

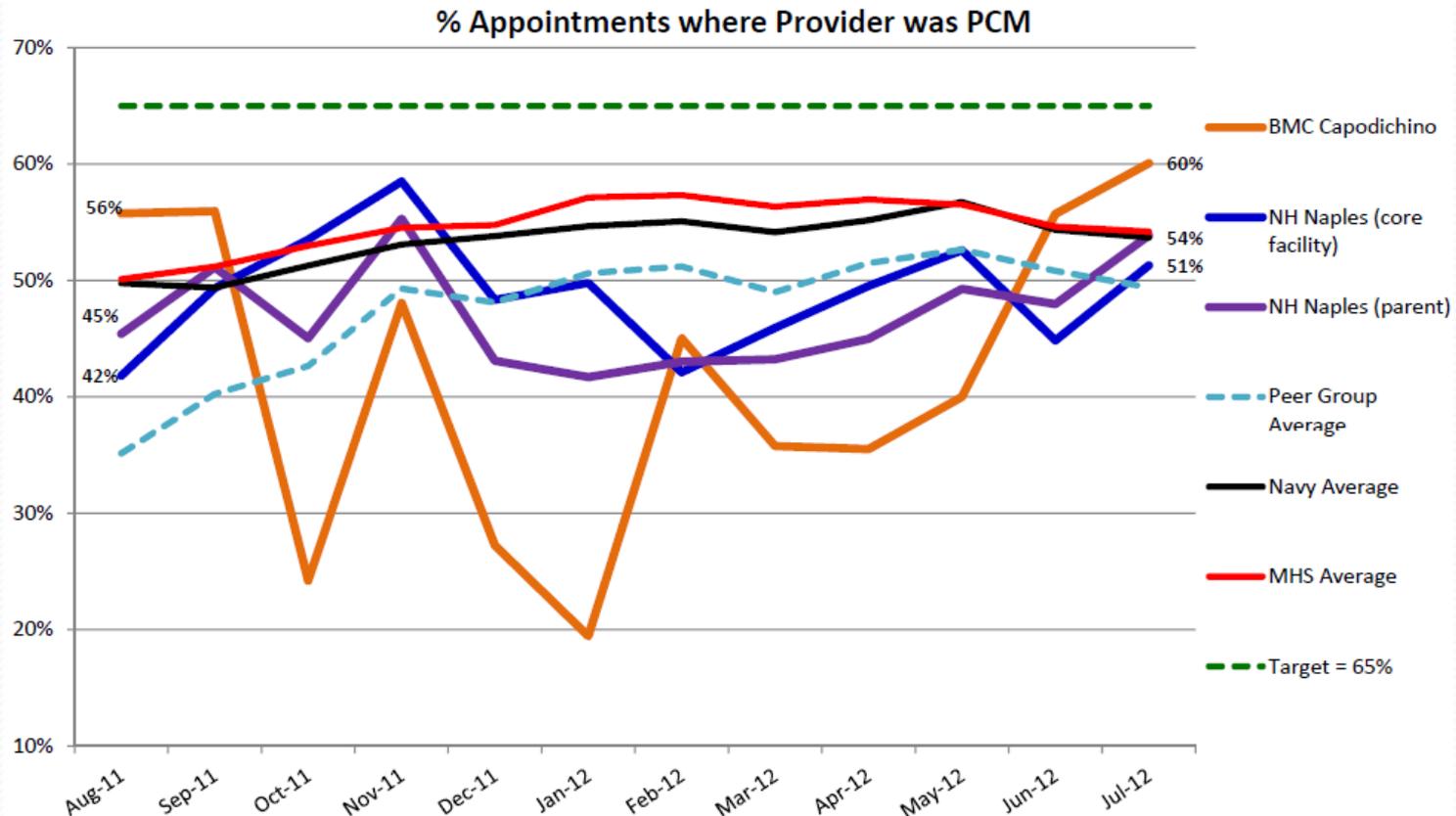
Successes of the  
**Medical Home Port Clinic**



USNH Naples, Italy

# Access to Care- PCM Continuity

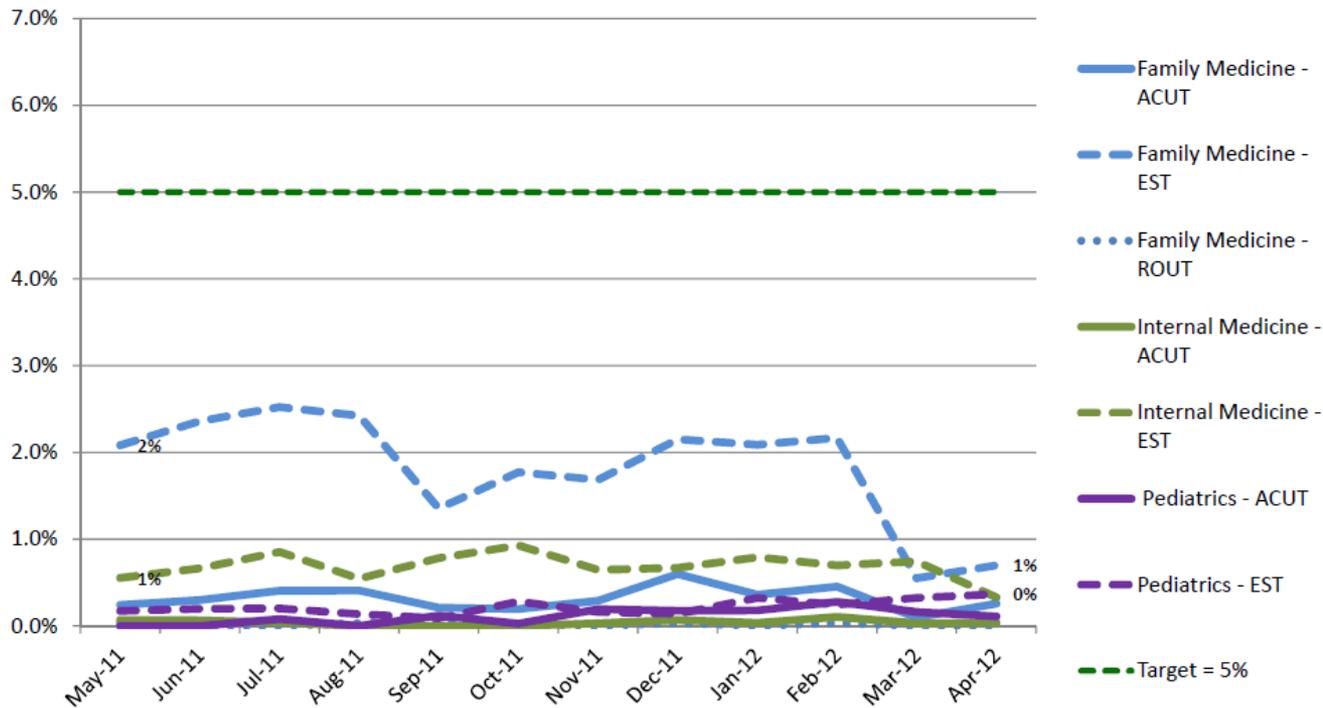
PCM continuity measures how often our patients see their assigned primary care manager. USNH Naples marks are comparable to or higher than that of our peers and the Navy average. This means that our patients have access to their specific provider.



Source: CMS, August, 2012. Peer Group includes NH Guantanamo Bay, NH Rota, NH Sigonella, NH Naples, NH Guam, NH Yokosuka, NH Okinawa

# No Show Rates

No show rates examine the number of patients who do not show up to their scheduled appointment. No show rates at USNH Naples are well below the target of 5%. This means that our patients are coming to their scheduled appointments.

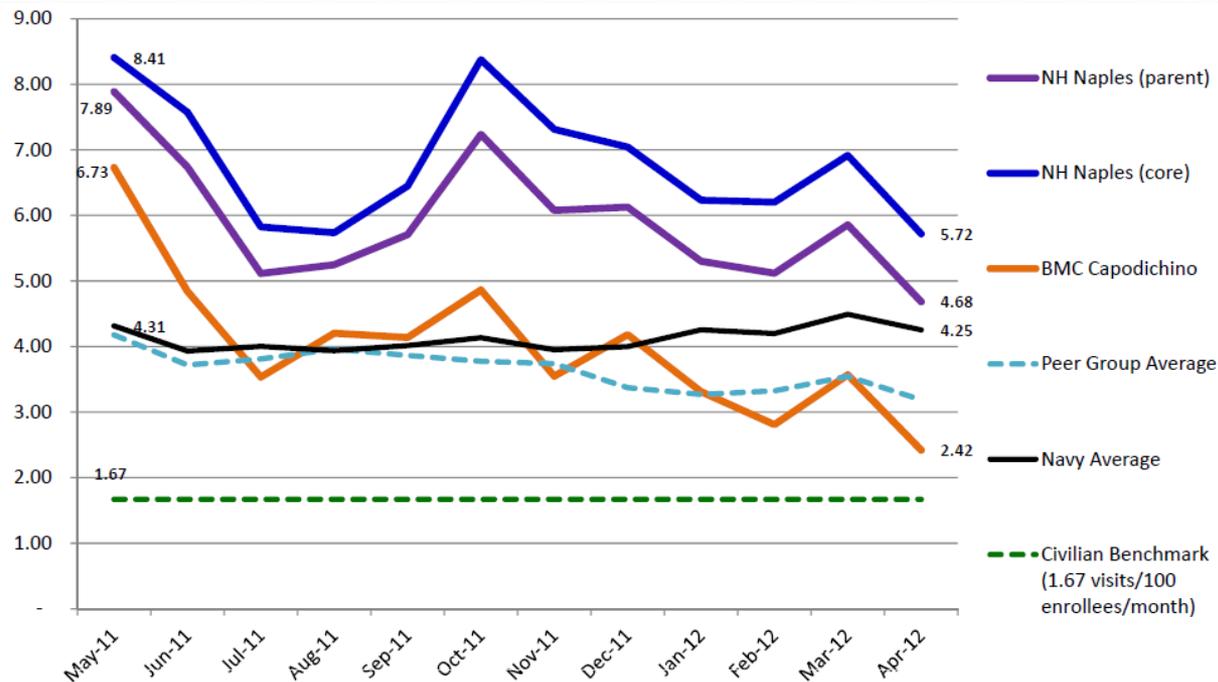


- Figures represent % of each appointment type recorded as a no-show.
- Includes MEPRS BAA, BDA, BGA, BGZ, BHA

Source: M2, August 2012

# ER Utilization

The ER utilization data measures how many of the Medical Home patients are using the ER for their care. USNH Naples has made great improvement, through active patient management, in getting our patients to the Clinic and out of the ER. We continue to strive to meet the benchmark of 1.67 visits per 100 enrollees.



Peer consists of NH Guam, NH Guantanamo Bay, NH Okinawa, NH Rota, NH Sigonella, NH Yokosuka  
 Source: M2, July 2012