

Q4 (YTD) 2025  
KCCHC- Quality Report



**Value Based Care/Shared Savings:**

- MLR(for CareSource Only) declined from 99% (Jan–Mar) to **92%** (Jan–September), reflecting improved cost management through a renewed focus on adult ER discharge follow-ups.
- Continued trend in a positive direction to meeting the target of 75 -85%

CareSource- Medical Loss Ratio (MLR) Shared Savings Requirement		
Previous Jan-Mar	Current Jan-September	Goal 2025
99%	<b>92%</b>	Between 75%-85%

**UDS- Clinical Quality Measures (CQM)**

- **YTD 2025- 8 out of 16** measures show significant improvement change over 2024 performance.
  - **Childhood Weight Assessment & Counseling:** Compliance increased by **33%**, reaching **68%** YTD through Q4 2025. Directly impacting the gap between meeting our threshold goal of 80%.
  - **Depression Remission at Twelve Months:** This measure is extremely difficult to meet. For 2025 our Medical and BH service lines did a great job meeting the measure threshold of 20% and achieving **21.3%** compliance. That is a **14.5%** improvement from 2024.
- **2025 UDS Submission is due by February 15, 2026**

**Patient Satisfaction**

- Data includes all Q4 Surveys sent vs. completed
- Surveys are active for all HC service lines!

Service Line	Sent	Completed
BH	96	31
Dental	125	35
Medical	800	314
<b>Total</b>	<b>1021</b>	<b>380</b>

- **High patient satisfaction across services:** Behavioral Health, Dental, and Medical patients reported feeling supported, well-informed, and actively involved in their care, with strong ratings for staff professionalism, provider communication, access, and wait times.
- **Strong loyalty and recommendation intent:** Across all service lines, patients expressed a high likelihood to return and recommend services to others, reflected in excellent likelihood-to-return scores.

# UDS- Clinical Quality Measures

Change from  
**2025**      2024

MEASURE	RESULT	CHANGE	TARGET
① Childhood Immunization Status (CMS 117v13)	2.2%	+ 2.2% ▲	10.0%
① Cervical Cancer Screening (CMS 124v13)	17.8%	- 2.2% ▼	30.0%
① Child Weight Assessment / Counseling for Nutrition / Physical Activity (CMS 155v13)	67.7%	+ 34.1% ▲	80.0%
① BMI Screening and Follow-Up 18+ Years (CMS 69v13)	68.3%	- 13.2% ▼	82.0%
① Tobacco Use: Screening and Cessation (CMS 138v13)	82.4%	+ 17.1% ▲	92.0%
① Breast Cancer Screening Ages 50-74 (CMS 125v13)	35.3%	- 3.7% ▼	45.0%
① Statin Therapy for the Prevention and Treatment of Cardiovascular Disease (CMS 347v8)	71.4%	+ 1.6% ▲	81.0%
① IVD Aspirin Use (CMS 164v7)	73.2%	+ 3.6% ▲	85.0%
① Colorectal Cancer Screening (CMS 130v13)	21.6%	+ 5.8% ▲	30.0%
① Screening for Depression and Follow-Up Plan (CMS 2v14)	76.9%	- 7.7% ▼	90.0%
① Depression Remission at Twelve Months (CMS 159v13)	16.1%	+ 10.8% ▲	20.0%
① HIV Linkage to Care	0.0%	0.0%	75.0%
① HIV Screening (CMS 349v7)	8.0%	+ 0.2% ▲	15.0%
① Dental Sealants for Children between 6-9 Years (CMS 277v0)	35.9%	- 18.6% ▼	75.0%
① Diabetes A1c or GMI > 9 or Untested (CMS 122v13)	33.5%	+ 4.1% ▲	25.0%
① Hypertension Controlling High Blood Pressure (CMS 165v13)	83.0%	- 0.3% ▼	80.0%

Meeting KCCHC Target   
 Meeting BOTH KCCHC and HRSA Targets   
 Not Meeting Target

Performance Indicator	Goal	YTD Results
<b>Patient Referrals</b> (Med and BH)	80%	67% 1861 / 2778
<b>Hospital Follow-Up</b> (Within 7 days of know discharge)	100%	12% YTD 473 / 3943
<b>No Show Appointments</b>	< 15%	7.9% YTD (All Service Lines)
<b>72-hour Chart Closure</b> (Med & Dental)	≤ 3.0 days	2 Days YTD average
<b>Hospital Readmissions (30 day)</b> (Med & BH)	< 10%	16% YTD 79 / 498
<b>Incident Reports</b>	100%	100% 70 / 70
<b>Complaints &amp; Grievances</b>	< 10%	7.7% 1/13

## Patient Satisfaction

### BH

- **Patients report very high comfort and support:** Of the 33 respondents, 90% rated their comfort/support level a 9–10, resulting in a strong NPS with minimal detractor responses.
- **Visits are viewed as effective and worth returning for:** Patients overwhelmingly indicated that visits helped meet their personal goals, with an average likelihood-to-return rating of **4.9 out of 5**, reflecting strong satisfaction and intent to continue care.

### DENTAL

- **Excellent staff experience:** 89% of respondents rated the dental staff's friendliness and professionalism as 9–10.
- **High loyalty and trust:** Patients reported clear provider communication, a high likelihood to return (4.7/5), and strong confidence in recommending the clinic to others.

### MEDICAL

- **Strong patient engagement:** Most respondents reported being appropriately involved in care decisions and expressed satisfaction with wait times and access when calling the office.
- **Positive access experience:** Patients generally found it easy to reach the correct service (medical, dental, or behavioral health), reflected in strong average ratings.
- **High likelihood to recommend:** 87% rated their likelihood to recommend the provider as 9–10, resulting in a strong NPS of 83.

\*Net Promoter Score (NPS)

