









Community Scorecard
 Quarter 4 2014

<i>What we're measuring in 2014</i>	Baseline	QTR 4	YTD	Goal	Trend	Explanation
Services						
Clinical Measures Goal: For 90% of federal grant clinical measures to improve over 2013 year-end measurement	76%	77%	77%	90%		As a federally-qualified health center, we are required to report performance in sixteen (16) clinical quality measures annually.
Patient Visit Availability Goal: Same-day access for all established patients; 1 day or less until 3rd next available appointment	1.47 days	.67 days	.62 days	1 day		Timely access to medical appointments and providers is important to ensure patients are receiving appropriate care.
Workforce						
Average Length of Employment Goal: Average 60 months for all staff who have been employed	53	43	45	60		Well-trained and experienced employees, motivated to serve our patients, is best accomplished by longer employment tenure.
Volunteer Provider Hours Goal: 700 or more hours donated by volunteer specialty providers	564	382	946	700		Experienced volunteer specialty medical providers enhance the quality of care provided to patients and support private physicians.
Community						
Community Partnerships Goal: Increase total formal public, private, nonprofit and individual partners by 3%	750	709	797	773		Formal community partnerships include those who work systematically to eliminate access barriers and the social determinants that cause them.
Finance						
Patient Visits Goal: Increase number of patient visits by 10%	25,837	5,898	25,722	28,421		Providing access to services for new patients and patients who have not been seen in 12 months ensures continuity of care.
Financial Stewardship Goal: Create an operating reserve for contingencies by December 31, 2014	Red	Black	Black	Black		Operating within budget and wise stewardship of our resources means we're a health center patients can count on for the long term.



Positive Trend



Negative Trend