

## PCP Performance Metrics - Family Practice

<u>Recognition</u>	<u>Description</u>		
★	Physician/Group has met MVP's credentialing standards		
★★	Physician/Group has met or exceeded MVP's average for this measure		
★★★	Physician/Group has met or exceeded MVP's goal for this measure		
blank score	Physician/Group does not have enough members to qualify for measure		
		★★	★★★
<u>Measures</u>	<u>Measure Description</u>	<u>MVP Average</u>	<u>MVP Goal</u>
Evening or Weekend Hours	Office has hours outside of 8:30-6:00 Mon-Fri or on the weekend which are available for routine appointments.		Yes
Medical Home Indicator	Members are asked if the physician practice that they have chosen provides a designated physician who offers personal care and attention. They are also asked to rate their experience when calling the practice during and after hours. Stars can also be earned based on the members' ability to access the physician practice rather than relying on an ER for non-emergent care.	50%	67%
Patient Use of the Emergency Room for Non Emergencies	The number of MVP members accessing ER services for conditions that would generally be treated in the office setting, reported as a rate/000 members.	123/000	101/000
Diabetes HbA1C < 7%	The percentage of MVP members, ages 18-75, with diabetes, whose HbA1c was less than 7% (well controlled).	56%	67%
Diabetes LDL < 100 mg/dL	The percentage of MVP members, ages 18-75, with diabetes, whose LDL-C level was less than 100 mg/dL (well controlled).	63%	75%
Adolescent Body Mass Index (BMI)	The percentage of MVP members ages 14-18, where the physician documented that a BMI measurement was done to assess body weight.	90%	96%
Drug or Alcohol Screening	The percentage of teenagers, ages 14-18, where the physicians ask screening questions for alcohol or substance abuse use each year.	87%	93%
Antibiotic use for URI (lower is better)	The percentage of episodes of URI during which an antibiotic was prescribed and filled within three days of outpatient visit. Since bacterial infection is infrequent, the goal is to reduce antibiotic use.	36%	20%

## Explanatory Text for PCP Performance Metrics Reports - Family Practice

		Why each measure is valid	How member can better partner in care
Medical Home Indicator	Members are asked if the physician practice that they have chosen provides a designated physician who offers personal care and attention. They are also asked to rate their experience when calling the practice during and after hours. Stars can also be earned based on the members' ability to access the physician practice rather than relying on an ER for non-emergent care.	<p>The patient centered medical home provides better and more personal care. The team of health professionals providing care is led by your Primary Care Provider, who manages and coordinates the care that is provided to you including primary, specialty or lab and imaging services that you may need. If you need to see another doctor, they can even help you in finding the doctor that's right for you.</p> <p>The patient centered medical home is not just about getting care when you need it but also for getting timely care in order to prevent problems in the future. The team of health professionals will keep on top of any immunizations, screenings or other preventive services that you might need in order to keep you healthy and also send you reminders so that you can schedule your appointments.</p>	<p>Let your doctor know how important it is to you that their practice helps with coordinating all of your health care. Ask how to best manage health concerns and problems that come up when the office is closed and how to best reach your doctor's practice during and after office hours. Many practices have a guide that can make this easier. Get to know the office evening and weekend hours and how the practice is covered by other physicians when your doctor is not available.</p> <p>Let your doctor know you don't want to spend time in the emergency room unless you really need that type of care.</p>
Patient Use of the Emergency Room for Non Emergencies	The number of MVP members using Emergency Room services for conditions that would generally be treated in the office setting.	Emergency Rooms are for serious medical problems. When you go to the emergency room for mild or minor problems you may wait a long time. This also makes it harder for the nurses and doctors to help people who really need it.	Ask your doctor if they have night or weekend hours. If you need care when your doctor is not there, go to one of the Urgent Visit facilities staffed by MVP credentialed physicians. A list of these doctors can be found on the member website or by calling Member Services.
Diabetes HbA1C < 7%	The percentage of MVP members, ages 18-75, with diabetes, whose HbA1c was less than 7% (well controlled).	If you do not have your high blood sugar controlled you could lose your eye sight as well as suffer kidney damage. This can be prevented if your blood sugar levels are controlled.	Learn all you can about blood sugar and how to prevent diabetic complications. Schedule regular follow-up visits with your doctor as recommended. Know your numbers. If you have not had a test done, ask your doctor about scheduling it.
Diabetes LDL < 100 mg/dL	The percentage of MVP members, ages 18-75, with diabetes, whose Cholesterol (LDL-C) level was less than 100 mg/dL (well controlled).	Controlling cholesterol levels reduces the risk for heart attack and stroke.	If you are not already enrolled, sign up for MVP's Diabetes Care Program.
Adolescent Body Mass Index (BMI)	The percentage of MVP members, ages 14-18, where a doctor recorded that a Body Mass Index (BMI) measurement was done to assess body weight.	Teenagers who are overweight are a growing problem in the United States. Body Mass Index (BMI) is a number that measures height and weight. It also provides a reliable measure of body fat. This can help screen for weight problems that may lead to health issues in the future.	Simple measurements of height and weight that are typically taken at well care visits are used to report your BMI. Ask your physician what your BMI is and what it should be. If you fall into a category above normal ask your physician what you can do to improve what you eat and how much you exercise. MVP also has information available on its website, to learn more visit: <a href="http://www.mvphealthcare.com">www.mvphealthcare.com</a> .
Drug or Alcohol Screening	The percentage of teenagers, ages 14-18, where a doctor asks questions about alcohol and drug use each year.	Alcohol and drug use is one of the leading preventable causes of death and disability among teenagers.	Bring your teen in each year for a well care visit with their Primary Care Physician (PCP). Many doctors will ask questions related to risky behaviors. Talk to your teen's physician about your concerns and ask him or her to talk with your child.
Antibiotic use for URI (lower is better)	The percentage of your members diagnosed with the common cold or URI, who filled a prescription for antibiotics within three days of their visit.	Most times these infections are caused by viruses that will get better without antibiotics. The goal is to decrease antibiotic use so those medicines will work better when you really need them.	Your doctor can help you to tell the difference between infections. A bacterial infection needs antibiotics. A person with a viral infection needs rest and fluids for symptom relief. Let your doctor know that you are worried about antibiotics not working when you really need them, and that you want to work with him or her to have the best treatment for you and your family.

# PCP Performance Metrics - Family Practice

## Rochester Region



Met credentialing standards ★  
 Met or Exceeded Average ★★  
 Met or Exceeded Goal ★★★

<b>Average:</b>		<b>50%</b>	<b>123 /1000</b>	<b>56%</b>	<b>63%</b>	<b>90%</b>	<b>87%</b>	<b>36%</b>
<b>Goal:</b>	<b>Yes</b>	<b>67%</b>	<b>101 /1000</b>	<b>67%</b>	<b>75%</b>	<b>96%</b>	<b>93%</b>	<b>20%</b>
			Lower is Better					Lower is Better

<b>NCQA Recognition *</b>	Evening or Weekend Hours	Medical Home Indicator	Patient use of ER for Non Emergencies	Diabetes HbA1C < 7%	Diabetes LDL < 100 mg/dL	Adolescent Body Mass Index (BMI)	Drug or Alcohol Screening	Antibiotic use for URI
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Arcadia Family Practice	N		★	★	★			★
Barcomb, Alan J. MD	Y	★★	★	★★★	★★			★★★
Bloomfield Family Practice	N		★★	★★★	★			★
Brighton Family Medicine	Y		★★★	★★★	★★			
Caledonia Medical Center	Y	★★	★★★	★★★	★	★★★	★★★	★★★
Canal Park Family Medicine	Y		★	★	★			
Finger Lakes Family Care	Y	Medical Home	★★	★		★★★	★★	
Greece Medical Associates	Y		★	★★★	★			★★★
Hilton Health Care	N		★★★	★★★	★	★★★		
Honeoye Valley Family Practice	Y		★★★	★★★	★	★		
Lamb Family Medicine	Y		★	★				★★★
Letchworth Family Medicine	Y		★	★★				★★★
Lifecare Medical Associates	Y		★	★		★★★	★	★
Lifetime Health Greece Health Center	Y	Medical Home	★★★	★★★	★★	★★		★
Maggiulli, Michael MD	Y		★★★	★	★★	★		
Pembroke Family Medicine	Y		★★	★				★
Rush Family Medicine	Y		★★★	★★★	★★★	★★		
Tri County Family Medicine-Dansville	Y		★	★★	★★★	★★★		
Tri County Family Medicine-Geneseo	Y			★	★★★	★		
Unity Family Med at Chili Center	Y		★	★		★★★	★	★
Unity Family Med at Country Village	Y	Diabetes Medical Home	★	★★	★★★	★★★		
Unity Family Med at Spencerport	Y		★★	★★	★★★	★	★★★	★★★



# PCP Performance Metrics - Family Practice Rochester Region

Met credentialing standards ★  
 Met or Exceeded Average ★★  
 Met or Exceeded Goal ★★★

Average:		50%	123 /1000	56%	63%	90%	87%	36%
Goal:	Yes	67%	101 /1000	67%	75%	96%	93%	20%
			Lower is Better					Lower is Better
NCQA Recognition *	Evening or Weekend Hours	Medical Home Indicator	Patient use of ER for Non Emergencies	Diabetes HbA1C < 7%	Diabetes LDL < 100 mg/dL	Adolescent Body Mass Index (BMI)	Drug or Alcohol Screening	Antibiotic use for URI

Unity Family Medicine at Parkway

Diabetes Medical Home

Y

★★

★★

★★★

Webster Family Medicine

Y

★

★★★

★★

★

It is important to MVP that the data presented accurately represents the performance of each practice. As a result, we only include those practices with at least 350 members. Even with this requirement, there may be other factors such as the prevalence of a given condition within each practice's population, or other variations in the patient mix of each practice, that can impact the reported performance.

\* NCQA recognition: Providers are able to obtain recognition from the National Committee for Quality Assurance (NCQA) for successfully completing up to five certification programs. To obtain additional detail on these programs, please go to <http://www.ncqa.org/tabid/74/Default.aspx>

Data derived from the 2011 PQR

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