We track our care delivery and continue to work hard to improve our performance so you have a better experience!

**Patient Experience Responses (2/2017) N=83**

- Are you able to see your provider when you need to? 94%
- Does your doctor explain things in a way that is easy to understand? 95%
- Does your doctor talk to you about the medications you are taking at each visit? 92%
- Is medical staff friendly and helpful? 94%

**HOPE Center’s Clinical Quality Measures**

- Percentage of Patients with a Viral Load <200
  - Mar-17: 88%
  - Jul-17: 88%
- Percentage of HIV + Patients Screened for Hepatitis C
  - Mar-17: 99%
  - Jul-17: 99%
- Percentage of Patients with a Lipid Panel within past twelve months (LDL)
  - Mar-17: 84%
  - Jul-17: 81%
- Percentage of Patients with a Flu Vaccine within past twelve months
  - Mar-17: 75%
  - Jul-17: 75%

**HOPE Center - Care Coordination Quality Measures**

- Percentage of patients who went to the ER/Hospital where we received discharge summaries
  - Mar - April 2017: 92% (23/25)
  - June - July 2017: 100% (23/23)
- Percentage of patients who went to the ER/Hospital and came in for post hospital follow up appointment
  - Mar - April 2017: 84% (21/25)
  - June - July 2017: 87% (20/23)