

UWNC Performance Metric Dashboard – Orcas Island

Measure	Target	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	YTD
Serving the Patient & Family												
Willingness to Recommend	92.0%											
Access to Care – overall	72.8%											
Overall Provider Rating	86.9%											
Office Staff Courtesy	94.0%											
Follow Up on Test Results	73.9%											
Provide the Highest Quality Care												
Preventative Care Composite	78.6%											
- Pneumovax	90.0%											
- Breast Cancer Screening	77.0%											
- Cervical Cancer Screening	81.0%											
- Colon Cancer Screening	75.0%											
- Pediatric Immunizations	65.0%											
Disease Management Composite	67.8%											
- Diabetes A1c	82.0%											
- Diabetes BP	75.0%											
- Diabetic Eye Exam	45.0%											
- Hypertension	75.0%											
Employer of Choice												
Employee Engagement Score	4.0											
Provider Satisfaction Score												
# Voluntary Turnovers												
Practice Fiscal Responsibility												
Expense per visit (% of budget)												
Total wRVU (% of budget)												
Total PC Visits (% of budget)												
Total Expenses (% of budget)												

Available in August