

**UW Medicine Orcas Island Clinic - Quality Metrics**  
Year-To-Date

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Willingness to Recommend</b>																<b>90.9</b>
Orcas	92.3	89.6	87.8	87.7									↘	87.7	-4.6	-3.2
<b>Patient Access Composite</b>																<b>80.1</b>
Orcas	57.5	60.4	61.9	59.2									↗	59.2	1.7	-20.9
<b>Preventive Care Composite</b>																<b>74.0</b>
Orcas	25.7	27.3	29.5	31.8	34.1								↗	34.1	8.4	-39.9
<b>Pneumococcal Vaccine</b>																<b>85.5</b>
Orcas	36.0	36.7	40.6	45.1	48.3								↗	48.3	12.3	-37.2
<b>Breast Cancer Screening</b>																<b>75.7</b>
Orcas	29.7	29.0	32.8	34.1	35.3								↗	35.3	5.6	-40.4
<b>Cervical Cancer Screening</b>																<b>77.9</b>
Orcas	28.1	32.5	34.4	37.1	38.9								↗	38.9	10.8	-39.0
<b>Colon Cancer Screening</b>																<b>66.4</b>
Orcas	14.5	16.2	16.5	17.2	19.4								↗	19.4	4.9	-47.0
<b>Pediatric Immunizations</b>																<b>58.2</b>
Orcas	0.0	0.0	0.0	0.0	0.0								↔	0.0	0.0	-58.2
<b>Chlamydia Screening</b>																<b>53.5</b>
Orcas	16.7	17.6	21.7	25.0	29.7								↗	29.7	13.0	-23.8
<b>Disease Management Composite</b>																<b>66.5</b>
Orcas	62.2	57.3	55.2	56.9	56.7								↘	56.7	-5.5	-9.8

Monthly Actual

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Willingness to Recommend</b>																<b>90.9</b>
Orcas	92.3	87.7	84.4	83.6									↘	83.6	-8.7	-7.3
<b>Patient Access Composite</b>																<b>80.1</b>
Orcas	57.5	71.0	71.5	55.4									↘	55.4	-2.1	-24.7
<b>Preventive Care Composite</b>																<b>74.0</b>
Orcas	25.7	28.9	34.7	37.5	42.1								↗	42.1	16.4	-48.8
<b>Pneumococcal Vaccine</b>																<b>85.5</b>
Orcas	36.0	37.3	50.3	56.4	60.0								↗	60.0	24.0	-25.5
<b>Breast Cancer Screening</b>																<b>75.7</b>
Orcas	29.7	28.2	40.6	37.0	40.4								↗	40.4	10.7	-35.3
<b>Cervical Cancer Screening</b>																<b>77.9</b>
Orcas	28.1	37.7	38.5	44.4	44.4								↗	44.4	16.3	-33.5
<b>Colon Cancer Screening</b>																<b>66.4</b>
Orcas	14.5	18.0	17.2	19.0	26.7								↗	26.7	12.2	-39.7
<b>Pediatric Immunizations</b>																<b>58.2</b>
Orcas	0.0	0.0	0.0	0.0	0.0								↔	0.0	0.0	-58.2
<b>Chlamydia Screening</b>																<b>53.5</b>
Orcas	16.7	20.0	33.3	33.3	60.0								↗	60.0	43.3	6.5
<b>Disease Management Composite</b>																<b>66.5</b>
Orcas	62.2	52.5	50.8	61.4	55.9								↘	55.9	-6.3	-10.6

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Diabetic HgA1c</b>																<b>73.0</b>
Orcas	62.5	57.8	64.5	68.3	70.4								✓	70.4	7.9	-2.6

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Diabetic Blood Pressure</b>																<b>68.8</b>
Orcas	83.3	68.9	66.1	70.7	68.5								↘	68.5	-14.8	-0.3

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Diabetic Eye Exam</b>																<b>58.9</b>
Orcas	16.7	15.6	12.9	13.4	13.9								↘	13.9	-2.8	-45.0

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Hypertension Blood Pressure</b>																<b>67.7</b>
Orcas	84.7	80.0	74.3	77.3	76.8								↘	76.8	-7.9	9.1

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Depression Screening</b>																<b>65.0</b>
Orcas	42.3	38.9	38.2	36.1	36.9								↘	36.9	-5.4	-28.1

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Panel-Based Quality Metrics</b>																<b>71.5</b>
Orcas	30.2	30.5	34.1	36.2	39.6								✓	39.6	9.4	-31.9

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Annual Wellness Visits</b>																<b>61.2</b>
Orcas	0.0	0.0	0.0	0.0	0.0								—	0.0	0.0	-61.2

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Staff Turnover - UWNC</b>																<b>22.0</b>

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Employee Engagement - UWNC</b>																<b>4.0</b>

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Clinician Satisfaction - UWNC</b>																<b>77.0</b>

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>wRVUs</b>																<b>100.0</b>

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Diabetic HgA1c</b>																<b>73.0</b>
Orcas	62.5	52.4	82.4	80.0	76.9								✓	76.9	14.4	3.9

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Diabetic Blood Pressure</b>																<b>68.8</b>
Orcas	83.3	52.4	58.8	85.0	61.5								↘	61.5	-21.8	-7.3

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Diabetic Eye Exam</b>																<b>58.9</b>
Orcas	16.7	14.3	5.9	15.0	15.4								✓	15.4	-1.3	-43.5

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Hypertension Blood Pressure</b>																<b>67.7</b>
Orcas	84.7	75.6	63.2	84.2	75.0								↘	75.0	-9.7	7.3

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Depression Screening</b>																<b>65.0</b>
Orcas	42.3	36.1	36.7	30.9	39.2								↘	39.2	-3.1	-25.8

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Panel-Based Quality Metrics</b>																<b>71.5</b>
Orcas	30.2	30.5	34.1	36.2	39.6								↗	39.6	9.4	-31.9
Unempanelled	55.2	53.9	57.9	57.6	58.8								✓	58.8	3.6	-12.7

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Annual Wellness Visits (CY)</b>																<b>61.2</b>
Orcas	0.0	0.0	0.0	0.0	0.0								—	0.0	0.0	-61.2
Unempanelled	22.5	22.0	38.2	34.5	32.9								↗	32.9	10.4	-28.3

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Staff Turnover - UWNC</b>																<b>22.0</b>

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Employee Engagement - UWNC</b>																<b>4.0</b>

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>Clinician Satisfaction - UWNC</b>																<b>77.0</b>

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
<b>wRVUs</b>																<b>100.0</b>

Orcas	120.0	117.9	104.5	101.8	96.1		96.1	-23.9	-3.9
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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Visits</b>															100.0
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Orcas	120.5	112.8	104.5	105.3	100.2		100.2	-20.3	0.2
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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Expense per Visit</b>															100.0
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Orcas	75.1	74.7	88.5	91.5	96.0		96.0	20.9	-4.0
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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Subsidy per Visit</b>															100.0
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Orcas							1000.0	0.0	900.0
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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Internal Referrals</b>															TBD
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Orcas	60.1	60.33	58.2	54.8			0.0	-60.1	#VALUE!
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Access Questior	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Urgent Appt</b>															80.1
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Orcas	70.8	80.4	84.5	83.2			83.2	12.4	-7.7
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Access Questior	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Routine Appt</b>															80.1
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Orcas	80.6	86.4	88.3	86.0			86.0	5.3	5.9
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Access Questior	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Same Day Call</b>															80.1
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Orcas	21.4	28.0	34.0	31.8			31.8	10.4	-48.3
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Access Questior	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>After-Hours Call</b>															80.1
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Orcas	33.3	33.3	33.3	25.0			25.0	-8.3	-55.1
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Access Questior	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Wait Time</b>															80.1
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Orcas	81.5	74.0	69.1	70.2			70.2	-11.2	-9.9
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Orcas	120.0	116.1												116.1	-3.9	16.1
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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Visits</b>															100.0
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Orcas	120.5	106.0												106.0	-14.5	6.0
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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Expense per Visit</b>															100.0
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Orcas							#VALUE!	#VALUE!	#VALUE!
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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Subsidy per Visit</b>															100.0
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Orcas							#VALUE!	#VALUE!	#VALUE!
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	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Internal Referrals</b>															TBD
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Orcas	60.1	60.3	57.7	46.32			46.32	-13.8	-53.7
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Access Questior	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Urgent Appt</b>															80.1
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Orcas	70.8	87.5	92.9	79.3			79.3	8.5	-0.8
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Access Questior	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Routine Appt</b>															80.1
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Orcas	80.6	91.4	92.9	77.8			77.8	-2.9	-2.3
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Access Questior	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Same Day Call</b>															80.1
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Orcas	21.4	36.4	40.9	26.3			26.3	4.9	-53.8
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Access Questior	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>After-Hours Call</b>															80.1
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Orcas	33.3	0.0		20.0			0.0	-33.3	-80.1
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Access Questior	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Trend	Cur. Mo.	% Change from June	Var from Goal
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<b>Wait Time</b>															80.1
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Orcas	81.5	68.5	59.4	73.8			73.8	-7.7	-6.3
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