

West County Health Centers, Inc.

The Quality Quadrant

West County Health Center's Quality Management Monthly Report

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Congratulations to the Russian River Site Management Team!

This team has demonstrated strong data leadership skills by guiding their staff to achieve excellence in performance and celebrating the amazing work that they are accomplishing.

Some examples of this include: renaming their Site Staff Meeting to RRHC Quality Meeting; identifying and sharing Care Team Action Plans and Best Practices in the staff meeting and sharing and posting measure results for staff to see.

Kudos to this fantastic team!



Yeni



DeEtte



Jennifer



Minda



- Hypertension Blood Pressure Control (Goal 75%)
- Colorectal Cancer Screening (Goal 50%)
- Depression Screening (Goal 50%)
- Cervical Cancer Screening (Goal 75%)
- Well Child Exams (Goal 83%)
- Tobacco Screening (Goal 75%)
- Tobacco Cessation Counseling (Goal 75%)
- **PHASE on ASA Goal 75%**
- Diabetic Care Plans (Goal 90%)
- Breast Cancer Screening (Goal 60%)

Why Heart Attacks and Strokes?

Cardiovascular disease, including heart attacks and strokes, is the leading cause of death in our community.

About 600,000 people in the United States die of heart disease every year—that's one in every four deaths. With funding from Kaiser Permanente, and support through the Redwood Community Health Coalition, West County Health Centers is part of a national effort to help prevent heart attacks and strokes among people who are at greatest risk. **Since developing PHASE in 2002, Kaiser Permanente has reduced the incidence of heart attacks and strokes among its members by more than 60%.**



KAISER PERMANENTE®

PHASE

PREVENTING HEART ATTACKS
& STROKES EVERY DAY

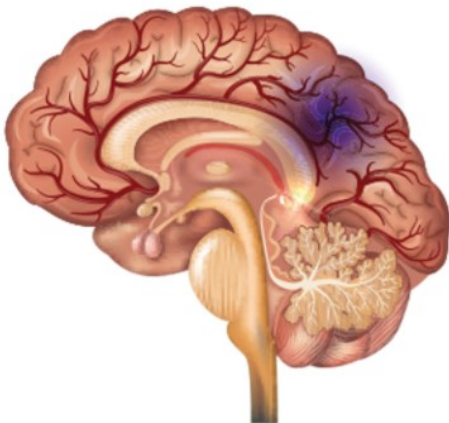


Our Cardiovascular Disease Program

The **PHASE** (Prevent Heart Attacks And Strokes Everyday) program is for patients who are at risk for having a stroke and heart attack.

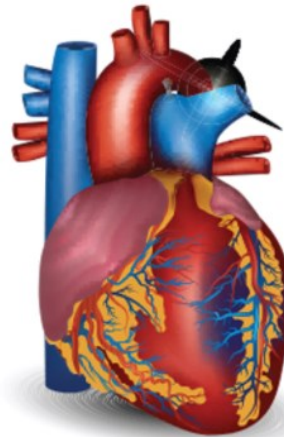
These conditions are caused by, or can lead to, hardening of the arteries (arteriosclerosis). This occurs when fat-like deposits called plaque, build up within the arteries. Over time, this can narrow the space inside the artery and harden the walls of the blood vessel. Hardening of the arteries can lead to a stroke and heart attack.

STROKE



**BLOOD CLOT BLOCKS
BLOOD FLOW TO THE BRAIN**

HEART ATTACK



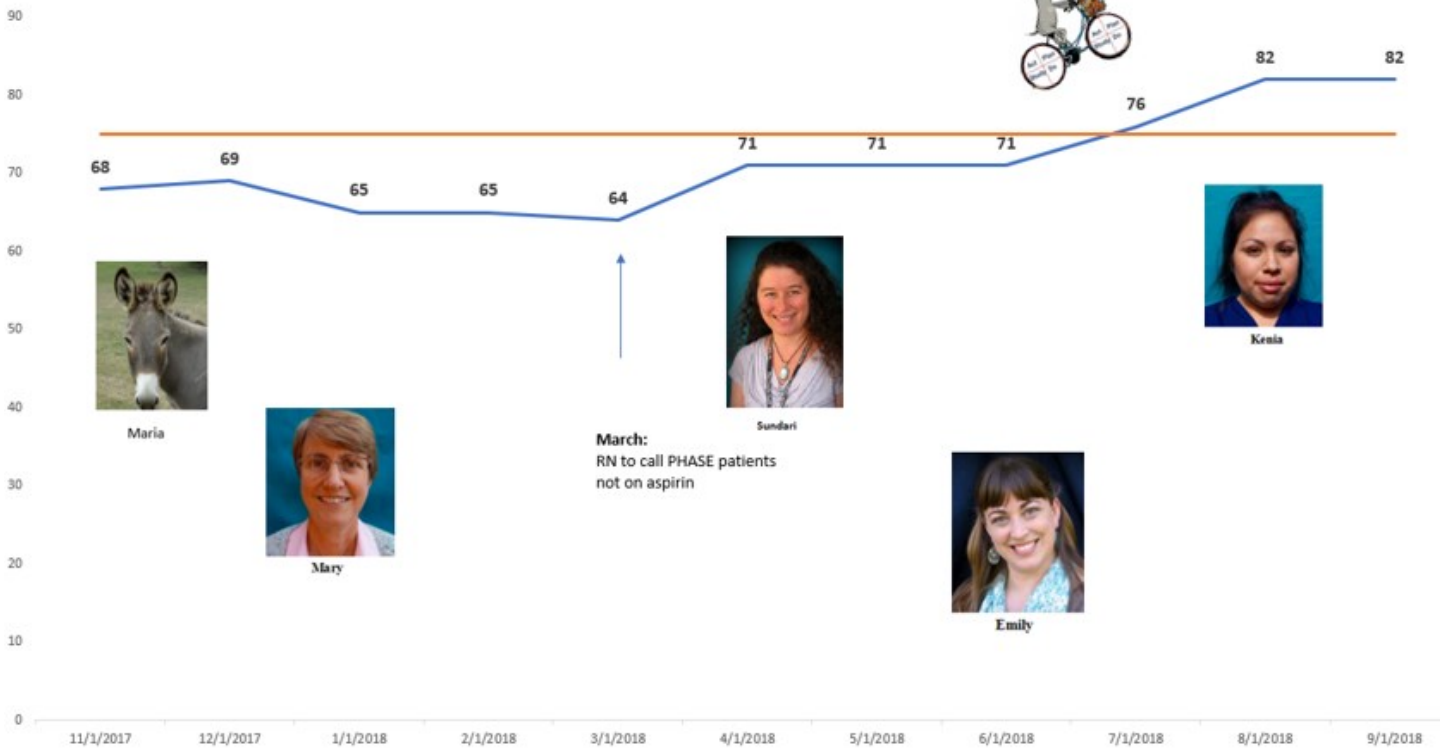
**BLOOD CLOT BLOCKS
BLOOD FLOW TO THE HEART MUSCLE**

Cardiovascular disease includes:

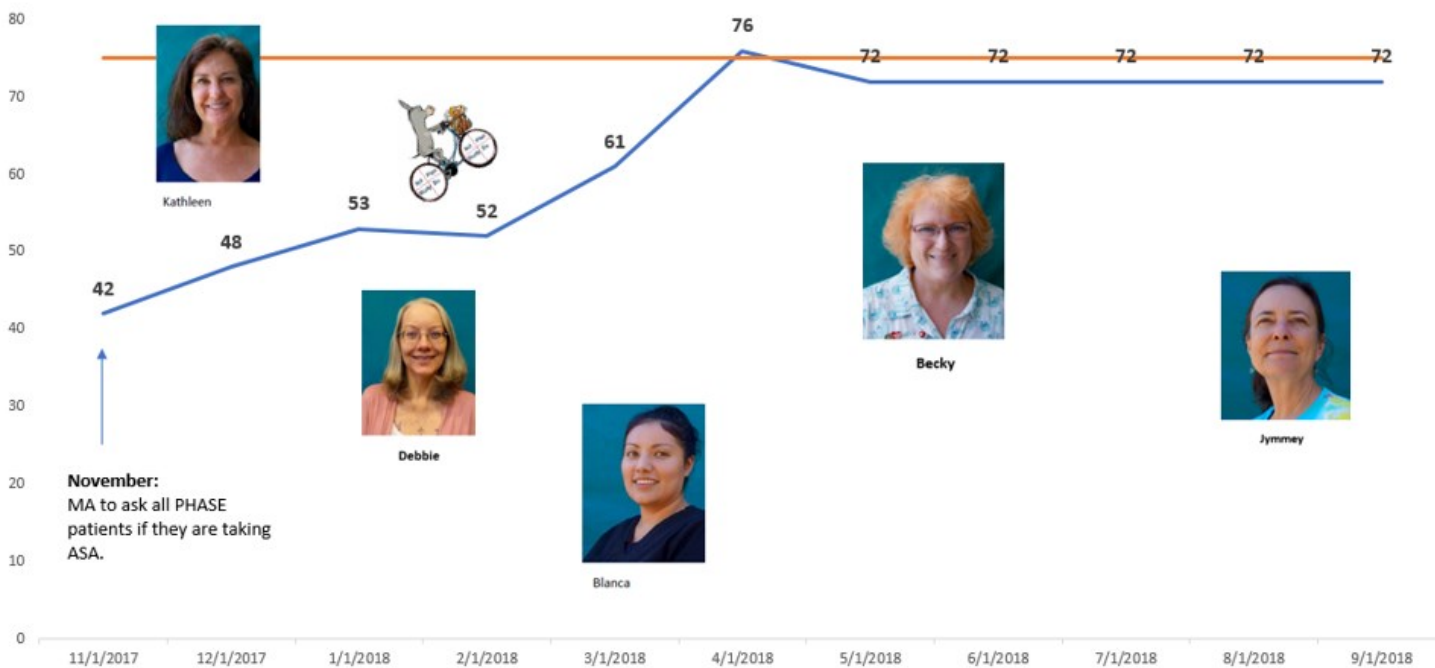
- Peripheral Arterial Disease (PAD)
- Stroke (CVA)
- Chronic Kidney Disease (CKD)
- Abdominal Aortic Aneurysm (AAA)
- Diabetes
- Heart Disease

The Quality Quadrant

Team Ramsey PHASE on ASA Rates



Team Whisman PHASE on ASA Rates



Congratulations to the following teams for meeting or exceeding the 75% Goal in September!

DEETTE 90%

DAVEY 87%

CUNNINGHAM 91%

RAMSEY 82%

BERNEY 77%

GRIEGO 79%

DAVIS 85%

BROMER 85%

WILEY 93%

SIMMS 75%

BOWEN 86%

BROWN 86%

STANTON 87%

VEZINO 88%

GARRISON-JAKEL 79%

MERTENS 95%

PHASE on ASA



Support for the Clinical Areas of Focus

PHASE on Aspirin

Reportable to:	Workflows to know
<ul style="list-style-type: none"> Annual HRSA UDS Report Redwood Community Coalition Population Health PHASE Grant 	<p>The following workflows are important to know as they directly relate to the measure:</p> <ul style="list-style-type: none"> RN PHASE Case Management Allergy or contraindication workflow Deceased patient protocol Transfer Care protocol Referral to Forestville Wellness Center Behavioral Health Warm Handoff

Quality Assurance reports available

These data points and related dashboards can help your team clean up missing or incorrect data:

PHASE patients not on ASA with no contraindication

PHASE dash/% on ASA/ASA Filter='no'

These are PHASE Eligible patients who are either not on an ASA or other anti-platelet medication who do not have a contraindication to ASA.

QA on ASA Exclusions

PHASE dash/QA ASA Exclude

These are PHASE eligible patients who have ASA on their current medication list who also have an contraindication to ASA

Patients not seen > 12 month

PHASE dash/Office Visit Recall/ Office Visit Recall='>12 months'

These are PHASE eligible patients who have not been seen in primary care in over 12 months.

Resources available	Measure definitions
<ul style="list-style-type: none"> RN tracking FWC lifestyle group classes Integrated Behavioral Health 	<p>Active PHASE Eligible patients with a primary care appointment in the last 12 months who have ASA in their current med list or are excluded from this measure based on age, dx or other contraindication criteria.</p>

Questions about the Forestville Wellness Center?

Skype the staff!



Wellness services include:

- Group Medical Visits
- Individual Patient-Provider Appointments
- Integrative Health Consults
- Osteopathic Visits
- Medical Acupuncture Visits
- Herbal Consultations
- Ayurveda Consultations
- HeartMath Consultations



Natalie Dwyer
Office Manager



Send her all FWC referrals

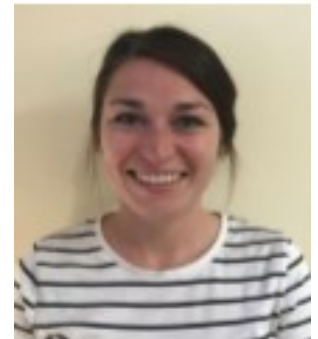
Priscilla Ramirez
Medical Assistant



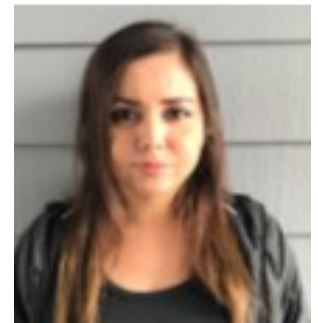
Baljinder Kaur
Medical Assistant



Christa Nash
Front Office



Gisela Ortiz Verduzco
Front Office



FORESTVILLE Wellness Center

Lifestyle changes like regular movement, eating for your health, stopping tobacco use, and stress management have been shown to be **as effective as medication in some cases** for preventing heart attacks and stroke.

We have a number of groups that can help support our patients and ourselves with making those changes.

Education

Support

Resources

Alternatives

Community

Forestville Wellness Center
6550 Front Street, Forestville, CA
(easy to find downtown) 707-887-0290

DID YOU KNOW?

- ◇ We can lower our cardiovascular risk with just 15 minutes of walking 5-7 days a week.
- ◇ Decreasing sugar and simple carbs in our food can decrease the 'bad' cholesterol.
- ◇ Changing what we eat can decrease the risk of heart attack by up to 75%!
- ◇ Smoking and tobacco use can more than double our risk of heart attack and stroke.

Fridays from 1 – 2:30 pm

Enables self-healing while strengthening the body, reducing central nervous system stress, and enhancing mental acuity and emotional stability. “Activate body’s natural self-regulatory healing capacity; balancing the sympathetic and parasympathetic nervous systems.” It is gentle yet powerful.

With regular practice, Yoga & Qigong may be able to drop systolic blood pressure by 10 points!

Qigong

Community Class

Cooking & Eating for Better Health

shared medical visits

2nd & 4th Wednesday from 10:30 am – 12:15 pm

The next couple of months, CERES is focusing on Nutrition & Stress Management

NOW OFFERING FREE PRODUCE GLEANED FROM LOCAL FARMS

Tuesday – Thursday

This personal consult uses a biofeedback modality based on over 15 years of scientific research on psycho physiology of stress, emotions, and the interactions between the heart and brain. This consultation is designed to harness the power of the heart’s intelligence, including ways to manage your emotions and keep energy levels high.

- Average drop of 14 points in systolic blood pressure
- Average drop of 8 points in diastolic blood pressure

Heart Math[®]

one-on-one consults



Meet the Data Team



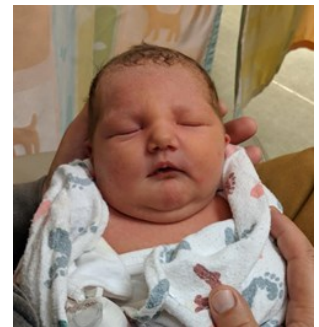
Dana Valley
Associate Director of
Quality Management



Mike Heinle
Report Systems
Manager



Penny Wilson
Report Systems
Assistant



Hannah Ives Heinle
Our newest Data Donkey

"They teach us so much. They teach us humility. They connect us with nature. Donkeys have the ability to reach into your soul." -Brad Wann, Pack Burro Race Director

Tableau Tuesday's child is full of grace.