

App. Services Provided by DHHA

Performance Benchmarks

A-1 Medically Indigent Patient Care

Mortality rates within expectation, accreditations, and reporting. Additional Performance Criteria include:

Number	Contract Criterion	GOAL
1.5I	Childhood Immunization Rate	90% of the active user population 24-35 months of age will have childhood immunization compliance maintained.
1.5J	Percent Women Entering Prenatal Care:	
	1 st Trimester	70% of women will begin prenatal care within the 1 st Trimester
	2 nd Trimester	20% of women will begin prenatal care within the 2 nd Trimester
	3 rd Trimester	10% of women will begin prenatal care within the 3 rd Trimester
1.5L	Patient Satisfaction	
	Community Health Service	A new survey tool that measures outpatient experience will be implemented by July 2011 and the goal is an overall patient satisfaction rate of 80% or above.
	Denver Health Medical Center	An overall patient satisfaction rate of 80% or above.
1.5M	Mammogram Screening	65% of active users over age 50 years.
1.5N	Pap Smear	80% of women 21-64 years of age must obtain a pap smear at least once in three years.
1.5O	Wellness checkups for adolescents	60% of adolescents, ages 13-17, will have a preventive services visit with appropriate screening in the once every 12 months.
1.5P	Diabetes Monitoring	
	Kidney Function (Monitoring Nephropathy)	75% of Diabetic patients will have appropriate monitoring of kidney function.
	Foot Lesions	70% of Diabetic patients will have their feet checked for foot lesions during exam.
	Eye Exams	60% of Diabetic patients will be referred for a retinal eye exam.
	Diabetes- per cent of diabetics with HBA1c < 9	70% of Diabetic patients will have an HBA1c < 9
	LDL C Controlled (LDL-C<100 mg/dL)	45% of Diabetic patients will have an LDL-C<100 mg/dL)
1.5Q	Hypertension Control	70% of patients identified with hypertension will have their blood

		pressure under control as defined by current standards.
1.5R	Smoking screening Tobacco Use Status: Advise or Refer	Maintain smoking assessment, advice and refer for 85% of adults.
1.5S	Seniors, Flu Vaccinations	60% of seniors, 65 years or older who are active patients receiving care will receive flu vaccinations.
1.5T	Survival with Trauma	Survival rate for blunt and penetrating trauma will be maintained within 5% of 2009 experience:
	Blunt	Survival rate for blunt trauma will be maintained within 5% of 2009 experience, which is 96.3%.
	Penetrating	Survival rate for penetrating trauma will be maintained within 5% of 2009 experience which is 86.8%.
	CMS Core Measures	
1.5U	<u>Surgical Care</u>	100% of surgical patients will receive antibiotics within 1 hour before surgery.
	<u>Congestive Heart Failure</u>	100% of patient with congestive heart failure will have an ACE-inhibitor prescribed at discharge for systolic dysfunction.
	<u>Acute Myocardial Infarction</u>	100% of patients with an acute myocardial infarction will have aspirin prescribed at discharge.

A-2 Emergency Medical Services

Performance Criteria:

	Dispatch – 95% (Call Answered to Unit Assigned)	Response – 90% (Unit Assigned to Unit Arrived)	TOTAL – 90% (Call Answered to Unit Arrived)
Call Answering and Processing- Denver 911	1:30	N/A	
ALS – Denver Health	N/A	9:00	10:30

Authority’s Clinical Criteria. The following clinical performance measures for each call will be reported by the Authority in its quarterly performance report:

- A. The administration of aspirin to STEMI

(cardiac alert) patients, unless contraindicated or a recent previous aspirin ingestion is documented.

B. Elapsed time from when paramedics arrive at the scene until Emergency Department arrival of the transporting unit for STEMI (cardiac alert) patients, with direct transport to an identified interventional (PCI) facility.

C. Transport ambulance scene time for trauma patient emergency transports.

D. Transport of emergency trauma patients to a designated trauma center.

E. Out-of-hospital cardiac arrest survival rate reported under the Utstein Criteria definition.

The Authority shall be responsible for meeting its time and clinical performance criteria. The Authority can meet its response time performance criteria either by meeting the 9 minute ALS Response time of 90% from unit assigned to unit arrived or by meeting the 10 minute 30 second Total Response time from Call answered to Unit Arrived.

- | | | |
|-----|------------------------------|--|
| A-3 | Public Health | Reporting; communicable disease consultation available 24-7; walk-in immunizations, sexually transmitted disease clinic, birth and death certificates, all Monday through Friday. |
| A-4 | Denver CARES | 10 hours of van service per day; daily census of 52 (excluding Veteran's program); detoxification of 364 inebriates per week; 100% of women of child bearing age offered a pregnancy test, and if appropriate, referred for follow up care; emergency services patrol response time of 35 minutes; average length of stay 36 hours or less. |
| A-5 | Substance Treatment Services | 60% of the methadone clients will have "clean" urine tests; comprehensive assessments and evaluations will be performed on 95% of patients, on a same day walk-in basis (totals approximately 800 evaluations per year); 90% of infants delivered by women in treatment as part of the Special Connections program will be free of any illicit substances; 20 Special Connections women will be in treatment in this Fiscal Year; 80% of clients admitted to HIV Intervention Services will realize continued medical care as well as a reduction in use of either |

alcohol or illicit drugs (approximately 50 to 60 clients will be admitted in Fiscal Year);
 90% of women enrolled in Specialized Women's Services will be offered PAP smears, screening for their children for immunizations, and mammograms for age/risk appropriate clients;
 100 to 150 women will be enrolled in Special Women's Services in the Fiscal Year.

- A-6 Prisoner Medical Services (at DHHA) Reporting requirements; utilization management; collection from 3d party payers.
- A-7 DIA Medical Clinic By separate agreement.
- A-8 Denver Health Medical Plan Same performance standards as other health plans offered to employees; membership disenrollment rate not to exceed 10% in any given year.
- A-9 Rocky Mountain Poison Center Telephone lines will be answered within six rings;
 Poison Center will answer phones 24 hours a day, 365 days a year;
 physicians will respond to complicated, difficult or unusual cases within 10 minutes of page;
 maintain certification by the American Association of Poison Control Centers;
 provide public education in the Denver Metro Area;
 Rocky Mountain Drug Consultation Center will answer telephone calls within six rings during working hours 8:00 a.m. to 4:30 p.m., Mountain Time;
 annual and quarterly reports.
- A-10 Coroner-Env. Health Lab Services Office of Medical Examiner shall deliver specimens to DPLS;
 Chemistry, Hematology, Blood Banking, and Special Chemistry test results shall be available within four (4) business days following receipt by DPLS;
 Routine Microbiology culture results (excluding cultures for fungi or mycobacteria) shall be completed within five (5) business days following receipt by DPLS;
 Routine Histology slides shall be available within seven (7) days following specimen receipt by DPLS;
 Molecular Diagnostics test results performed in-house by DPLS shall be available within seven (7) business days following specimen receipt by DPLS;

City shall notify DPLS of any time-sensitive testing requirements;
 On request for time-sensitive laboratory testing, the Authority shall meet the time requirements of the City whenever possible;
 If the laboratory is unable to run a requested test within the TAT specified, it shall immediately notify the Office of Medical Examiner or other affected City agency;
 All concerns or complaints regarding laboratory services shall be directed to the Director of Pathology and Laboratory Services;
 The laboratory code of ethical behavior ensures that all testing performed by the laboratory are billed only for services provided;
 All marketing and billing is performed in accordance with community standards; all billing is for usual and customary services;
 All business, financial, professional, and teaching aspects of the laboratory are governed by standards and professional ethics.

<u>App.</u>	<u>Services provided by DHHA</u>	<u>Benchmarks</u>
B-1	DDHS - Psychiatric Evaluations and Consultations	72, 2-hour time slots per year for evaluation of clients or other staff consultation by a Ph.D. or M.D. level clinician; scheduling of referral appointments within 30 days (evaluations for urgent client situations within two weeks of referral); verbal report to worker or attorney on each comprehensive psychiatric or psychological evaluation within 72 hours of the evaluation; typed report of the evaluations and diagnoses within two weeks of the referred client's actual evaluation; initial progress report and treatment plan to the caseworker within 1 month of intake and subsequent progress reports every two months or prior to court hearings providers capable of discussing parental capacity to adequately and safely care for and meet the needs of the child based on their interaction and assessment of parent; expert testimony.
B-2	DDHS - Family Crisis Center	Examination of children in shelter placement at FCC, Monday through Friday; emergency, after hours assessments at the Denver Emergency Center for Children or Emergency

		Department 24 hours/day, 7 days/week; child abuse and neglect consultations at pre-established locations agreed upon by both parties, including urgent requests; results of all medical assessments of possible abuse/neglect will be communicated to the referring social worker from Human Services at the completion of the exam; court testimony.
B-4	Occupational Health & Safety Clinic (non-worker comp)	Report completed and returned within five (5) working days of evaluation; progress review every 45 days with report 5 days after; treatment plan review every 45 days; performance review of referral consultants; quarterly random audit of worker's comp. files; savings sharing.
B-5	Jail Medical Services (at DDC and DCJ)	Accreditation, credentialing, and reporting requirements; utilization management; on-site medical, nursing, pharmacy and psychiatric services.
B-9	Aid to Needy Exams	Monthly list of exams done.
B-10	Head Start	Done by separate agreement.
B-11	Police Dept.-SANE Program, DUI blood draws, standby calls.	
B-11	Funding for construction of new Montbello clinic.	

App.	Services Provided by City	Benchmarks
C-1	Career Service Authority	3 working day turnaround, after receipt, of personnel action forms; reclassification studies within 90 days of the receipt of the request; new classifications created within 90 days of the receipt of the request; voluntary demotion paper work within 3 working days of its receipt at Career Service;

		no more than 60 days for audit or approval of layoff plan or any other activities, which Career Service performs in conjunction with a layoff; within fifteen days of the end of each quarter of the calendar year, generate reports listing the number of promotional candidates and the number of examinations for promotion for the Authority that it has processed that quarter.
C-2	Manager of Finance	
C-3	City Attorney - Employment Law	
C-4	Central Services Division	
C-5	Office of Employee Assistance	
C-7	Workers' Compensation	
C-8	Tech Services	
C-9	Denver Police Department	Provide traffic accident reports within 72 hours of a request.
C-10	Denver Sheriff Department	
C-11	Fleet Maintenance - Vehicle Fueling	
C-12	Miscellaneous Services	
C-TBD	Universal Call Take for EMS	