FY20 EASTWOOD CLINICS RESIDENTIAL DASHBOARD

OVERALL RATING OF CARE QUESTION % VERY GOOD + GOOD (FAVORABILITY)

TARGETS	PATIENT SATISFACTION OVERALL RATING	Jul-Sep	Oct-Dec	Jan-Mar **	Apr-Jun	FY20
90.0% and above	# of Very Good Responses	36	29	20	31	85
89.9% to 81%	Total Responses	36	32	20	31	88
80.9% and below	% Top Box	100.0%	90.6%	100%	100%	97.6%

COORDINATION OF CARE WITH PCP: LETTER SENT OR REFERAL MADE

TARGETS	CARE COORDINATION ADMISSION	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	FY20
90.0% and above	# Letters to PCP/Referral	5	9	9	3	23
89.9% to 81%	Opportunities	9	9	9	9	27
80.9% and below	% Complete	55.6%	100.0%	100%	33.33%	72.2%

DEPRESSION SCREENING - PHQ9 SCORE > 14 WITH TX GOAL(S) OR OBJECTIVE(S) RELATED TO DEPRESSION *

TARGETS	PHQ9 GOALS	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	FY20
75% and above	Depression Goal/Objective	2	5	5	5	12
74.9% to 67.5%	PHQ9 >14	4	5	5	5	14
67.4% and below	% with Goal/Obj	50.0%	100.0%	100%	100%	87.5%

SUICIDE RISK SUPERVISION FOR CSSRS HIGH RISK AND/OR PHQ9 > 20

TARGETS	SUICIDE HIGH RISK -SAFETY PLAN	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	FY20
75% and above	Suicide Safety Planning		2	2	2	4
74.9% to 67.5%	CSSRS High Risk	N/A	2	2	3	4
67.4% and below	% with Safety Plan		100.0%	100%	66.7%	88.9%

SUICIDE RISK SUPERVISION FOR CSSRS MODERATE RISK-SAFETY PLANNING

TARGETS	SUICIDE HIGH RISK -SAFETY PLAN	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	FY20
90.0% and above	Suicide Safety Planning	1	3	3	1	7
89.9% to 81%	CSSRS High Risk	1	3	3	2	7
80.9% and below	% with Safety Plan	100.0%	100.0%	100%	50%	87.5%

ANXIETY SCREENING - GAD-7 SCORE > 14 WITH TX GOAL(S) OR OBJECTIVE(S) RELATED TO ANXIETY						
TARGETS	CARE COORDINATION ADMISSION	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	FY20
50.0% and above	# Letters to PCP/Referral	4	5	5	6	14
49.9% to 45.0%	GAD 7 >14	5	5	5	6	15
44.9% and below	% Complete	80.0%	100.0%	100%	100%	95.0%

* Q1 definition was scores on PHQ9 equal to or greater than 10

** COVID data 3/2020 to 6/2020