



- ▲ Identify barriers and provide solutions i.e., transportation, extended clinic hours, immunization clinics.
- ▲ Identify existing barriers (i.e., access to care, cost, anxiety, embarrassment and fear, attitudes and beliefs, level of education, race/ethnicity, income and insurance coverage) to implement policy, procedural changes to increase the rate HEDIS measures, and other preventive screenings services.
- ▲ Use reminder notifications that immunizations are due and recall notifications that immunizations are past due.
- ▲ Develop strategies to prevent missed opportunities for preventive screenings and services.
- ▲ Increase community demand to promote preventive services and screenings through patient reminders, small or mass media, group and one-on-one education.
- ▲ Conduct chart review to identify evidence of previous screening, services or exclusion.



- ▲ Utilize patient-focused educational materials.
- ▲ Utilize open-ended questioning when engaging patient.
- ▲ Complete pre-visit planning to identify all gaps and call the patient to come in.
- ▲ Coordinate lab testing prior to the office visit so that results can be reviewed and treatment plans adjusted as needed.
- ▲ Repeat abnormal lab tests later in the year to assess for improvement.
- ▲ Communicate with members and other treating providers to ensure all tests are completed and documented results are shared with the team.
- ▲ Establish process for obtaining laboratory results from other providers participating in the patient's care.
- ▲ Consider offering extended practice hours to increase care access.



- ▲ Remind patients of their appointment by making calls or sending texts.
- ▲ Refer uncontrolled diabetics to clinic care coordinator, if available, or case management services.
- ▲ Determine reason for open care gaps.
- ▲ Establish agreements between practice and specialists to provide arrangements for the exchange of information.
- ▲ Indicate the type of information that will be provided when referring patients and expectations (i.e. timeliness, content of response) from the specialist.
- ▲ Repeat BP reading during an office if the initial readings are high; monitor BP status at each visit and adjust medications as needed for control.
- ▲ Reference the CDC Immunization Vaccine Schedule: www.cdc.gov/vaccines/schedules