Retaining Monterey Patients In Care

**PERFORMANCE MEASURE**

As of ____________

Numerator (1): Number of active Monterey patients with at least 1 medical visit before May 1st, 2012

Numerator (2): Number of established Monterey patients with at least 1 medical visit between May 1st & August 30th at other CCHC sites. ____________

Denominator: 193 Monterey patients

Percentage (1) = ________

Percentage (2) = ________

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**RETENTION**

- START

  - Did not receive mail
  - Inconvenient
  - Inconsistent
  - Non-compliant
  - New place/ anxiety
  - Low priority

  **No Followup?**

  - Patient Calls/ Gets Appt.?

    - Yes
      - Reminder call by Patient Health Advocate 1 day prior

    - No
      - Referred to Scheduler

      - Repeat call by Patient Health Advocate

        - Yes
          - Appt. Kept?

          - Yes
            - Schedule Next Appt.

          - No
            - Referral to Scheduler

  - No Followup

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**VIRAL LOAD SUPPRESSION**

- Patient Registers

  - Vitals Taken

  - While waiting . . .

    - Waiting Area

    - Behavioral Health

    - Patient Health Advocate

    - RN – Adherence Education

  - Encounter with Provider

    - Exam
    - Adherence Scr/Assessment

  - Review Last Viral Load

    - Viral Load <200?

      - Yes
        - Monitoring as needed

      - No

    - Trending downward?

      - Yes
        - Monitor Every 3 Months & Genotype

      - No

    - Labs Drawn

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Revised 5/14/2012