

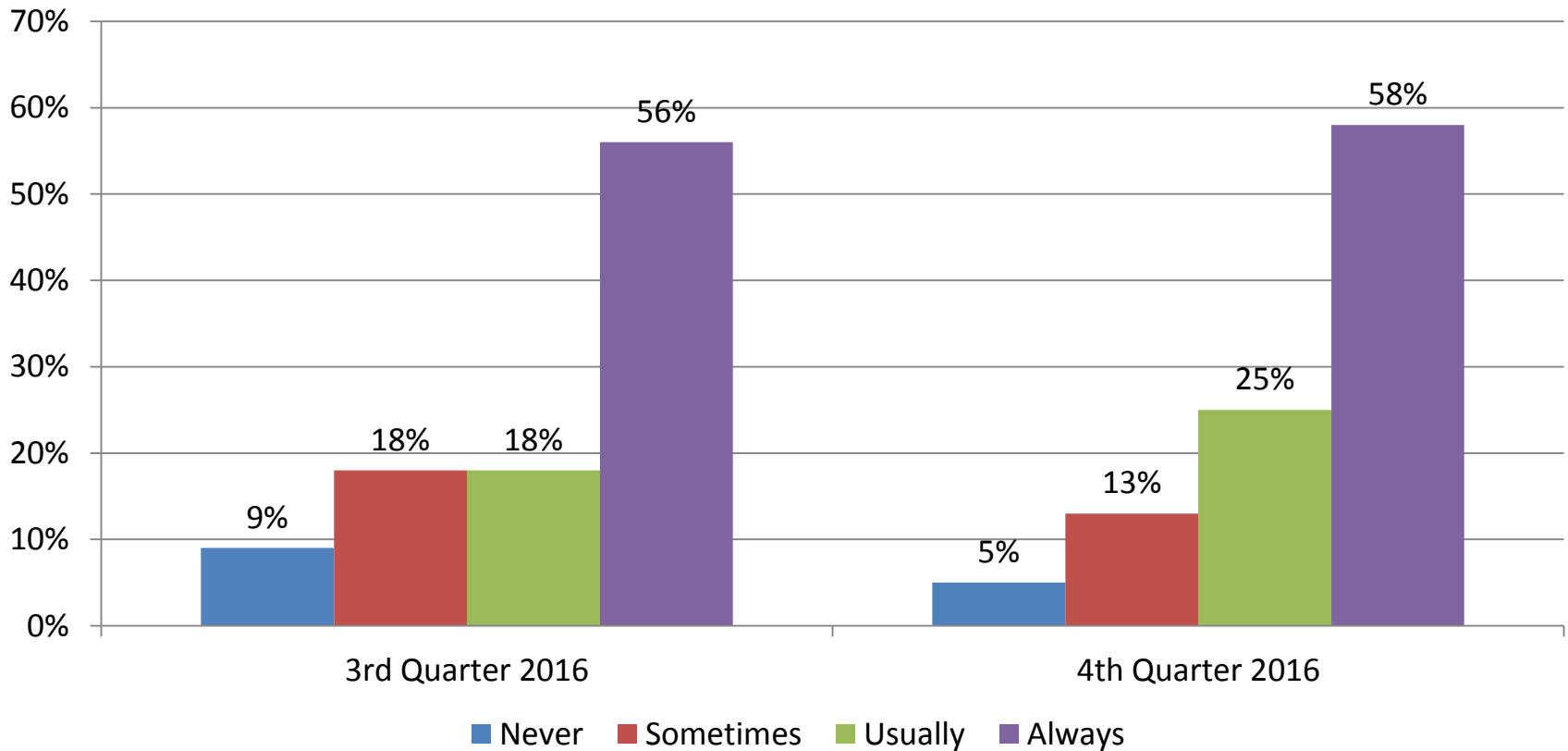


Syracuse Community Health Center, Inc.

# Quality Metrics

# Access to Care

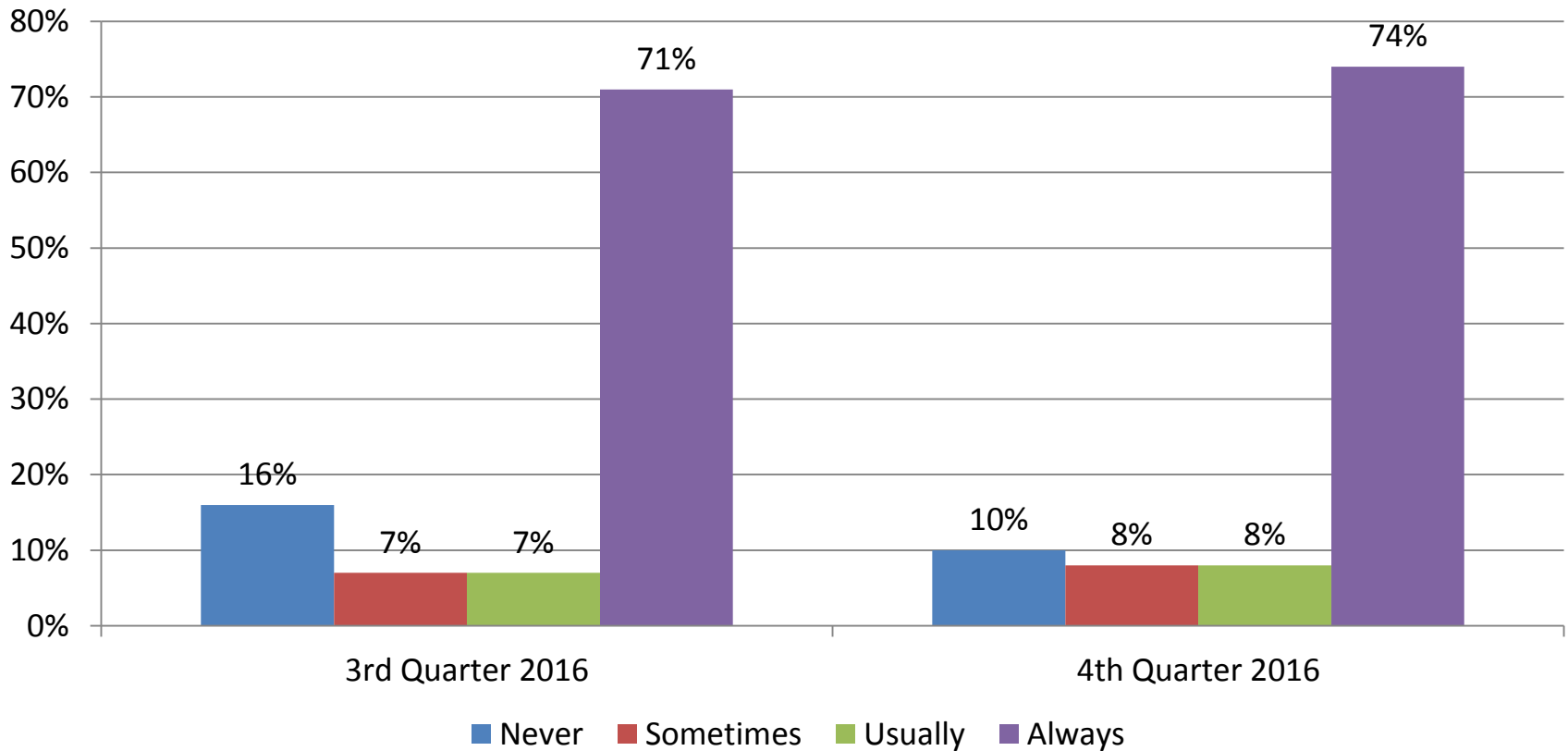
In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?



Source: CG-CAHPS Surveys administered by RMS Healthcare

# Communication

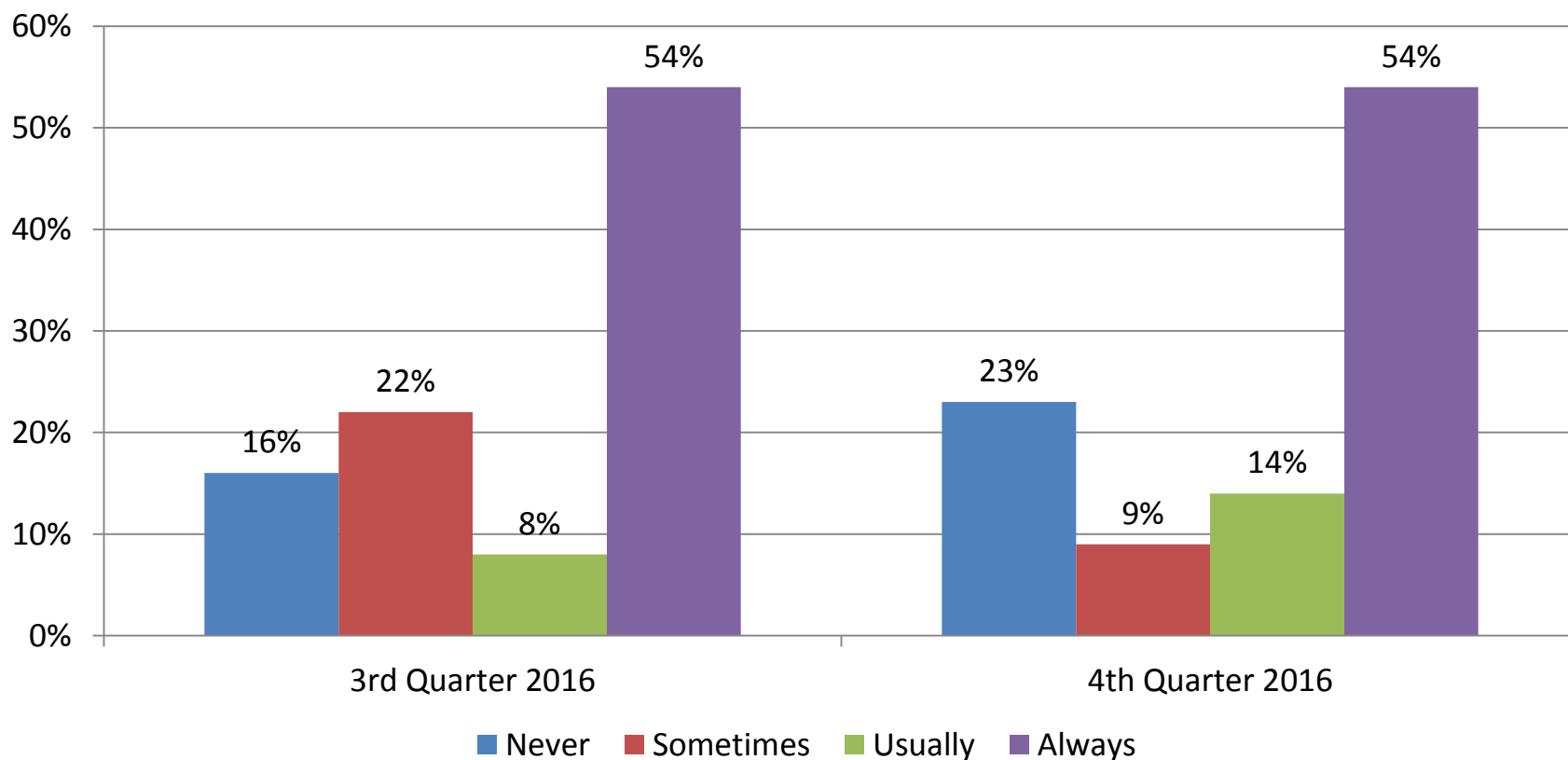
In the last 6 months, how often did this provider listen carefully to you?



Source: CG-CAHPS Surveys administered by RMS Healthcare

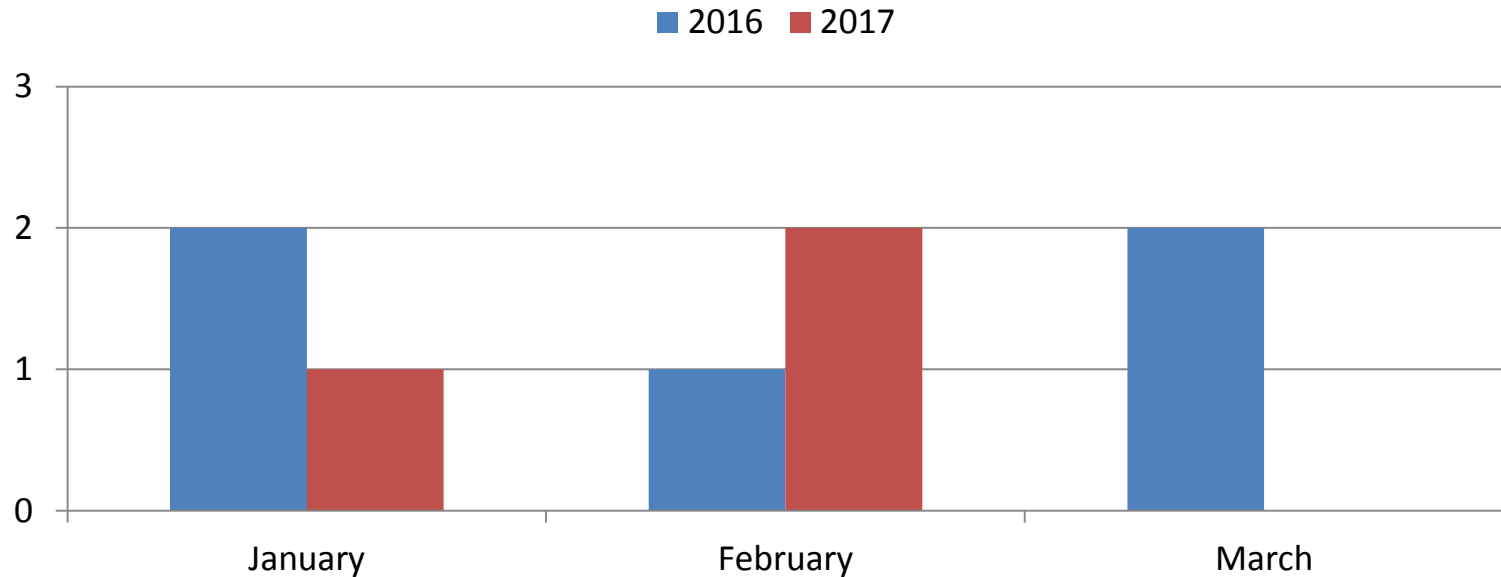
# Care Coordination

In the last 6 months, when this provider ordered a blood test, x-ray or other test for you, how often did someone from this provider's office follow up to give you those results?



Source: CG-CAHPS Surveys administered by RMS Healthcare

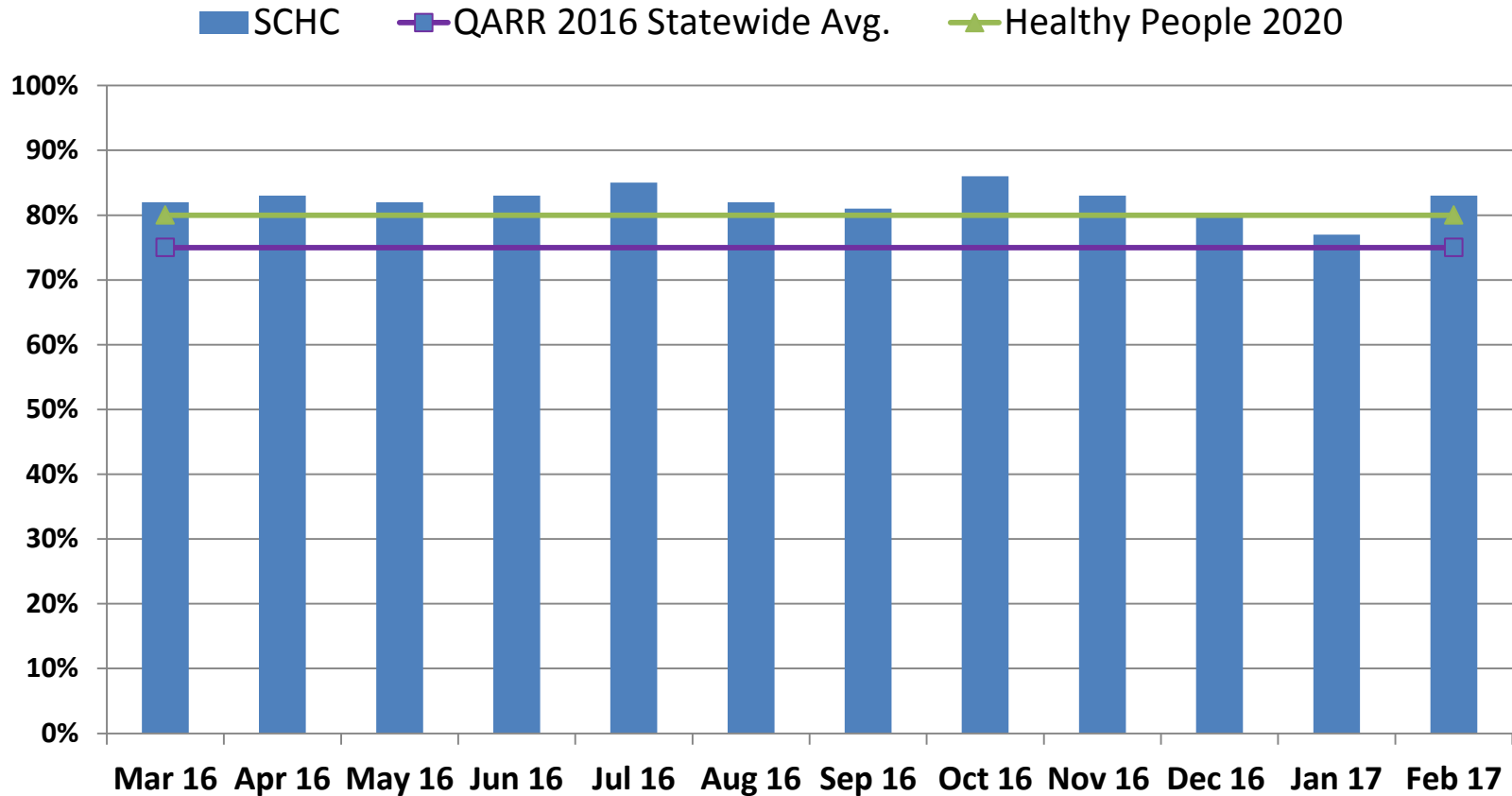
# Hospital Readmissions Within 30 Days Q1 2016 vs. Q1 2017



	2016			2017		
	January	February	March	January	February	March
Total Hospital Admissions	259	315	360	302	423	391
Total Readmissions within 30 Days	2	1	2	1	2	0
Readmission Rate	.77%	.32%	.56%	.33%	.47%	0%

**40% Reduction in Number of Hospital Readmissions Q1 2016 (5) to Q1 2017 (3).**

# CHILDHOOD IMMUNIZATIONS



We are proud to report the Immunization Rate for 2 year olds seen at Syracuse Community Health Center is **higher** than the New York Statewide Average and the national Healthy People 2020 goal!!!