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Middleboro Pediatrics works to improve clinical quality, efficiency for our patients and families. It is MP's policy to continuously measure performance date as a means of identifying opportunities for quality improvement. The continuous measurement allows MP to understand performance strength, weaknesses and improvement opportunities.

MP measures performance in a variety of areas. These areas include immunization rates, preventative care, chronic care, acute care, and vulnerable populations. The monitored areas are determined by the practice's providers and are re-evaluated on a yearly basis. The selected measure may be changed depending on the needs of the practice and its patients.

Number of days from Emergency Room (ER) and Urgent Care Facilities discharge to follow-up call

Middleboro Pediatrics maintains a manual Patient Discharge Tracking Log of ER and Urgent Care discharges for our patients as we are notified of these visits via fax. It is MP's policy to bi-annually measure for a period of at least 6-week intervals (2 times a year), the average number of days after an ER and Urgent Care discharge that it took MP to reach out to the patient with a follow-up call. Our policy is to make a follow-up call no later than 7 days from time of discharge. Our goal is to provide timely follow-up calls after a discharge to assure the patient's needs are met.

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| ER and Urgent Care discharges from 5/1/16 through 6/23/16 | Average number of days from ER and Urgent Care discharge to follow-up call = 1.4 days 244 days (numerator)/172 discharges (denominator) |
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