

Special Quality Reporting Edition

GRANTS PASS CLINIC NEWSLETTER

SPRING 2019

Welcome to our Acute Care Department!

Did you know at Grants Pass Clinic, we have an Acute Care Department that offers a wide variety of services such as wound care, casting, respiratory services, full access to our lab and x-ray department, well women exams, and MUCH more? Our Acute Care Department is available Monday through Friday until 5:00 pm and offers same day appointments for patients that are not able to see their primary care provider that day. Our goal in the Acute Care Department is to help patients avoid the long wait at other urgent care facilities. Dr. Caroline Brown and Tara Wendlandt, FNP-C look forward to providing excellent, quality care for you and your loved ones when you visit our Acute Care Department.



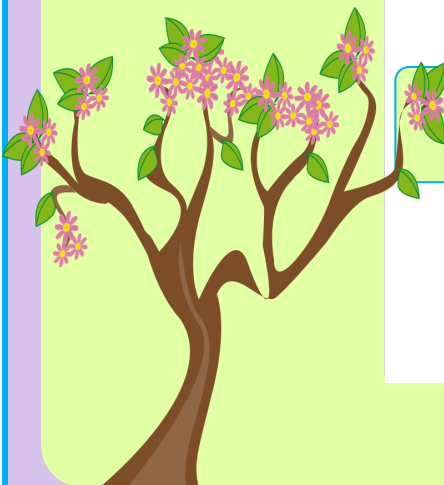
INSIDE THIS ISSUE:

DID YOU KNOW?	2
MEET DR. LALI	2
OUR PCPCH 5 STAR	3
2019 CAHPS SURVEY RESULTS	3
2018 QUALITY METRICS	4



HAVE YOU HEARD THE NEWS??

Do you know someone that needs a primary care provider? Grants Pass Clinic is accepting new patients and are contracted with many insurance payers. Contact our Patient Services at 541-476-6644 for more information.



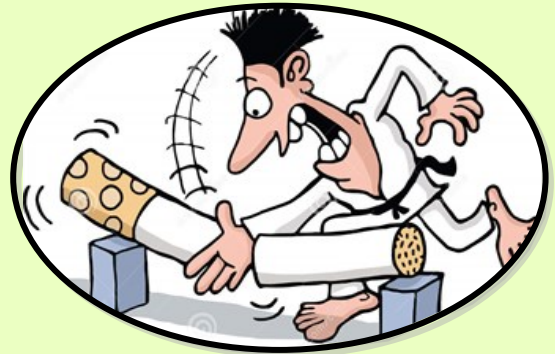
Grants Pass Clinic Welcomes Dr. Steven Lali



We are pleased to announce that Satnam (Steven) Lali, MD joined our Family Practice Department on January 14, 2019. Dr. Lali received his medical degree from the Medical University of Warsaw and completed his residency at Jackson Memorial Hospital/University of Miami. He is already an established physician in Grants Pass and is excited about starting his practice at Grants Pass Clinic. We look forward to having him here and know that he will be a valuable addition to our group.

DID YOU KNOW?.....

Did you know that smoking is the leading cause of preventable death and causes over 438,000 death each year? Secondhand smoke is a serious health hazard causing over 41,000 deaths each year. Quitting a habit that you have had for years can be challenging, but Grants Pass Clinic can help! Our providers can address this at your next visit and can offer interventions to quit, such as medications, resources, and information about support. Your health is important to us, so if you're thinking you can't do it, think again, because you have more support than you know.



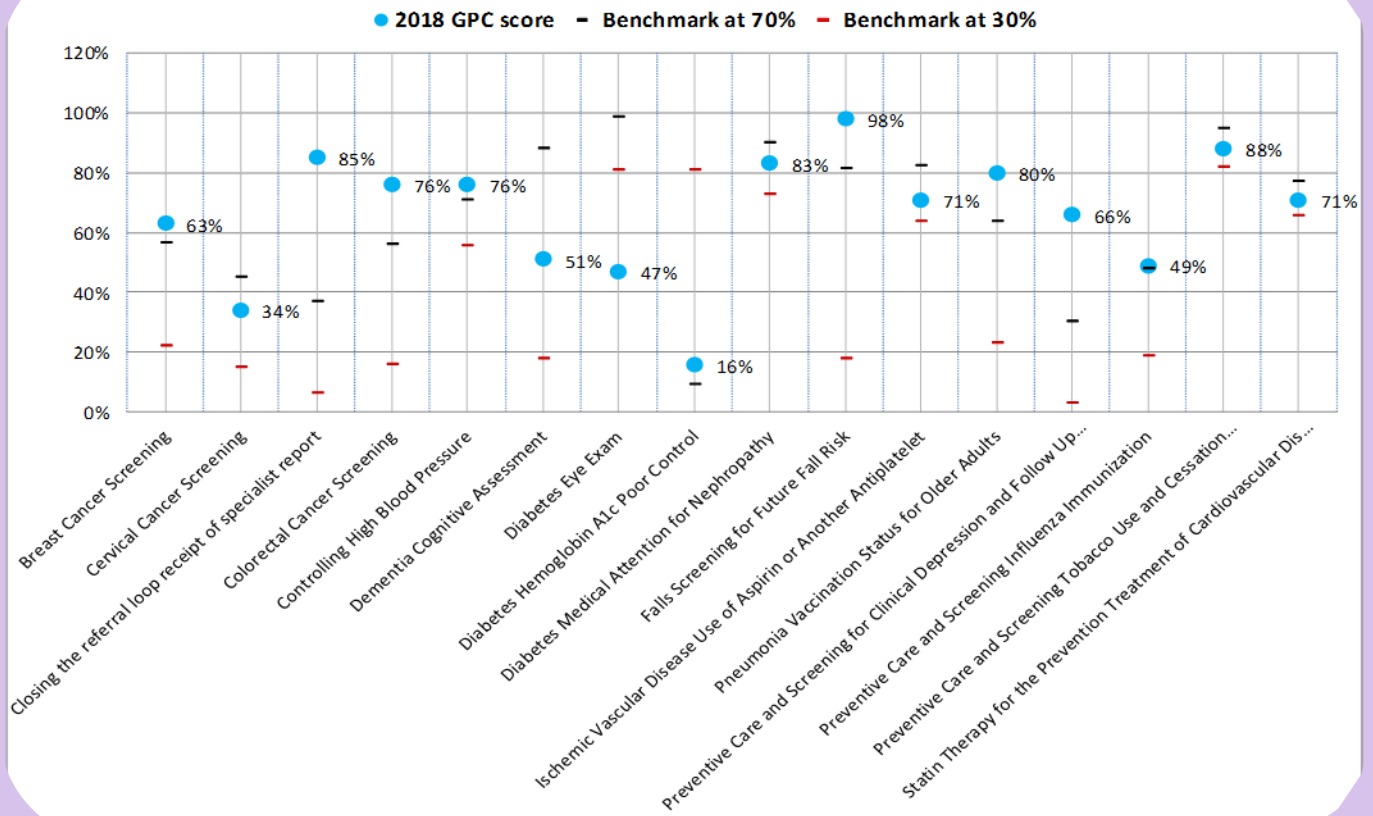
THE RESULTS ARE IN....

Grants Pass Clinic takes your care seriously. To help make sure we cover all aspects of your health, we internally monitor various health areas. For instance, if you are a diabetic we monitor to make certain diabetic labs are done. If you are within certain age groups we make sure you are offered necessary screenings for your preventive health. We also track how well we do in these areas and report our overall clinic scores to Centers for Medicare & Medicaid Services on the national level and the state's Oregon Health Authority. Recently, we wanted to know how you felt about our services, so for 2 weeks in January we handed out surveys to adult patients and parents of our pediatric population to learn information about the services and care you receive at Grants Pass Clinic. This special edition of our newsletter has an additional page attached with these results we wanted to share with you. These can also be found on our website at <https://www.grantspassclinic.com/clinic-news/>



Domain Summary	Adult/Pediatric%	Benchmark	Outcome
DOMAIN 1 - GETTING TIMELY APPOINTMENTS, CARE AND INFORMATION			
These questions tell us how you feel about your access to appointments and your medical information.	ADULT 65%	75%	NO PASS
	PEDS 87%	81%	PASS
DOMAIN 2 - HOW WELL PROVIDERS COMMUNICATE WITH PATIENTS			
These questions tell us how you feel about how your provider and care team communicate with you and/or your child.	ADULT 84%	91%	NO PASS
	PEDS 92%	94%	NO PASS
DOMAIN 3 - PROVIDERS' USE OF INFORMATION TO COORDINATE PATIENT CARE			
These questions tell us how you feel about your provider uses information for care for you and/or your child's medical care.	ADULT 72%	78%	NO PASS
	PEDS 85%	85%	PASS
DOMAIN 4 - HELPFUL, COURTEOUS, AND RESPECTFUL OFFICE STAFF			
These questions tell us how you feel about our office staff.	ADULT 80%	87%	NO PASS
	PEDS 97%	84%	PASS
DOMAIN 5 - PATIENTS' RATING OF THE PROVIDER			
These questions tell us how you rate you and/or your child's provider.	ADULT 80%	88%	NO PASS
	PEDS 80%	89%	NO PASS

Grants Pass Clinic 2018 Quality Metric Overview

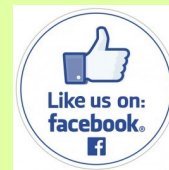


FIND US ON THE WEB:

WWW.GRANTSPASSCLINIC.COM



OR



WWW/FACEBOOK.COM/GRANTSPASSCLINIC

LOCATION

Grants Pass Clinic, LLP
 495 SW Ramsey Avenue
 Grants Pass, OR 97527
541-476-6644



HOURS

Monday through Friday

8:00 am - 5:00 pm : Clinic
 7:30 am - 5:30 pm : Laboratory
 8:00 am - 5:00 pm : Radiology