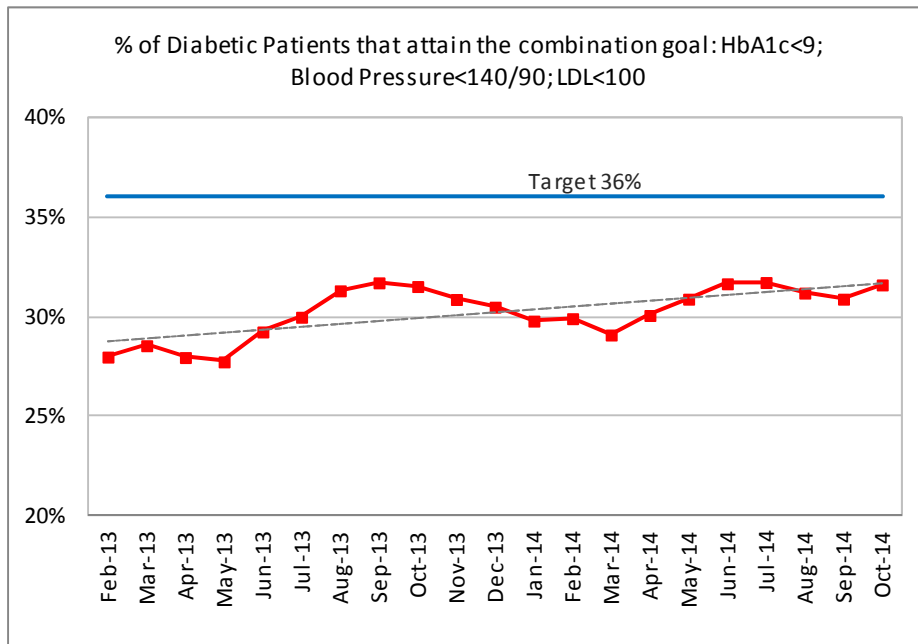


Improve Outcomes for our Diabetic Patients November 2014

Measure: Percent of diabetic patient population that attains the following combination goal: HbA1c<9; Blood pressure < 140/90; LDL < 100.

Target: 36%



Recent Work:

- Quality Manager visiting clinic sites to ask about QI plan & action steps around diabetes, coach QI team around improvement, & share best practices.
- Certified Diabetic Educator lead – final evaluation of two applicants planned start by early January
- Implement guideline approach for diabetics - who should see primary care RNs, who should consult CDE, who should see behavioral health & who to refer externally to endocrinology
- 45th Street clinic has surpassed 44 % for combination goal ,
- Rollout of Diabetes standing orders to help with some of the process measures - to allow MA & RN work for lab ordering, immunizations, foot checks, arranging eye check or referral for eye check. RNs trained & presented to lead MAs for site implementation. MA Practice Lead and Clinical Practice Manager checking on rollout status of foot check and lab ordering with MA teams.
- MA Practice Lead & Clinical Practice Manager are developing a structure for MA skills training and assessments.
- Common definition of high performance and performance needing attention for all outcome and process measures to guide team improvement efforts.

Future Plans:

- Look at the role & type of visits used by Neighborcare Certified Diabetes Educators to try & reach more patients.
- Re-evaluate current work & approach with new viewpoint of QI manager joining the Diabetes Lead Team meetings.
- Roll-out of remaining standing orders to MAs.



**Achieve Affordable Care Act enrollment goal
November 2014**

Measure: Enrollment in Medicaid and subsidized Exchange products.

Target: 12,600 by July, 2014

Recent Work:

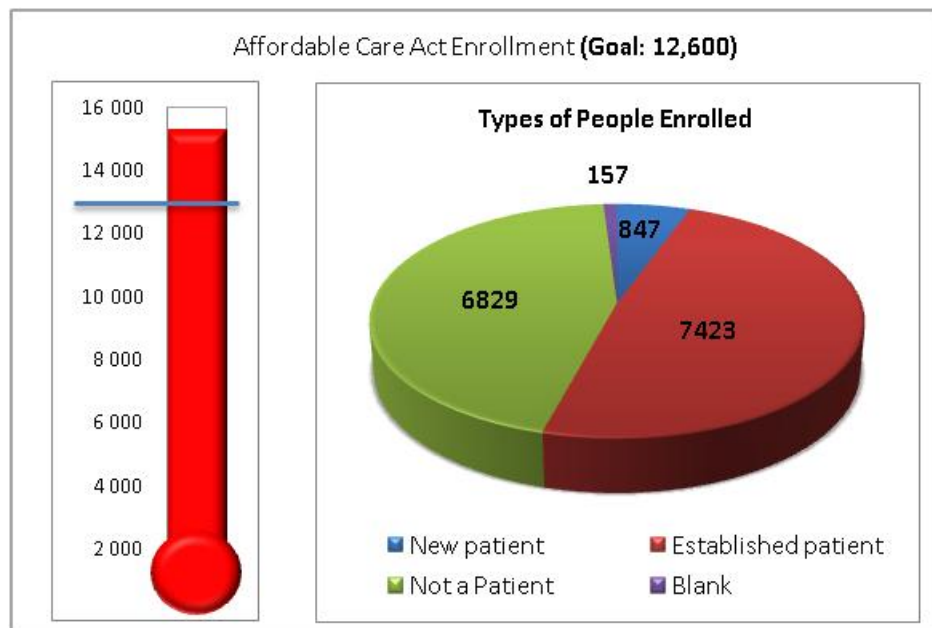
- In-Person Assister (IPA) training and re-certification has been completed for 23 of our 26 eligibility staff members.
- We received a grant award notice from the Office of Minority Health. This two-year grant will cover the cost of five eligibility staff.
- At this time, we are focusing open enrollment from November 15-February 15. Our team is mainly focused on our patients needing to re-enroll with Apple Health/Medicaid.
- We have set up a dedicated telephone line for patients to call about ACA enrollment & to schedule an appointment.
- During the application process, IPA's talking with clients about Neighborcare Health's services.

Constraints:

- Washington Healthplanfinder website availability and slowness as they updated the website in preparation for open enrollment
- One IPA linked to each person assisted

Future Plans:

- Piloting a text messaging campaign toward the end of open enrollment to remind patients to re-enroll in Apple Health
- Continued focus on enrolling our patients who qualify for Apple Health
- Strategic marketing messages about Neighborcare's services (dental, midwifery, etc.)
- Continued marketing to the "not a patient" group
- Working on patient education about health care services for the newly insured

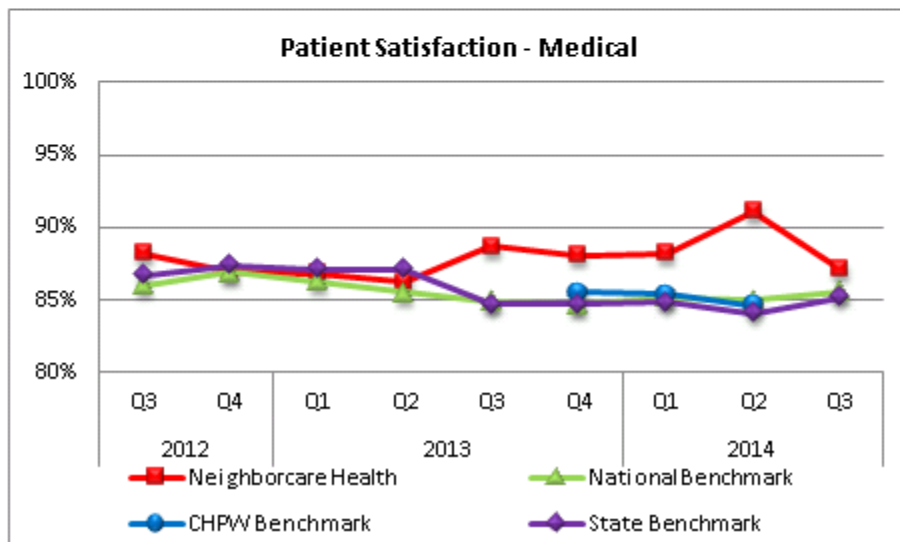
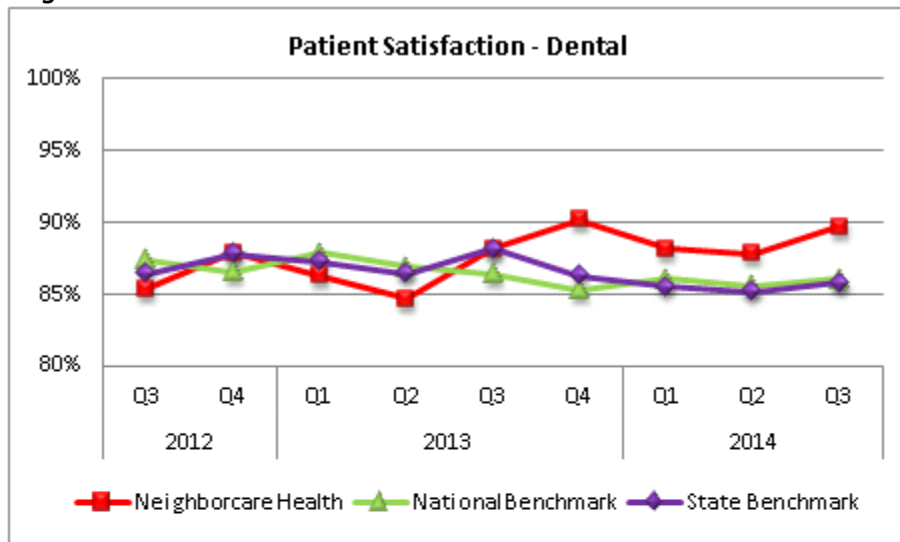




**Improve patient satisfaction (Continuing our Service Standards work)
November 2014**

Measure: Overall patient satisfaction (*mean*) scores. “How would you rate your most recent experience at (Center Name)?”

Target: 90%



Recent Work:

- All staff meeting had strong emphasis on service to each other and our patients
- Service Standards at New Hire Orientation
- Leaders are using new quarterly modules with their staff to support positive service
- Senior Leadership completed half day training emphasizing leading to service standards

Ongoing Work:

- Work on making the data more “user-friendly”
- Strategically use data to make improvements in specific areas & sites (front desk, phone answering, etc.)



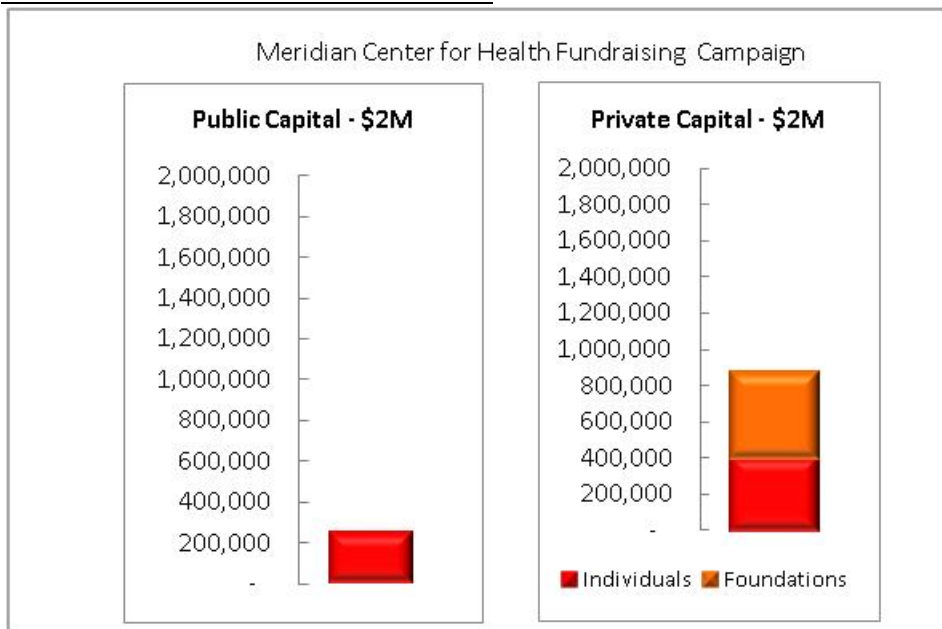
**Position Meridian Center for Health for success:
Achieve partnership, facility, financing and fundraising milestones
November 2014**

Measures: 1) Progress on project timeline. 2) Dollars raised for project from public (\$2million in addition to HRSA award) and private (\$2 million) sources.

Project Timeline – 2014, 2015

<u>Task</u>	<u>Est. Completion Date</u>	<u>Status</u>
Submit building permit	April 8	Complete
Design Development drawings Complete	March 28	Complete
KC Council approves documents	July 28	Complete
Construction Documents complete	July 23	Complete
Building permit issued	September 26	Complete
GMP contract executed & notice to proceed to contractor	October 1	Complete
NMTC transaction close	December 31, 2014	
Construction complete	October 15, 2015	
Complete move-in	November 15, 2015	

Dollars Raised from Public & Private Sources



Recent Work:

- Construction is underway! Initial work focused on temporary utilities and excavation of storm water retention pond.
- Seattle Investment Fund has committed to \$9 million in NMTC. Capital Impact Partners has committed to an additional \$5 million. Close anticipated by end of January next year. No other CDEs have our project in their pipeline.
- Loan Commitment obtained from Wells Fargo for up to \$13.7 million in debt. Allows County to sign off on notice to proceed.
- Our campaign committee of 16 volunteers continues to meet monthly and several house parties have been held to widen the circle of donors.
- Prospects appear good for an additional \$250k in City funding on top of Mayor Murray's additional one-time funding for the project at \$500,000 in proposed 2015 budget. This would bring City funding to our hoped-for goal of \$1 mil.
- Planning well underway for transfer of primary care at the site by December 6th.

Future Plans:

- Conclude New Market Tax Credit transaction.
- Gear up for effort to obtain State capital grant.
- Get contract in place with City to obtain release of \$250,000 appropriated in 2014 budget.
- Continue exploration of potential human services partners in the building.