



# 2014 366th Medical Group Report Card



• Mission First, People Always, Strong Community •



# What is Quality Healthcare?

Quality healthcare can be defined as the extent to which patients get the care they need in a manner that most effectively protects or restores their health. This means having timely access to care, getting treatment that medical evidence has found to be effective, and getting appropriate preventive care.

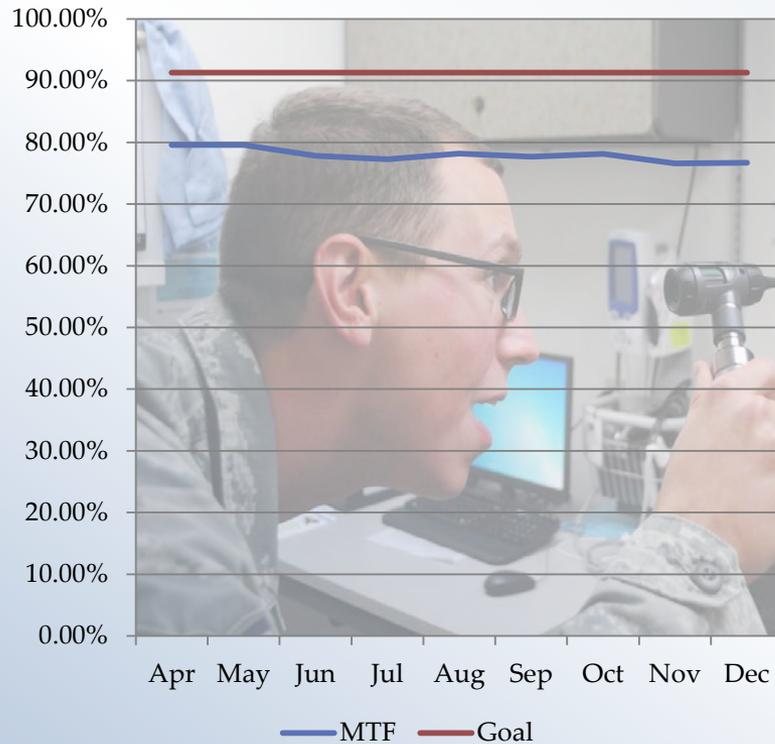
The National Committee for Quality Assurance is a private, not for profit organization dedicated to improving health care quality. They developed a tool called Healthcare Effectiveness Data and Information Set (HEDIS). Moreover, HEDIS is used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. HEDIS allows consumers to compare health plan performance to other plans and to national or regional benchmarks. Altogether, HEDIS consists of 81 measures across 5 domains of care. Because so many plans collect HEDIS data, and because the measures are so specifically defined, HEDIS makes it possible to compare the performance of health plans on an "apples-to-apples" basis. Health plans, such as TRICARE, also use HEDIS results to see where they need to focus their efforts.

This "report card" provides current results on HEDIS measures for the 366th Medical Group's patient population. A few other measures on important aspects of quality of care and customer satisfaction are also provided. Also, please visit The Joint Commission's Quality Report website for additional measures which is located at: <http://www.qualitycheck.org/qualityreport.aspx?hcoid=9325>

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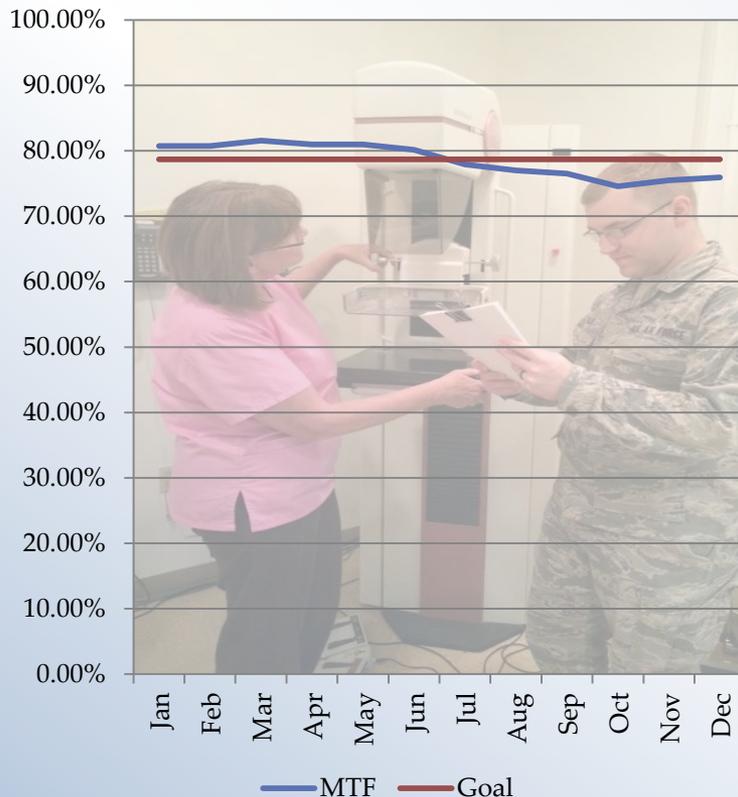
# Well-Child Visits



- What was measured:**  
 Children who had at least 6 well-child visits before 15 months of age
- Importance to you:**  
 Well-child screenings are extremely important to ensure proper growth and development of your child. During these visits, the medical provider can provide preventive care by assessing and tracking a child's physical, behavioral, developmental and emotional status as they grow.
- What can you do?**  
 Be sure to schedule well-child visits as recommended by your child's Primary Care Manager (PCM). They should occur at 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, and before 15 months. To schedule an well-child visit, contact the appointment line at DSN 728-7900 or comm 208-828-7900. Beneficiaries who are enrolled in MiCare can request an appointment online by visiting <https://app.relayhealth.com/>



# Breast Cancer Screening



- **What was measured:**

Women, age 52 – 69, who have had a mammogram in the past 27 months

- **Importance to you:**

Chances of developing breast cancer increase with age. Mammograms help detect breast cancer earlier when it is more easily treatable.

- **What can you do?**

Get a mammogram every 12 to 24 months starting at age 40. Mammograms are provided at off base facilities and for screening mammograms, Tricare does not require a referral.

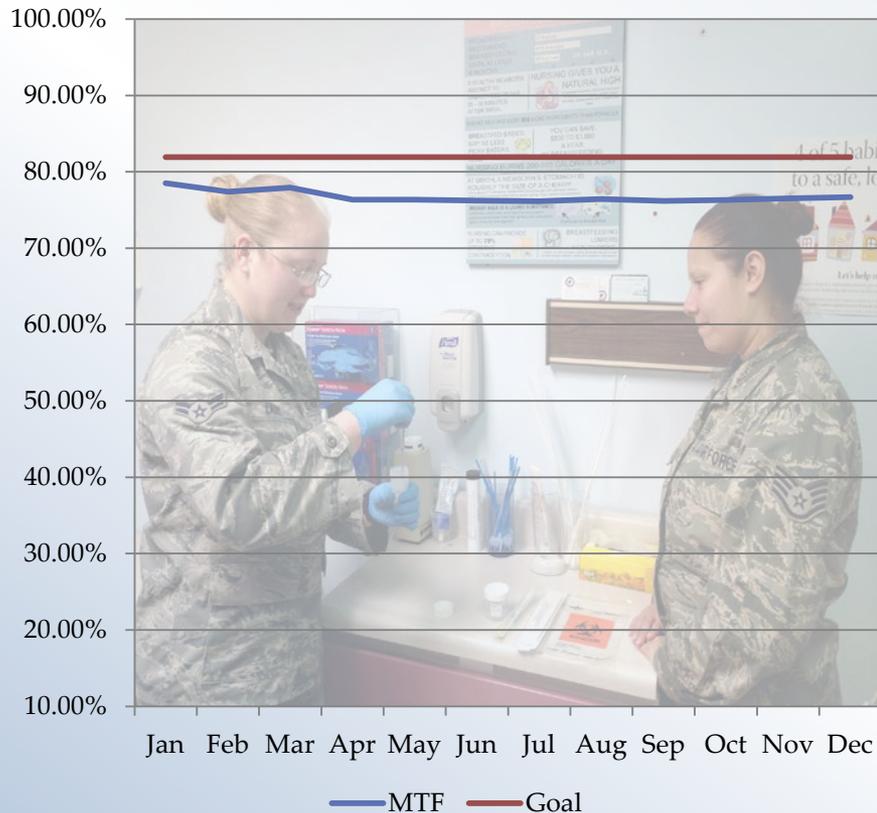
For more information, please see the following websites:

<http://www.ahrq.gov/professionals/clinicians-providers/guidelines-recommendations/guide/cpsguide.pdf>

<http://www.ahrq.gov/professionals/clinicians-providers/guidelines-recommendations/guide/appendix-f.html>



# Cervical Cancer Screening



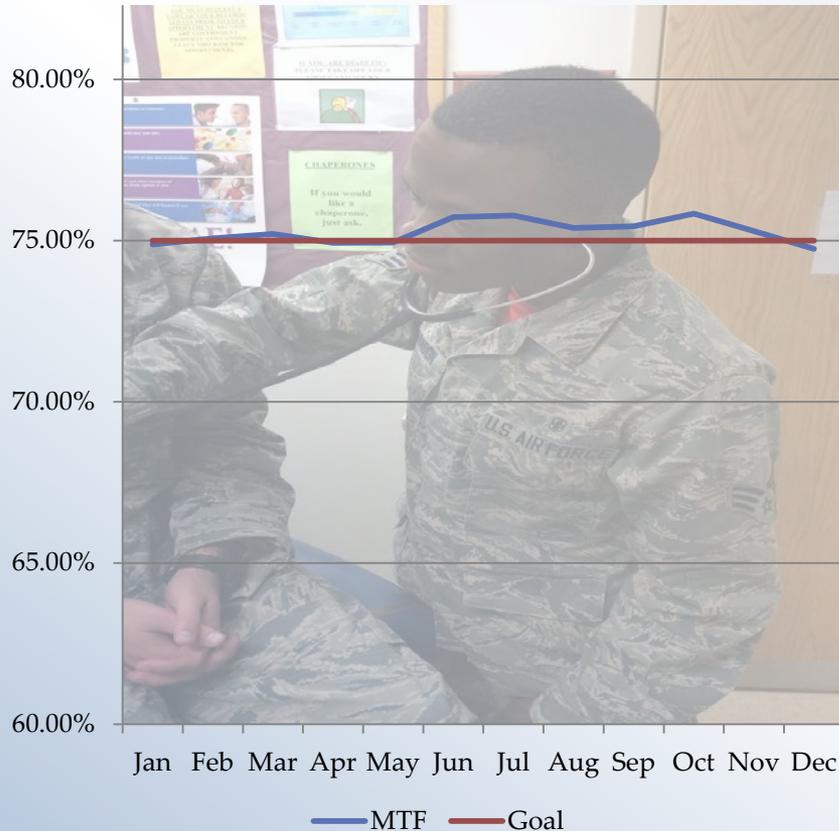
- **What was measured:**  
Women, age 21 – 64, who have had appropriate cervical cancer screening in the past 3-5 years.
- **Importance to you:**  
Cervical cancer is easily treated or prevented if detected early.
- **What can you do?**  
Beginning in 2014, two options are recommended:
  - Women, age 21 – 64, should have a pap smear every 3 years or,
  - Women, age 30 – 64, should have a pap smear and human papillomavirus (HPV) co-testing every 5 years.
 To schedule a pap smear, contact the appointment line at DSN 728-7900 or comm 208-828-7900.

For more information, visit:

<http://www.ahrq.gov/professionals/clinicians-providers/guidelines-recommendations/guide/cpsguide.pdf>



# Colorectal Cancer Screening



- **What was measured:**

Adults, age 51 – 75, who have had an appropriate colorectal cancer screening.

- **Importance to you:**

Colon cancer is more easily treated with early detection. Screenings help detect polyps which may develop into cancer. People with a history of inflammatory bowel disease and those with a family history of colorectal cancer are at an increased risk.

- **What can you do?**

Talk to your provider about the need for screening.

Screening intervals vary by method of screening:

- Fecal Occult Blood Test (FOBT) within the last 12 months

- Flexible Sigmoidoscopy within the last 60 months

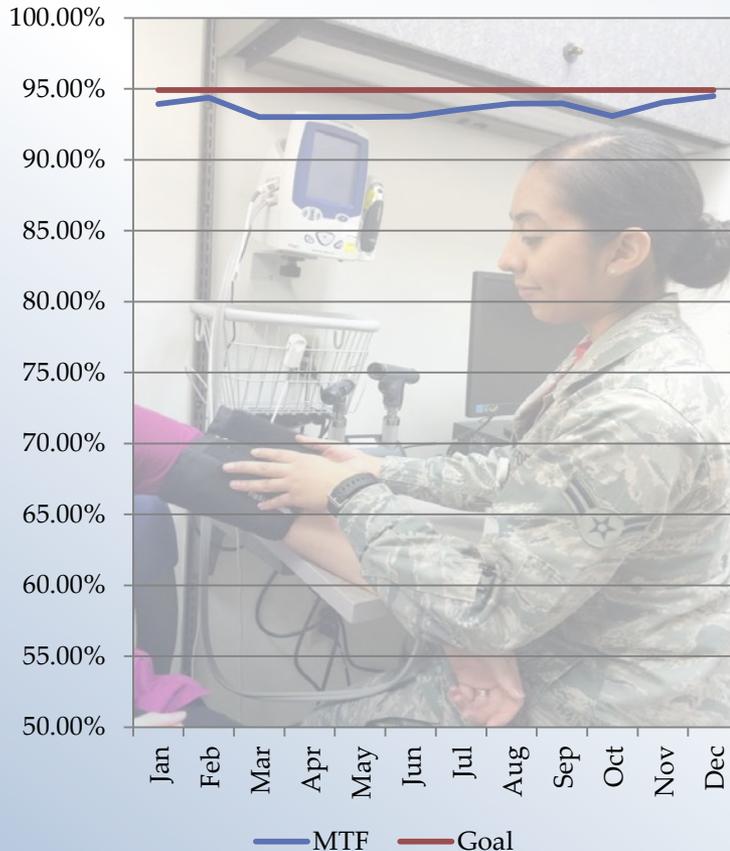
- Colonoscopy within the last 120 months.

More information can be found at:

<http://www.ahrq.gov/professionals/clinicians-providers/guidelines-recommendations/guide/cpsguide.pdf>



# Diabetic Management Hemoglobin A1c Screening



- **What was measured:**

Diabetic patients, age 18 – 75, with at least one Hemoglobin A1c test during the past year.

- **Importance to you:**

The Hemoglobin A1c is an important blood test that shows how well your diabetes is being controlled. Studies show that out-of-control diabetes results in serious medical complications like heart disease, kidney disease and stroke.

- **What can you do?**

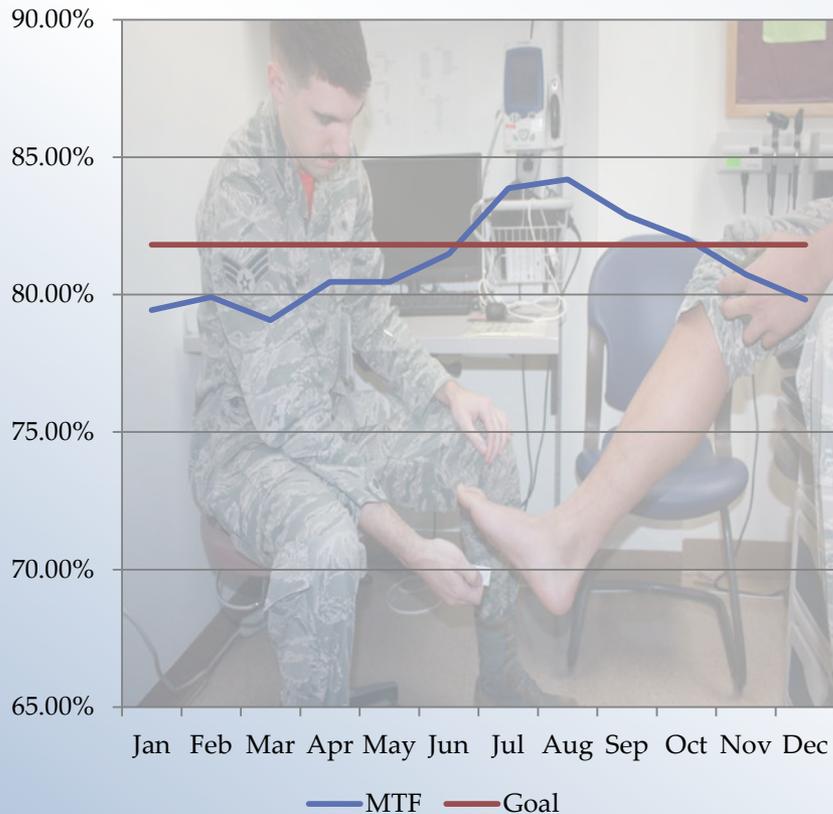
All diabetics need at least one Hemoglobin A1c lab test per year.

For more information, visit:

<http://www.diabetes.org/>



# Diabetic Management Hemoglobin A1c Control



- **What was measured:**

Diabetic patients, age 18 – 75, with their most recent Hemoglobin A1c value less than or equal to 9%. This is a measure of how well a patient's diabetes is being managed.

- **Importance to you:**

The Hemoglobin A1c is an important blood test that shows how well your diabetes is being controlled. Studies show that out-of-control diabetes results in serious medical complications like heart disease, kidney disease and stroke.

- **What can you do?**

All diabetics need at least one Hemoglobin A1c lab test per year or more often if not within control. For most patients, the target Hemoglobin A1c is less than 7%. If your Hemoglobin A1c is higher than that, talk with your doctor about ways to better control your blood sugar.

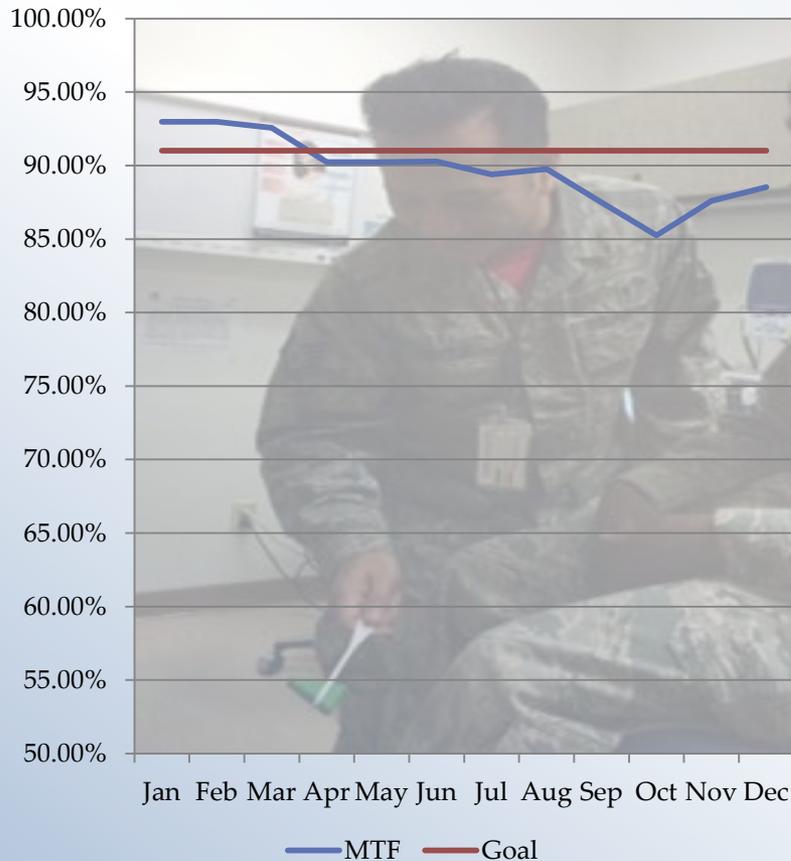
For more information, visit:

<http://www.diabetes.org/>



# Diabetic Management

## LDL Screening



- **What was measured:**

Diabetic patients, age 18 – 75, with at least one LDL (bad cholesterol) test during the past year.

- **Importance to you:**

Cholesterol abnormalities are common in patients with diabetes, and an elevated LDL (bad cholesterol) contributes to the increased risk of heart disease. Patients with diabetes should have their cholesterol checked at least once a year, and more often if needed to achieve goal levels.

- **What can you do?**

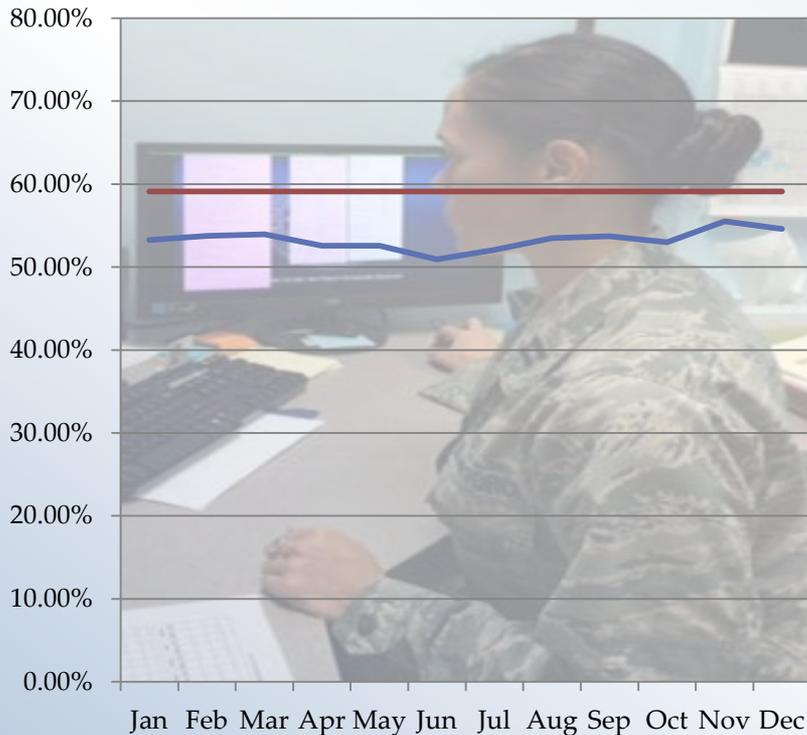
Make sure you have had your cholesterol checked within the past year. If you are enrolled in MiCare, you can request a copy of your most recent cholesterol values by visiting <https://app.relayhealth.com/>.

For more information, visit:

<http://www.diabetes.org/>



# Diabetic Management LDL Control

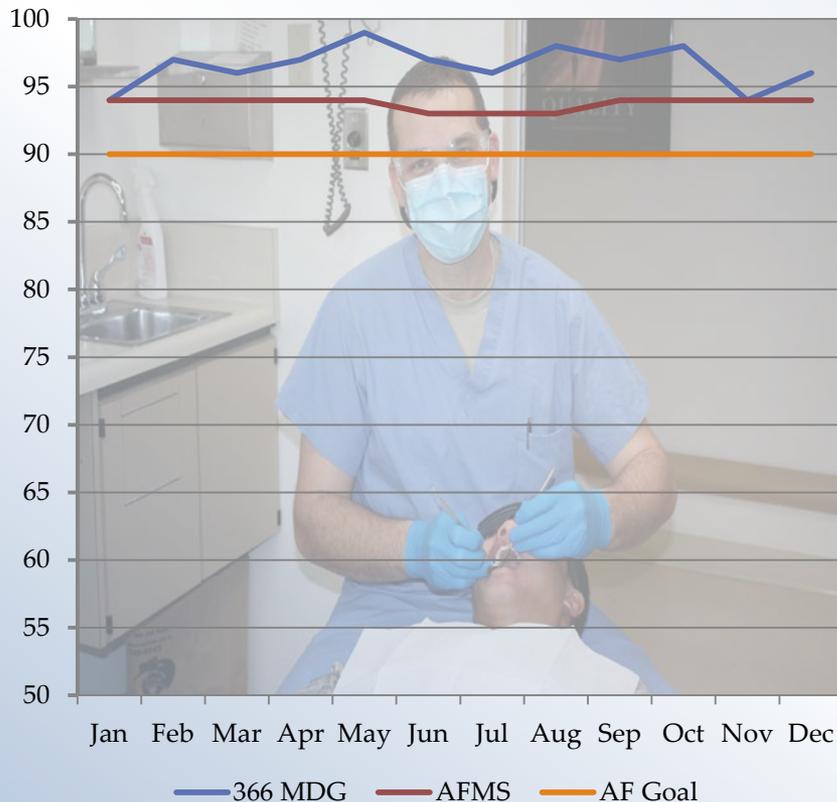


— MTF — Goal

- What was measured:**  
 Percentage of diabetic patients whose LDL (bad cholesterol) is controlled (<100 mg/DL).
- Importance to you:**  
 Cholesterol abnormalities are common in patients with diabetes, and an elevated LDL (bad cholesterol) contributes to the increased risk of heart disease. Patients with diabetes should have their cholesterol checked at least once a year, and more often if needed to achieve goal levels.
- What can you do?**  
 Make sure you have had your cholesterol checked within the past year. If your LDL is above goal, talk to your healthcare team about ways to reduce your risk. If you are enrolled in MiCare, you can request a copy of your most recent cholesterol values by visiting <https://app.relayhealth.com/>. You can find additional information at: <http://www.diabetes.org/>

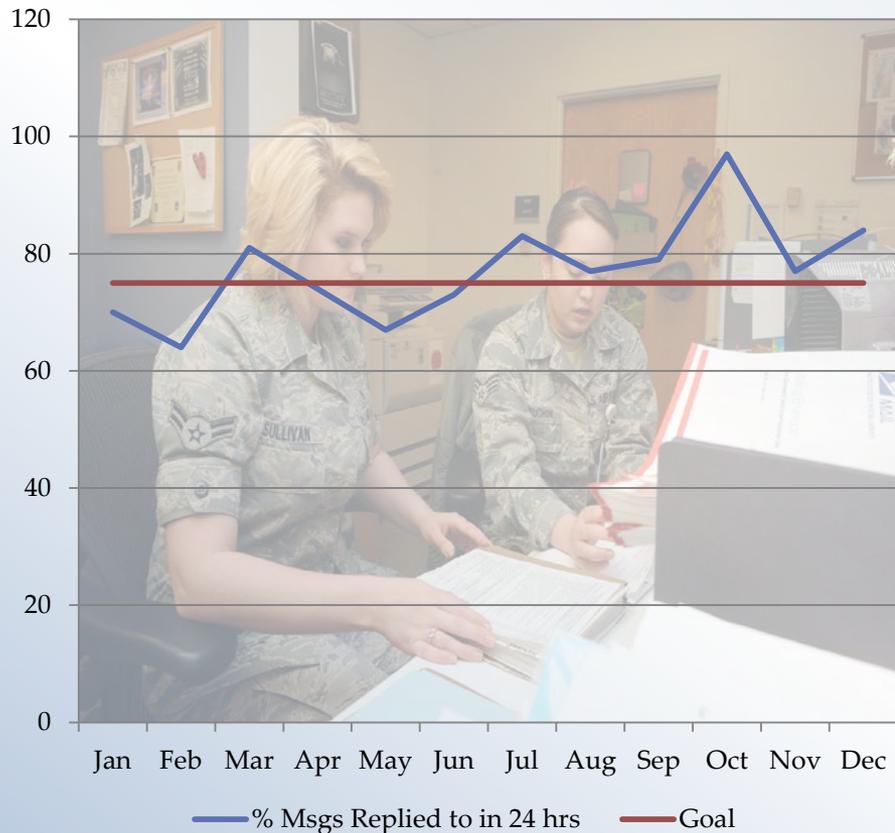


# Continuity of Care



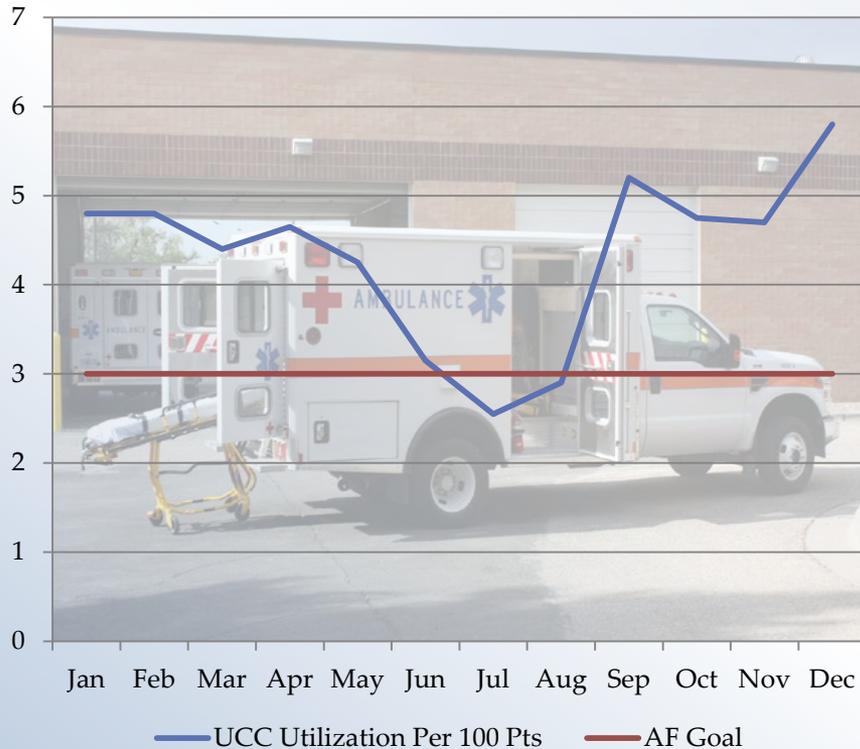
- **What was measured:**  
Consistency with which you saw your medical provider or his/her team partner
- **Importance to you:**  
More consistency = higher likelihood of better quality care
- **What can you do?**  
Patients enrolled to the 366 MDG with non-urgent medical needs should be seen by their medical provider or his/her team members rather than by the personnel at the MDG Urgent Care Center or at a medical facility in town. To schedule an acute (same day appointment), contact the appointment line at DSN 728-7900 or comm 208-828-7900. Beneficiaries who are enrolled in MiCare can request an appointment online by visiting <https://app.relayhealth.com/>

# Online Secure Messaging



- **What was measured:**  
Percentage of messages replied to within 24 hours in the DoD's secure medical messaging system called MiCare
- **Importance to you:**  
Launched in June 2013, MiCare helps 366 MDG beneficiaries meet their healthcare needs and goals by:
  - Avoiding phone systems / unnecessary MTF visits
  - Asking clinical questions to healthcare team
  - Resolving Referral management issues
  - Sending secure messages to your provider after hours
  - Receiving laboratory, radiology and other results directly to their account
- **What can you do?**  
Sign up for MiCare! There are two ways to do so:
  1. Come into the 366 MDG Family Health Clinic check in counter to finalize your MiCare messaging relationship with your PCM
  2. Beneficiaries enrolled to the 366 MDG with access to a government computer are now eligible for electronic registration. Fill out the E-registration form located at <http://tinyurl.com/lxh5d57>, digitally sign and email it to 366mdg.pa@us.af.mil.

# Urgent Care Center Utilization



- **What was measured:**

Percentage of patients who are using the 366 Medical Group Urgent Care Center (UCC)

- **Importance to you:**

The 366 Medical Group strives to provide the best and most appropriate medical care at all times. Unless it is an urgent medical matter, patients should first seek care from their PCM to ensure consistency and medical continuity.

- **What can you do?**

To schedule an acute (same day appointment), contact the appointment line at DSN 728-7900 or comm 208-828-7900. Beneficiaries who are enrolled in MiCare can request an appointment online by visiting <https://app.relayhealth.com/>

Also, did you know you don't need an appointment at the 366 MDG for the following issues: Suture removals, throat cultures, blood pressure checks, wound checks, shaving waivers, shots/immunizations, urinary tract infections, and wart removals? Patients can come straight to their clinic (Fam Health, Flight Med, etc) during open hours and be seen for these issues.

Finally, all beneficiaries can get health care advice from a Registered Nurse, make same day appointments with your PCM and get referrals for urgent care 24 hours a day, 7 days a week by calling the Nurse Advice Line at 1-800 TRICARE.