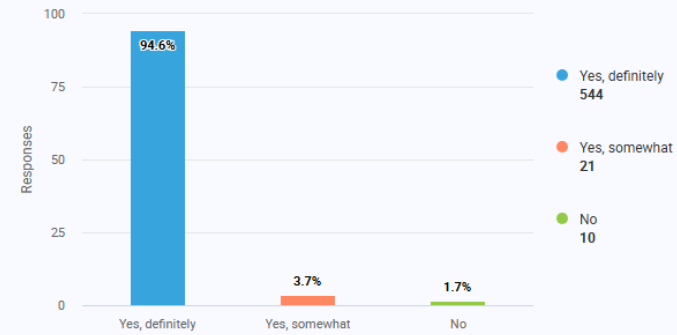
☒ Multi Choice  
Question Type



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

575  
Responses

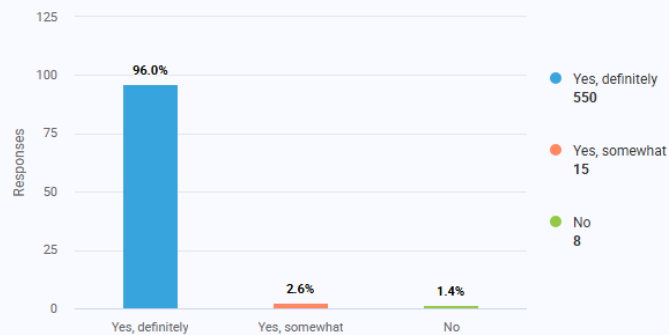
☒ Multi Choice  
Question Type



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

573  
Responses

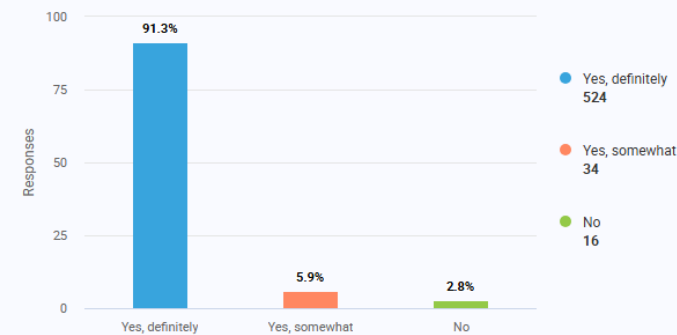
☒ Multi Choice  
Question Type



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

574  
Responses

☒ Multi Choice  
Question Type

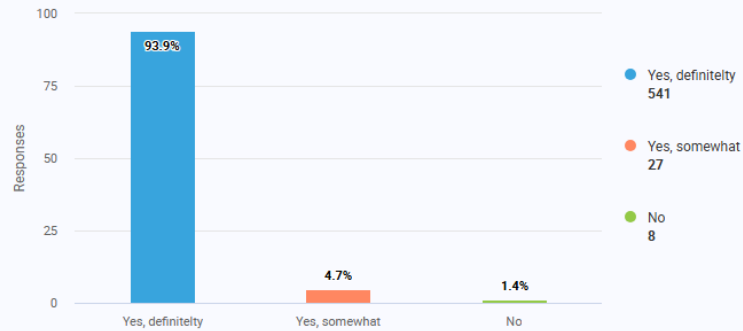


# Staff, Scheduling, & Facility

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

576  
Responses

☒ Multi Choice  
Question Type



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

577  
Responses

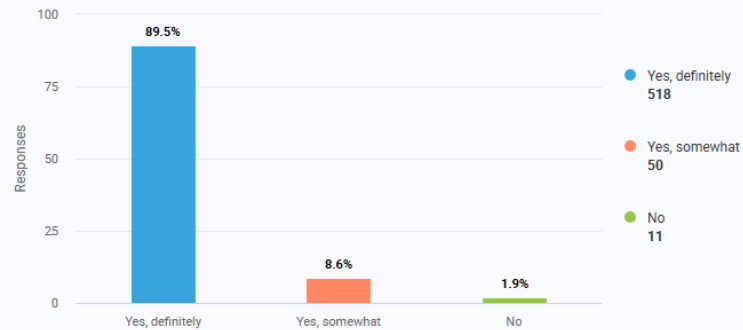
☒ Multi Choice  
Question Type



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

579  
Responses

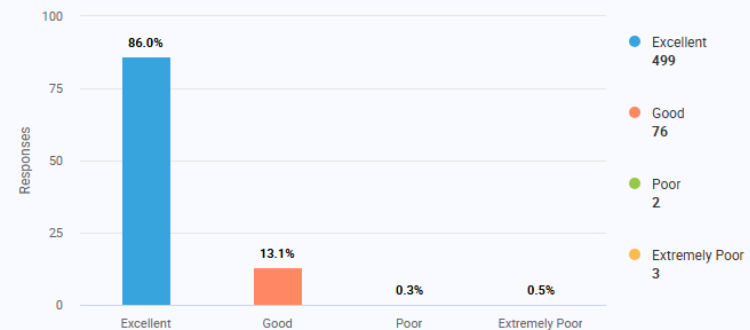
☒ Multi Choice  
Question Type



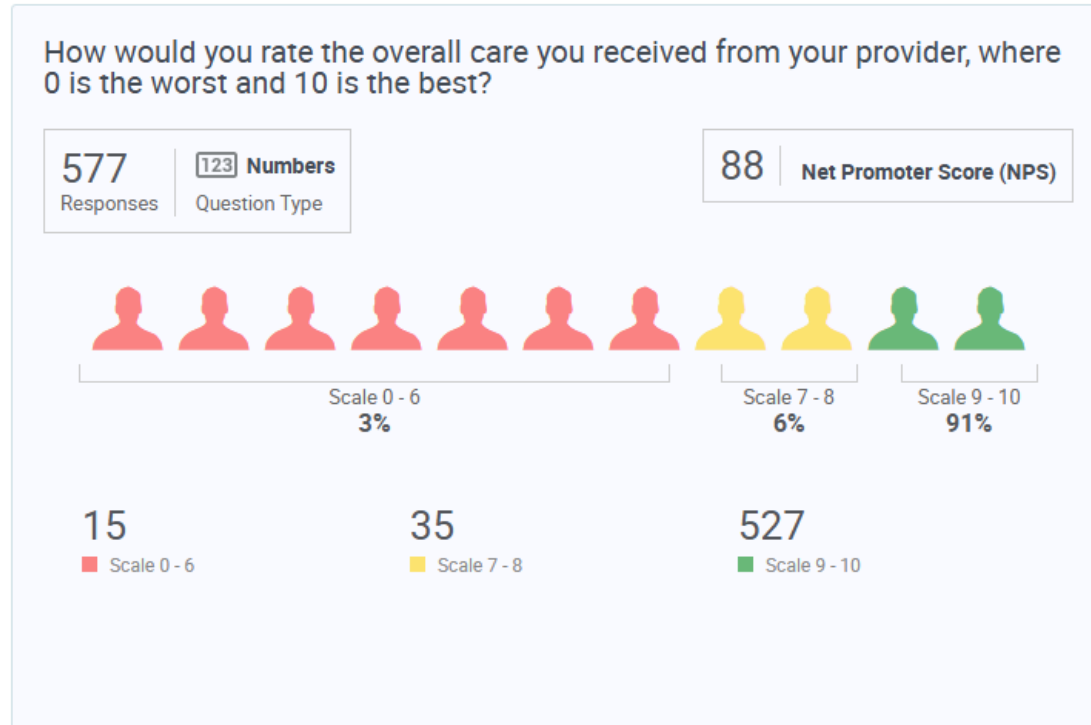
Thinking about the facility, how was the overall cleanliness and appearance?

580  
Responses

☒ Multi Choice  
Question Type



# Net Promoter Score & Comments



buena atencion (good attention) excelente trato (excellent treatment) knowledgeable  
well done excelente trabajo (great work) 🍷 billing department  
muy agradecido (muc obliged) thank you very much exceptional Kikam Yun  
muchas gracias (thank you very much) respectful  
experience Ryan White good job el personal (staff) patient instructions doctors  
on point visit impressed enjoyed take care Dr. Jordan  
Victoria Allen clean muy maravilloso (very wonderful) good muy bueno (very good)  
feel heard todo estuvo bien (everything was fine) 5 stars ensures all is good Spanish treatment  
supportive very humble waste of time staff nurses everything fine care received very insightful  
very timely psychiatrist fantastic 😊 satisfied thankful resources  
kind takes care of me bloodwork Racquel Tolzmann facility me gusta (I like)  
amazing professional problems laboratory very happy mejor clinica (best clinic)  
clinic el servicio (the service) excellent servicio (service) muy amable (very kind)  
muy feliz (very happy) team waited sweet great job  
service best medication muy contento (very happy) exceeds expectations Elita Pallasigui  
education great las señoritas del mostrador (ladies at the counter) prescriptions  
customer service courteous todo fue exlente (everything was excellent) eficiente (efficient)  
muy satisfecha (very satisfied) cancel appointment grandioso servicio (great service)  
Sarah Hall Josefina Ascano last minute

# Questions?

