



**HARVARD UNIVERSITY**  
Health Services

**Patient-Centered Medical Home  
Performance Measures  
2013-2015**

## Executive Summary

Delivering high quality care to each patient is central to the Harvard University Health Services (HUHS) mission.

In 2012, our practice earned recognition as a Level III Patient-Centered Medical Home—which is the highest mark practices can earn—from the National Center for Quality Assurance (NCQA). This organization assesses how we support the delivery of high-quality care through access, communication, and patient involvement. Please refer to the link below for more detail.

<http://www.ncqa.org/Programs/Recognition/Practices/PatientCenteredMedicalHomePCMH.aspx>

HUHS will be submitting an application to the NCQA for Level III re-certification in January 2016 and sharing performance measures is a required component of the re-certification process. HUHS selected one measure in the areas of clinical quality, care coordination, and the patient experience and the performance data detail is included below. The list does not include all initiatives currently in progress at HUHS. However, over time, new measures will be added to better inform our patients about areas of focus and opportunities for improvement.

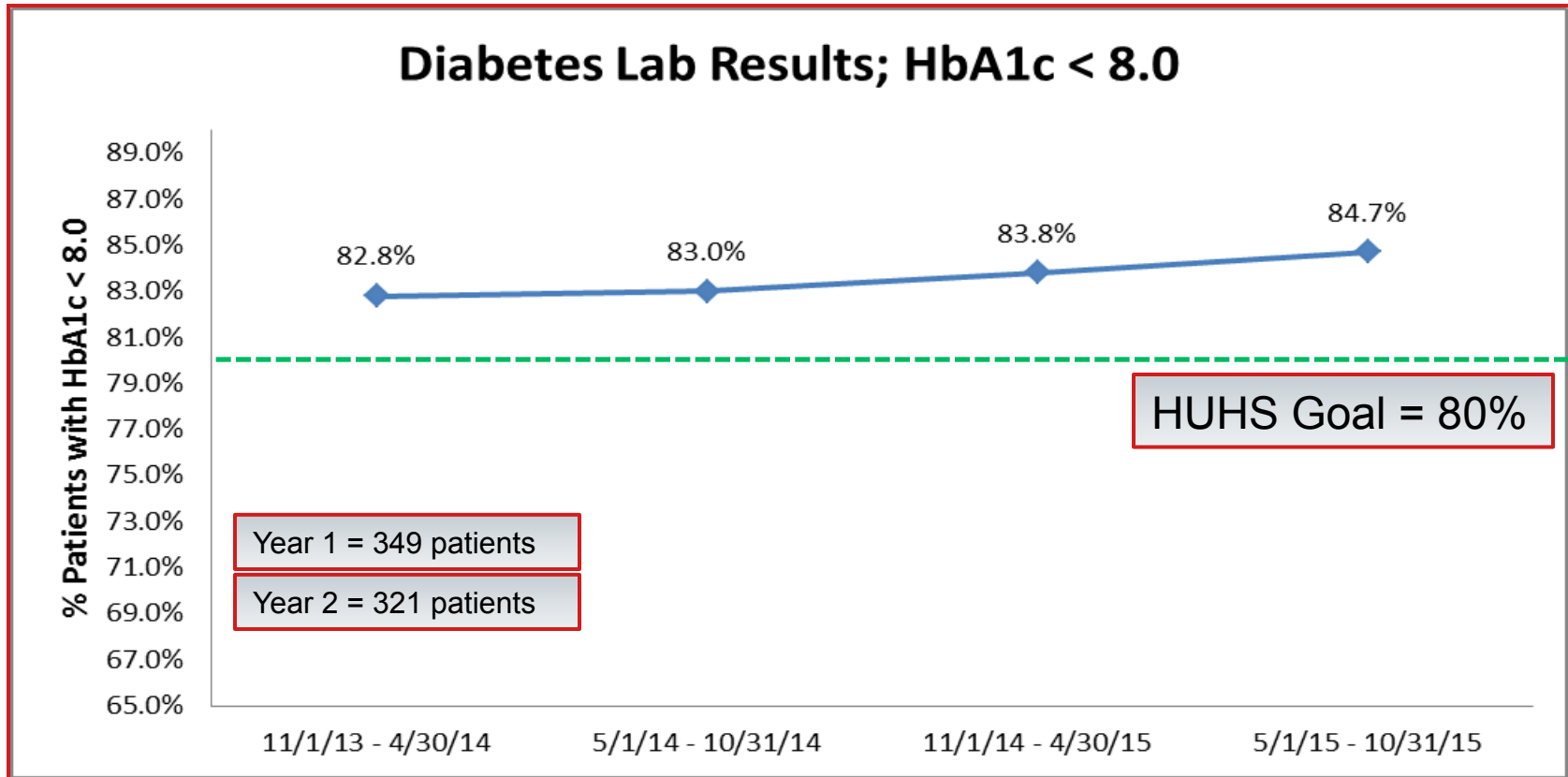
The clinical quality measure selected focuses on our diabetic population and how well our patients control their blood sugar over time. The data illustrates HUHS performance over the last two years. HUHS continues to engage in patient outreach and education about the importance of properly managing chronic conditions like diabetes to maintain optimum health.

The care coordination measure focuses on an important decision each one of us will face – planning for decision-making at the end of life. It is a difficult subject to address and our primary care providers do their best to discuss the topic with all patients 75 years of age and older in an effort to determine specific wishes for each individual.

The patient experience data focuses on the courtesy and friendliness of the HUHS support staff. Starting in January 2014, HUHS launched a *Language of Caring* customer service excellence initiative that equips everyone at HUHS with the tools to engage patients in a positive way every day. HUHS also partners with *Press Ganey* to obtain survey feedback about all facets of the patient experience. This specific question related to friendliness and courtesy provides good feedback about our overall performance in this area.

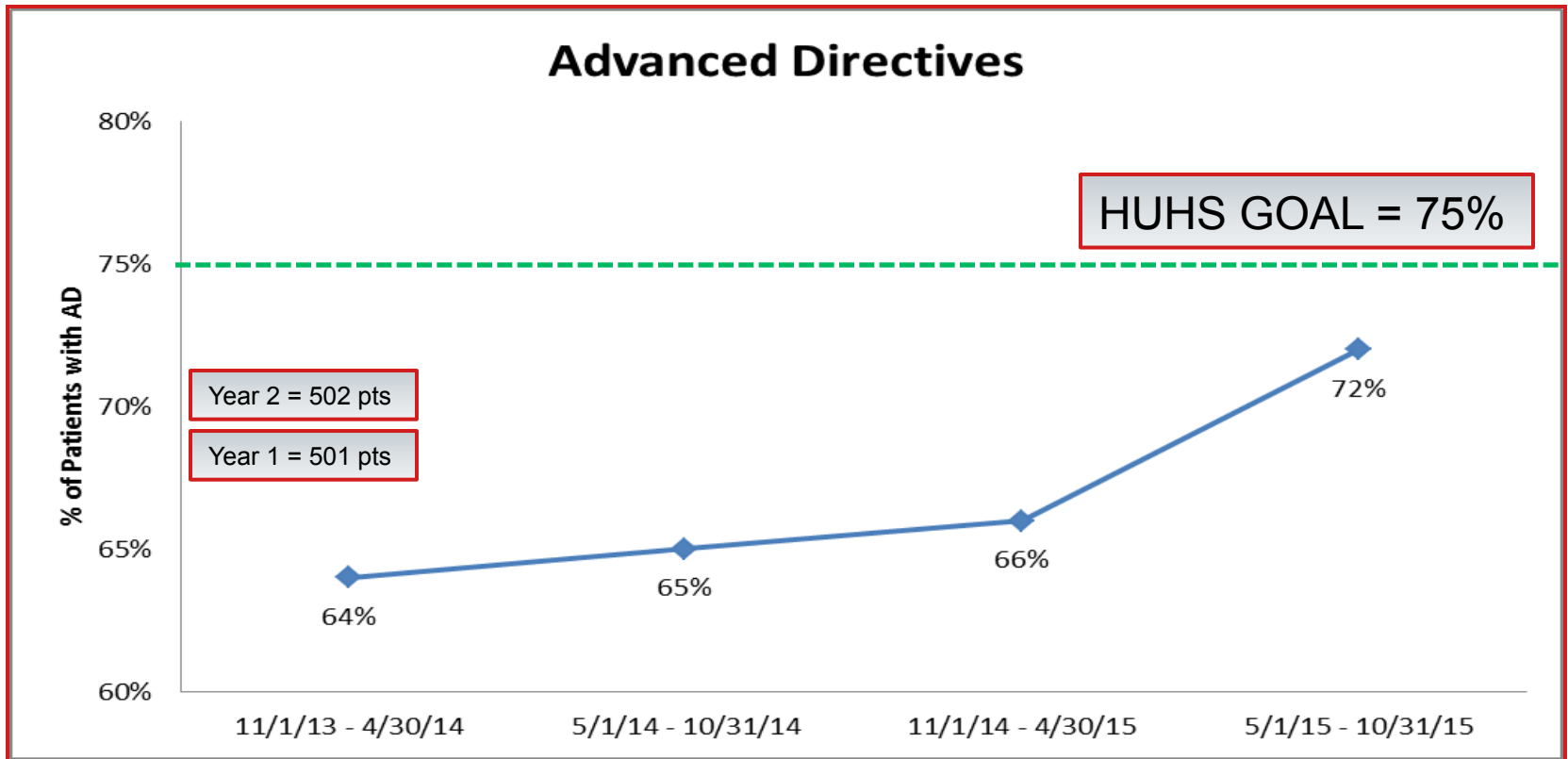
We will continue to make positive changes over time as we strive for continuous improvement every day. In the future, the number of quality measures posted on the website will increase and we look forward to sharing our successes and the challenges faced along the way.

# HUHS Diabetes HbA1c Lab Results



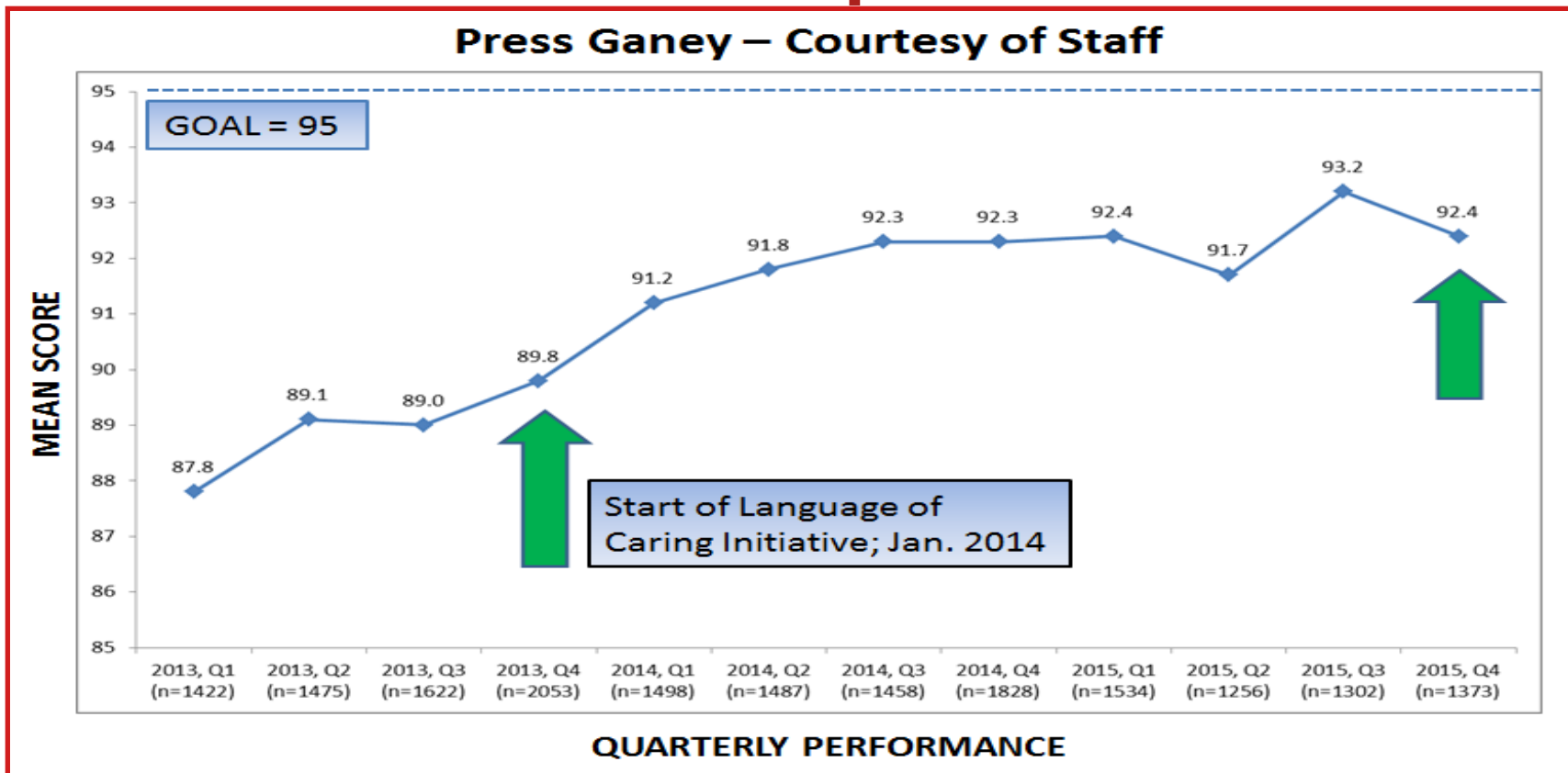
- HUHS Goal is to reach the 80%; HUHS continues to exceed the goal
- Patients include those with active diagnosis of diabetes on problem list
- Success = % of patients with lab result HbA1c less than 8.0 that demonstrates good blood sugar control over time

# HUHS Advanced Directives



- HUHS goal is for 75% of all patients age 75+ to have documented advanced directive on file; we will continue to engage with our patients to reach and exceed this goal
- Patients included are age 75+ and were seen at Internal Medicine in years 1 or 2
- Success = % of patients with documented advanced directive

# HUHS Patient Experience Data



- HUHS internal goal is to achieve average mean score of 95 for each Press Ganey question in the 24 question survey
- During this timeframe, over 18,000 surveys were completed – this graph focuses on the courtesy of support staff perceived by HUHS patients
- Language of Caring is a customer service initiative launched in early 2014 aimed to improve the overall patient experience