**Southern Family Medical Center**

**Quality Improvement Results**

**Fall 2015**

Below is a sample of the quality improvement initiatives undertaken at Southern Family Medical Center in the fall of 2015. The data is formatted to describe what was selected for quality improvement and why it was selected. The statistics reported indicated what the measure was before the improvement process and what the results were after implementing the improvement.

**Measure 1: Increase the TdAP immunization rate among patients 19 years of age an older.**

Reason: Pertussis is a very contagious respiratory infection commonly known as ‘whooping cough’. It is caused by a bacterium called Bordetella pertussis. The infection became much less common after a successful vaccine was developed and given to children to help prevent infection. However, in recent years, the number of people infected with pertussis has increased and now is at the highest rate seen since the 1950’s. Immunizing patients 19 and older can increase protection from this infection.

Immunization rate prior to campaign: 7%

Immunization rate after campaign: 12%

**Measure 2: Increase the rate of medication reconciliation at transfers of care to 100%**

Reason: Having a complete list of patient medications and doses is an important part of medical decision making in patient care. When patients are treated at a facility whether acutely at the ER or a hospital admission, changes are often made to medications. When the patient leaves the inpatient/ER care setting and is send back to their primary care provider, knowing what occurred during their recent treatment is important to continuing their care. Medications play a significant role in continued care. You will see below that our practice does very well at this measure but we wanted to do better.

Percent of medication reconciliation prior to improvement process: 95%

Percent of medication reconciliation after to improvement process: 98%

**Measure 3: Appointment availability – urgent care**

Reason: Our goal is for patients to have access to care when they need it. A patient survey conducted in July indicated that only 82% of patients felt that they received an appointment at the time they needed. Our goal for urgent needs is 100%. We felt we needed to address this with office staff and make sure that policy was being following. We re-measured this goal three months later and received much better results.

Question: In the last 6 months, when you contacted this provider’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?

July 2015 82%

October 2015 100%

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