



PASSAIC PEDIATRICS, P.A.

298 Passaic St. Passaic, NJ 07055
200 Gregory Ave. 2nd Fl. Passaic, NJ 07055
Tel: 973-249-8100/Fax: 973-249-8110

Within the past few months we have been working hard to better our services for your benefit. We are on the way to achieving Patient Centered Medical Home recognition from the NCQA.

One of the many things that is being required of us is to share Performance Data Reports.

The areas of information we have chosen to share with you are:

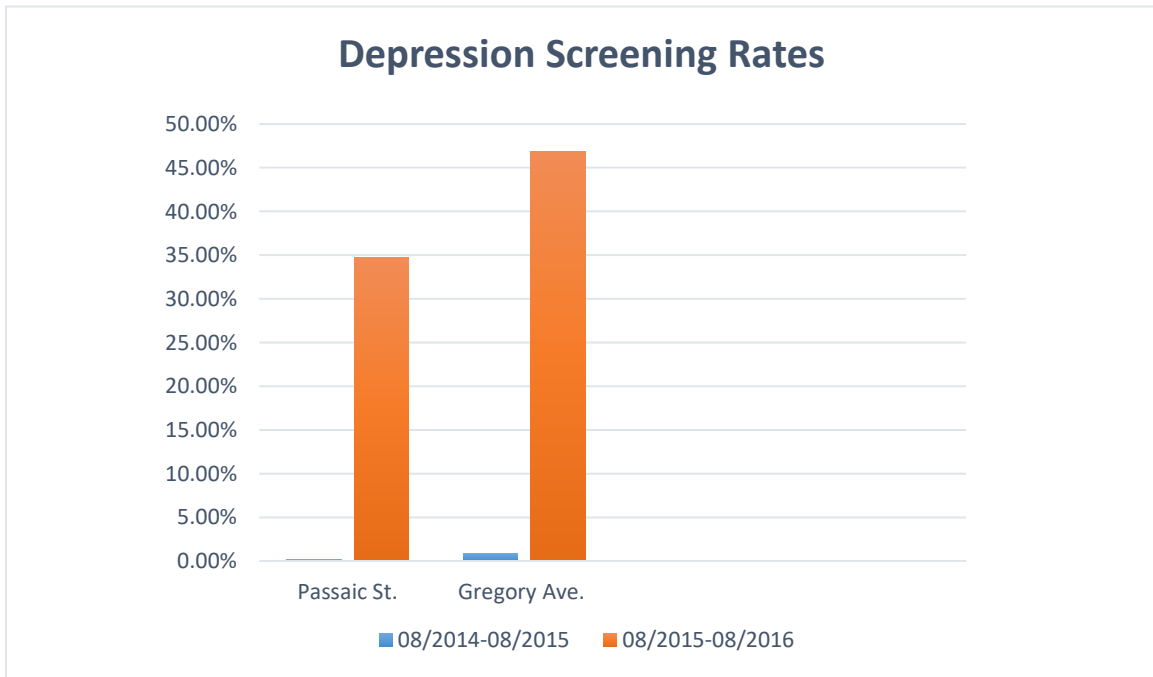
- Preventive Care Measures- CMS definition of preventive services is, “routine health care that includes screenings, checkups and patient counseling to prevent illnesses, diseases or other health problems.”
- Care Coordination Measures- In coordination with the Endocrinologist on our referring list, we were able to compile a list of diagnosis that were justified to refer out to the Endocrinologist. We were able to educate both our office staff and providers on proper guidelines to use when deciding if the patient should be sent to the endocrinologist.
- CAHPS Survey Results- Surveys were sent out to our patient population via email. The NCQA defines the survey as “The CAHPS PCMH survey uses the Clinician & Group (CG) CAHPS 12-Month Survey core set of items and incorporates the Patient-Centered Medical Home item set.” The CAHPS survey was sent out to patients who were rendered services between 06/30/2015-06/28/2016

The survey addresses domains of care that multiple stakeholders identified as critical for evaluating PCMH practices. These domains include:

- Access
- Information
- Communication
- Coordination of care
- Comprehensiveness
- Self-management support and shared decision making

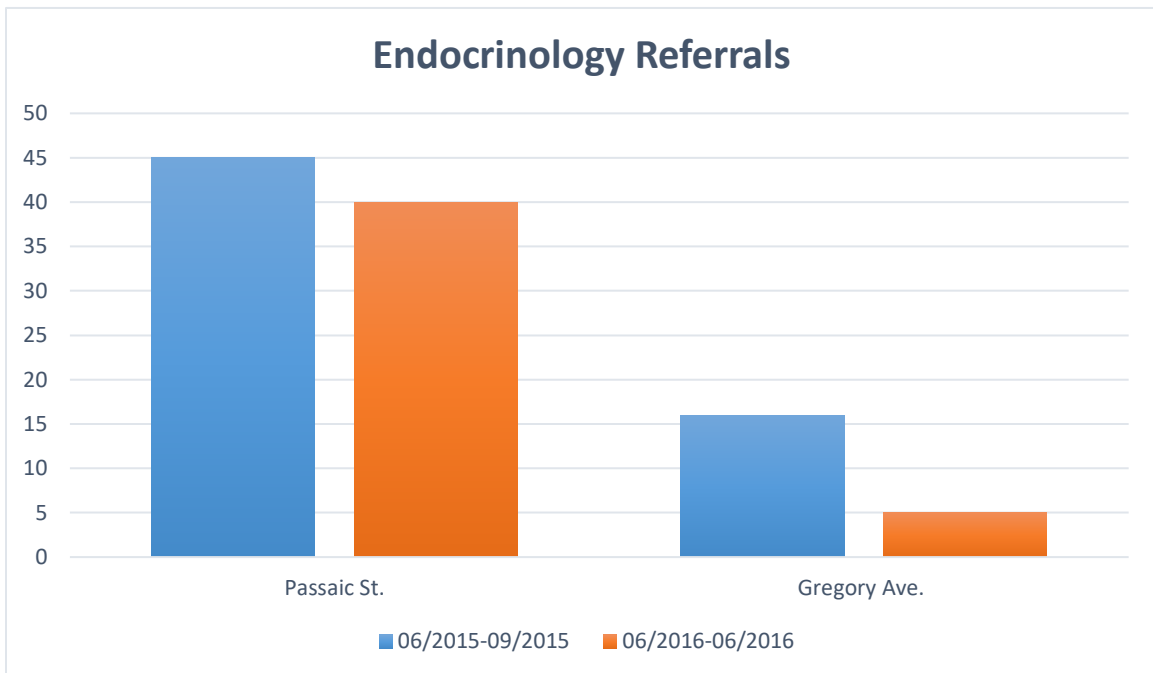
Preventive Care Measure

As you can tell from the graph below in the measurement year of 2014-2015, our Depression Screening Rates were particularly lower. In order for us to better serve your children's needs we implemented the use of the PHQ-2 and PHQ-9 which serves as a Depression Screening Tool. We were able to improve our rates in the measurement year of 2015-2016.



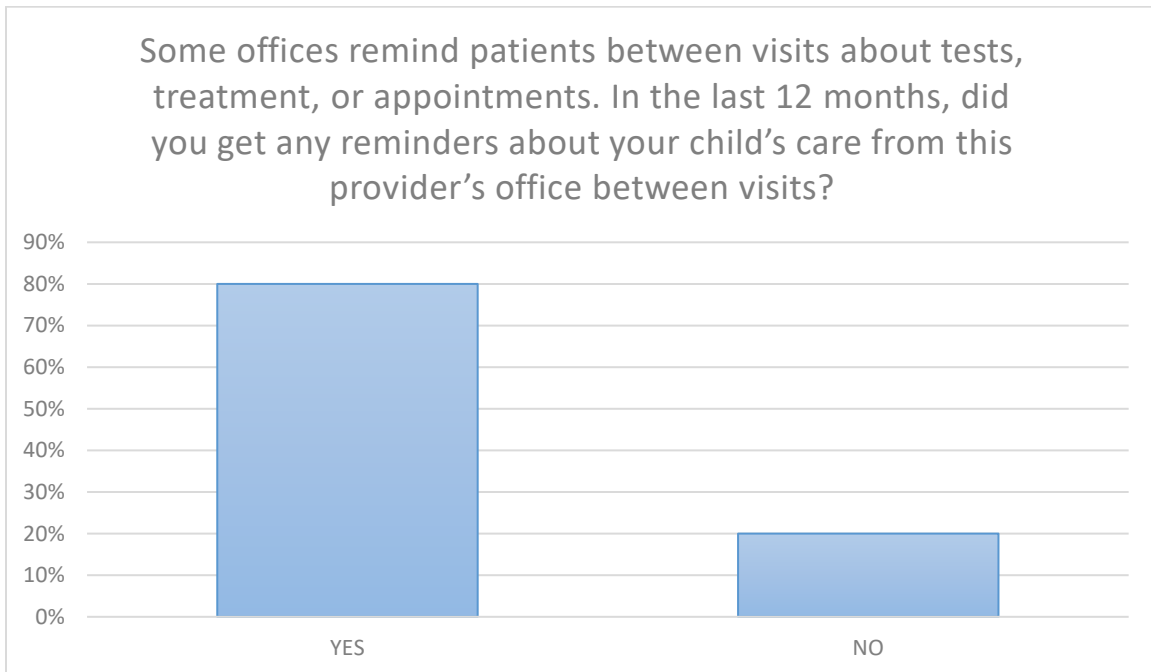
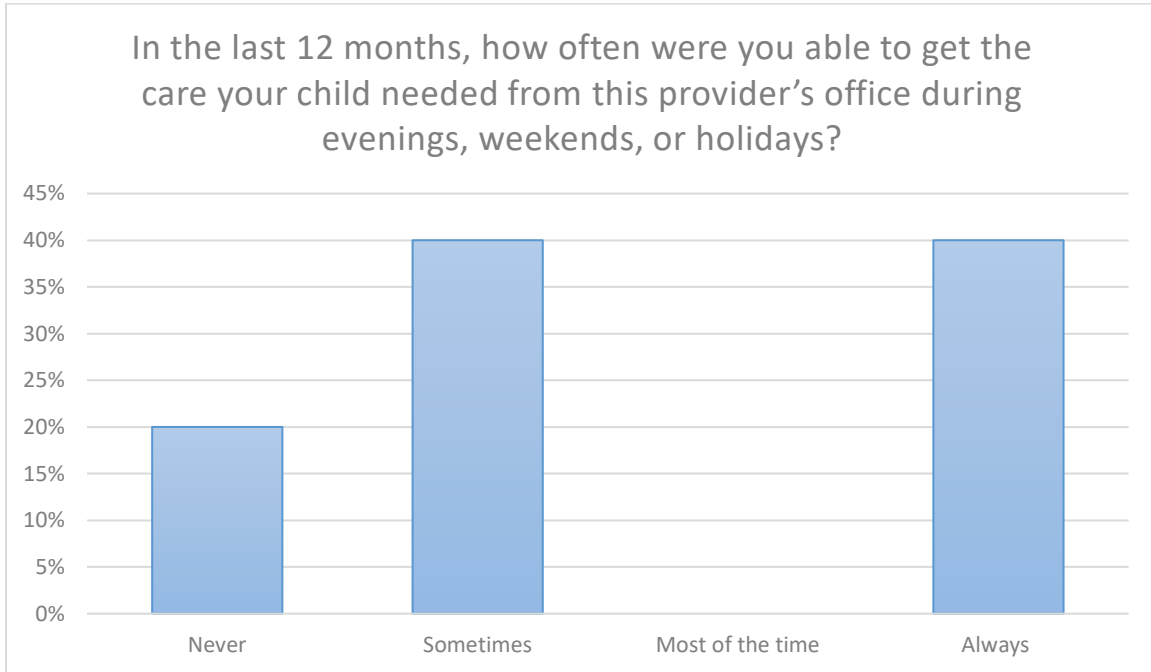
Care Coordination Measure

We understand that your time is tremendously valuable. We want to avoid making unnecessary referrals to specialist. We sat with the Endocrinologist in our immediate area and were able to agree on acceptable guidelines to use when referring to their specialty. We have chosen this specialty as a model and are looking to do this with a number of other specialties.



CAHPS Survey Results

In the years since Passaic Pediatrics began to serve this community, we have never done a survey based on Patient Experience. As a part of the PCMH process we have chosen to send these surveys. Not only were we given insight on how you feel about the services we give, but we were also given ideas on which areas need improvement. Beginning in 06/2016, some families have received this survey via email. Although this survey consist of about 50 questions we have chosen to share the following questions with you.



In the last 12 months, how often did this provider spend enough time with your child?

