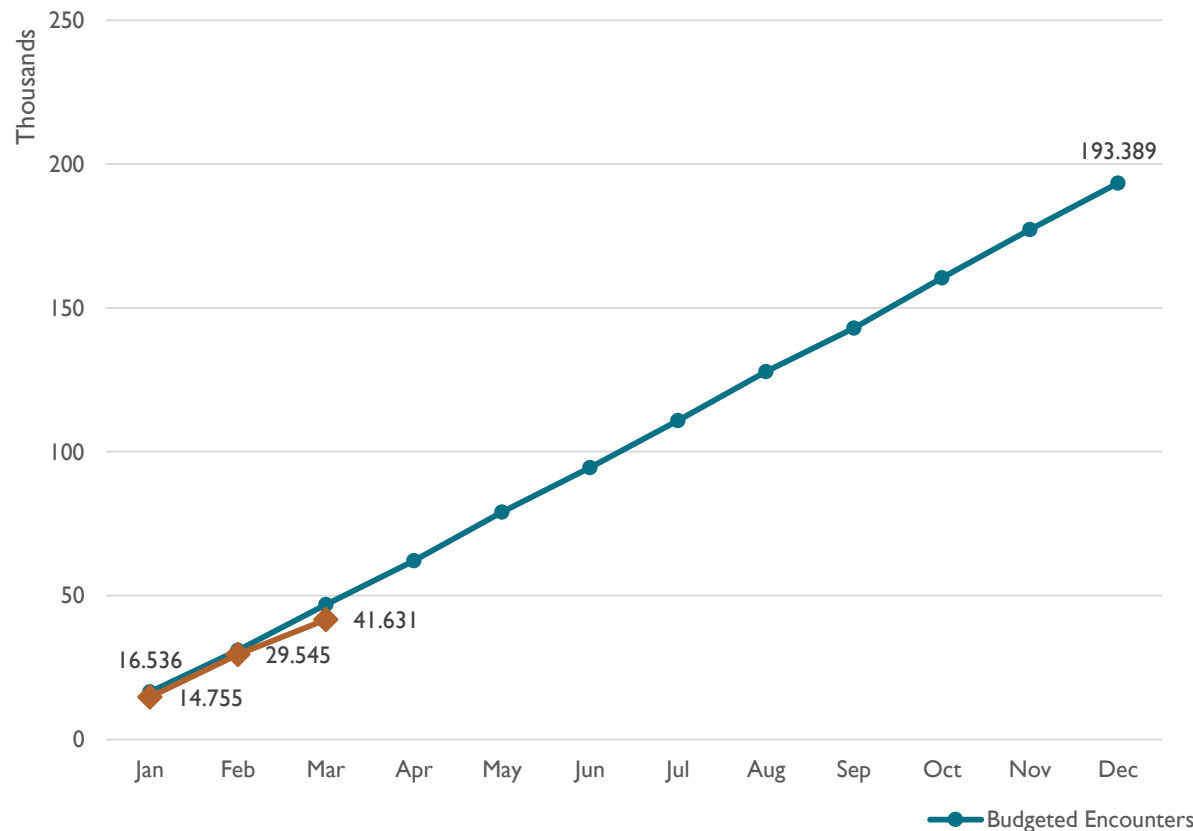

BOARD DASHBOARD

APRIL 18, 2018

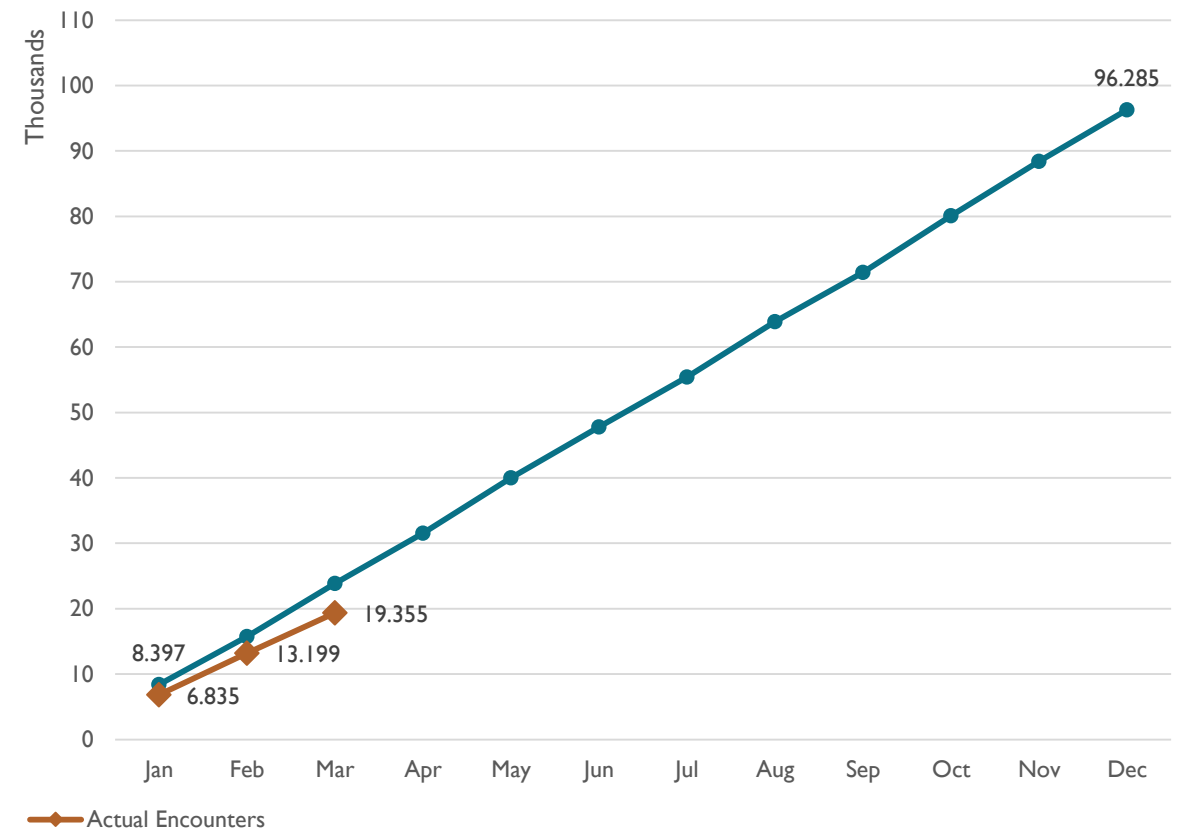
neighborcare  health.

FINANCIAL STEWARDSHIP – WEEKLY ENCOUNTERS

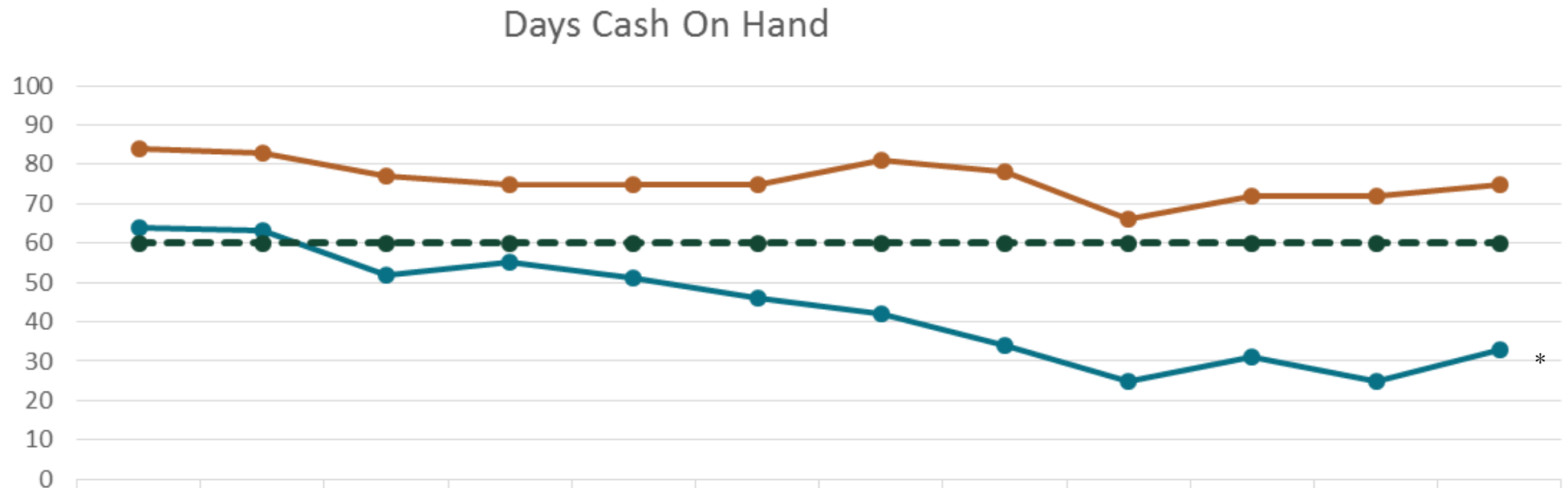
Medical Encounters YTD Running Total



Dental Encounters YTD Running Total



FINANCIAL STEWARDSHIP – DAYS CASH ON HAND



	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Days Cash S.L.*	64	63	52	55	51	46	42	34	25	31	25	33
Days Cash Actual	84	83	77	75	75	75	81	78	66	72	72	75
Goal	60	60	60	60	60	60	60	60	60	60	60	60

*Assumes we've paid full liability.

Days Cash S.L.* Days Cash Actual Goal

QUALITY – STATE VALUE BASED PAYMENT METRICS AT THE 75% PERCENTILE

Measure*	What is the measure and why is it important?	Improvement since last month > 1%	Our Goal** (4 of 9 measures are green)	Notes
Childhood Immunizations	Percentage of children who during the measurement year had the recommended immunizations which includes 4 diphtheria, tetanus, and acellular pertussis (DTaP); three polio (IPV); one measles, mumps, and rubella (MMR); 3 H influenza type B (HiB); three hepatitis B (HepB); one chicken pox (VZV); 4 pneumococcal conjugate (PCV); one hepatitis A (HepA); two or three rotavirus (RV); and two influenza (flu) vaccines by their 2nd birthday. Childhood immunizations help prevent serious illnesses, keeping kids healthy.	↔	About 2% above Medicaid 75 th %	
Well Child visits, 3-6 year olds	Percentage of children in the age group who received at least 1 well-child visit with a provider during the year. Well-child visits are important because children can be helped through early detection of vision, speech and language problems, which can interfere with learning problems.	↔	About 10% below Medicaid 75 th %	Outreach to patients through the Contact Center
Pediatric Asthma Medication Management (5-11 years)	Children diagnosed with Asthma that are on the right medications and stay on those medications can prevent more severe asthma symptoms, improve quality of life, & reduce problems associated with asthma.	↔	About 30% below Medicaid 75 th %	Measure is complex; small number of patients in the denominator
Pediatric Asthma Medication Management (12-18 years)	Same as above.	↑	About 30% below Medicaid 75 th %	Measure is complex; only a small number of patients in the denominator
Controlling Blood Pressure for adults with high BP	Blood pressure reading is less than 140/90 mm Hg (controlled). About 67 million Americans have high blood pressure. Known as the "silent killer," high blood pressure increases the risk of heart disease, the leading cause of death, and stroke, the fifth leading cause of death in the U.S.	↔	About 3% above Medicaid 75 th %	
Controlling Blood Sugar for patients with Diabetes	This measure looks for patients who blood sugars are <u>not</u> in control. Diabetes is the seventh leading cause of death in the U.S. Many complications, such as amputation, blindness, and kidney failure, can be prevented if detected and addressed in the early stages.	↔	About 4% below Medicaid 75 th %	

*We track these 9 measures because we will be paid by the state on our performance on these measures, with 2018 being a baseline year.

** Goal is for 4 of the 9 measures to meet Medicaid 75th percentile in performance

QUALITY – STATE VALUE BASED PAYMENT METRICS AT THE 75% PERCENTILE *(CONTINUED)*

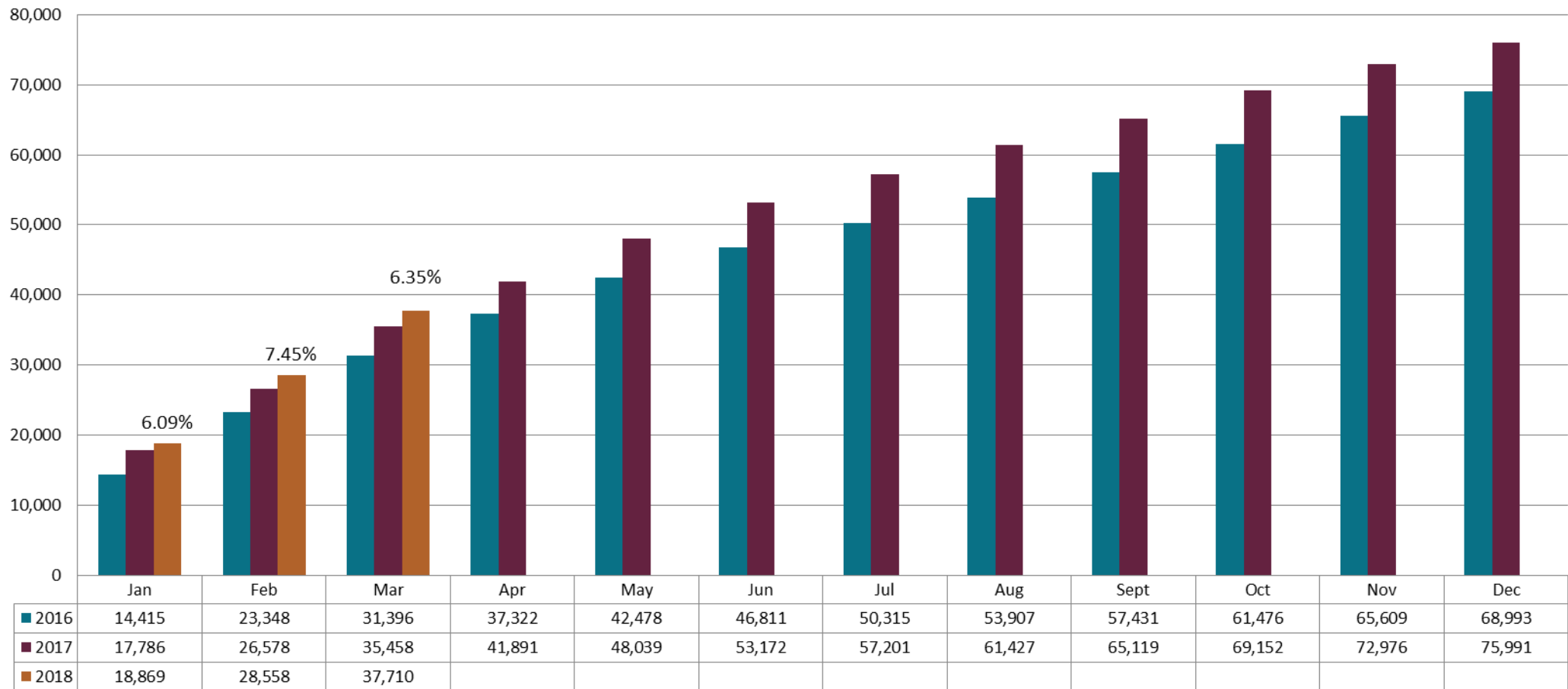
Measure*	What is the measure and why is it important?	Improvement since last month > 1%	Our Goal** (4 of 9 measures are green)	Notes
Controlling Blood Pressure for patients with Diabetes	Blood pressure reading is less than 140/90 mm Hg (controlled) for patients diagnosed with Diabetes.	↓	About 4% above Medicaid 75 th %	
Depression medication management – short term	For patients with depression, those who remain on an anti-depressant for at least 12 weeks. Depression is common among adults seeking treatment in primary care settings and primary care providers prescribe the majority of medications for these conditions. Patients with untreated or undertreated mental health disorders are high users of medical services.	↑	About 50% below Medicaid 75 th %	Working on validating data; implementing standard processes for follow up with patients
Depression medication management – longer term	For patients with depression, those who remain on an anti-depressant for at least 6 months.	↑	About 38% below Medicaid 75 th %	Working on validating data; implementing standard processes for follow up with patients

Board Member Comments:

Brief Quality Updates
- We are currently doing manual audits of the depression measure, as well as a few other HEDIS measures to prepare for our HRSA audit. - Online Incident Reporting system go live is being pushed back a few weeks to May.

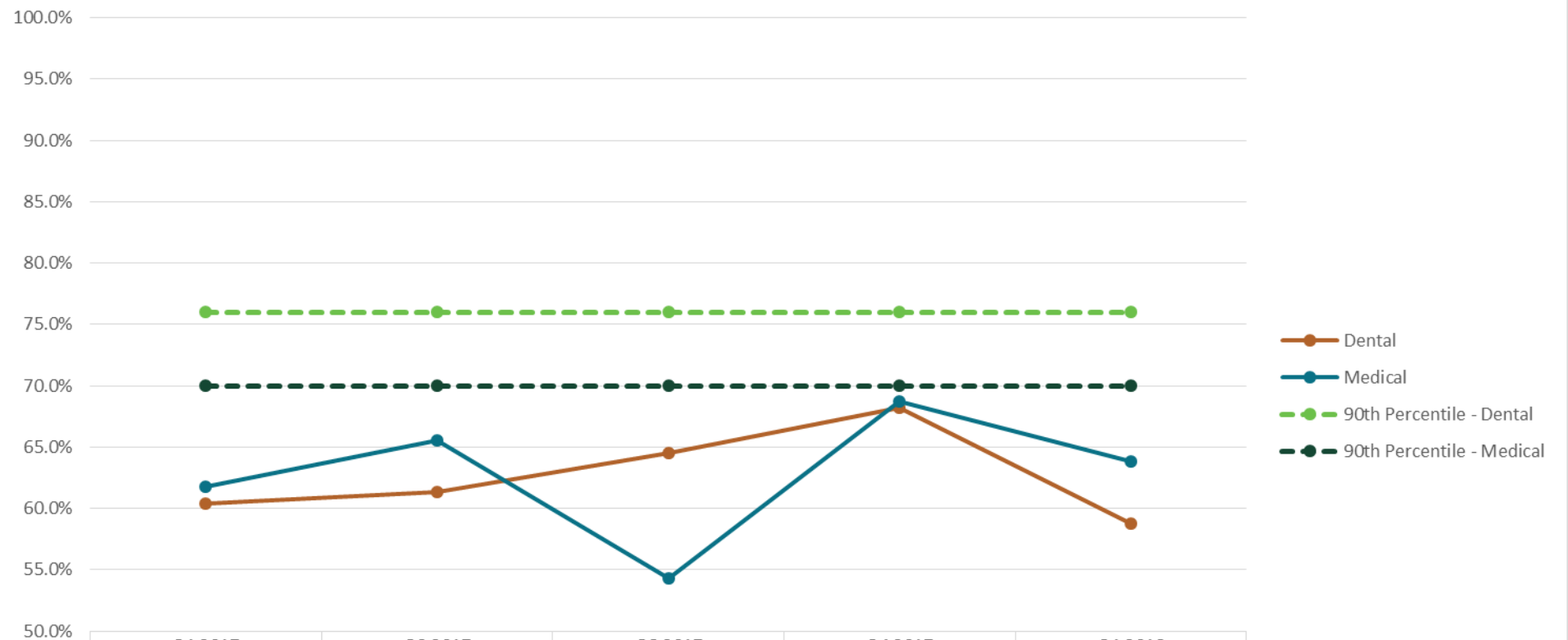
GROWTH

Cumulative Patients Seen Per Year



PATIENT EXPERIENCE

Patient Satisfaction - Percent with Excellent Overall Experience



	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018
Dental	60.4%	61.3%	64.5%	68.2%	58.80%
Medical	61.8%	65.5%	54.3%	68.7%	63.80%
90th Percentile - Dental	76%	76%	76%	76%	76%
90th Percentile - Medical	70%	70%	70%	70%	70%