Quality Improvement Project Team
Erika Harding, Team Lead

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) = _____

RETENTION

START

Notify Patients

- Phone calls prior to May 1st
- Post cards mailed out
- Informed at last appointment
- Front Desk Person
- Call Center Scheduler

Patient Calls/ Gets Appt.?

No → **No Followup?**

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

Yes → **Reminder call by Patient Health Advocate** 1 day prior

Appt. Kept?

No → **Repeat call by Patient Health Advocate** → **Referred to Scheduler**

Yes

VIRAL LOAD SUPPRESSION

Patient Registers

Vitals Taken

WAITING AREA → While waiting . . .

- **Behavioral Health**
- **Patient Health Advocate**
- **RN – Adherence Education**

Encounter with Provider

- Exam
- Adherence Scr/Assessment

Review Last Viral Load

Viral Load <200?

No → **Trending downward ?** → No → **Monitor Every 3 Months & Genotype**

Yes

Monitoring as needed

Yes → **Labs Drawn** → **Schedule Next Appt.**

Revised 5/14/2012