

HEALTHY PARTNERS
INITIAL METRICS DRAFT
 September 30, 2015

<p>DEMOGRAPHICS</p> <p>Breakouts by:</p> <ul style="list-style-type: none"> ▪ Age ▪ Gender ▪ Ethnicity ▪ Language Spoken – confirm field in AS400 or EMR ▪ Zip Code ▪ Housing Status – homeless; housed (HRSA definition) 	<p>Data Source - AS400</p>
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<p>SERVICE UTILIZATION</p> <p>Visit Data Total Enrollment Total Unduplicated</p> <p>Primary Care visits</p>	<p>Data Source – EMR</p>
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<p>SERVICE UTILIZATION</p> <p>Specialty Care by type and total</p> <p>Breakouts by: Medical Home SPIRIT Vendor</p> <p>Specialty desired - TBD</p>	<p>Data Source – EMR, SPIRIT, Vendor</p>
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<p>ACCESS - Appointments Urgent and Routine</p> <ul style="list-style-type: none"> • Primary care • Specialty care – Track for Healthy Partners – consider method 	<p>Data Source – Measured monthly by QI staff</p> <p>Data Source – Unknown at this time.</p>
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<p>CLINICAL</p> <ul style="list-style-type: none"> ▪ Most common diagnoses ▪ Co-Morbid Mental Health diagnoses ▪ Care Management – Diabetes, Hypertension, Coumadin, Depression 	<p>Data Source - EMR</p>
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SATISFACTION <ul style="list-style-type: none"> ▪ Beneficiary Satisfaction 	Data Source - Survey Method
COMPLAINTS <ul style="list-style-type: none"> • Will need separate tracking. 	Data Source – Complaints verbal / written (form)
EXPENDITURE <ul style="list-style-type: none"> ▪ Value of Leveraged Services 	Data Source – Medical Society