



NATIONAL QUALITY CENTER



NQC Award for Outstanding in+care Campaign Performance

NeoMed Center

SIVIF PROGRAM

Following the implementation phase of the in+care campaign in 2013, there has been a renewed focus on retention and creating

directives aimed to improve retention across the country. Over the course of the past year, the Gurabo Community Health Center has exceeded both their own goals as well as many of the national benchmarks set by the campaign itself, in all four in+care measures. The Gurabo Community Health Center has been willing to challenge themselves and successfully meet those challenges. For this achievement, the National Quality Center takes pride in presenting the Outstanding in+care Campaign Performance Award to Gurabo Community Health Center.

In examining their data on the 4 in+care measures, Gurabo found two things: they were performing above the national average but their gap in service measure increased which presented a concern to the team. In 2012, Gurabo compared their measures to the national average and found: (Gurabo%: National average%) gap measure (12.2%:16.0%); Medical visit frequency (80%:68.4%); Viral Suppression (71.2%:69%). Their increase from 10% to 12.2% in gap measure percentage from 2011 to 2012, concerned them most seriously and spurred them to take action to reduce this measure.

It was in 2013 when Gurabo CHC embraced the implementation of the in+care campaign quality improvement project. The center made a leap in examining the barriers that affected the averages of the gap measures and then coming up with solutions. They found that both transportation and their own data entry/management process were inhibiting the reduction of their gap measure percentage. To address this, they adopted the CAREWare software, and had a special member of their team trained to handle the software and reliably aggregate the data that CAREWare captured. With the newly organized data and innovative solutions from the Quality Improvement team, the health center saw marked improvement across all their measures.

Specifically, by December 2013, Gurabo CHC had drastically cut their gap measure percentage to .4% (a national average of 17.8%), frequency of visits increased to 86% (national average is



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64.7%), new patients in care reached 100% (compared to a national average of 57.3%) and viral load suppression percentage went to 85% (national average 72%).

Effective communication, efficient data capture, and innovative problem solving are the three most important factors that played into Gurabo Community Health Center's success over the 2013-2014 campaign year. As a result of that success, Gurabo has become one of the top performers in the in+care campaign. We at the NQC are pleased to give the 2014 Outstanding in+care Campaign Performance award to Gurabo Community Health Center and look forward to future endeavors and successes by the team over the 2014-2015 year.