

Niagara Falls Memorial Medical Center Primary Care collects quality measure data through chart audits, electronic medical record reports and patient satisfaction surveys on an annual basis. Quality measures related to direct patient care, coordination of care and patient satisfaction are included.

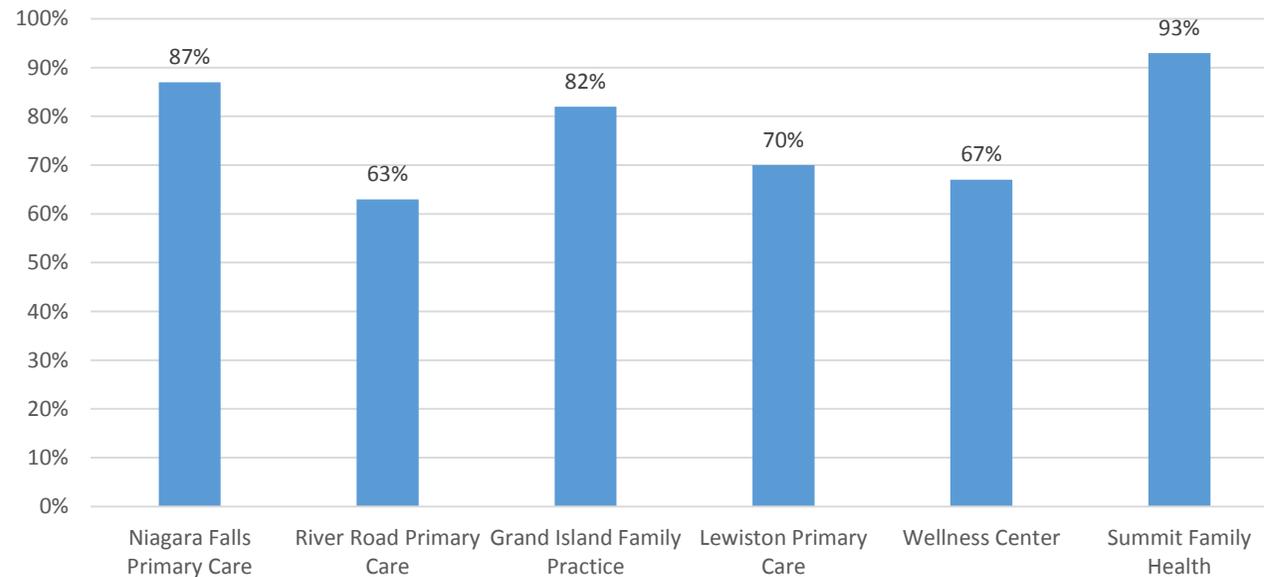
These quality measures are reviewed with the purpose of identifying areas that are in need of improvement and steps are taken to improve upon those measures. This process ensures that we are always providing our patients with the highest quality of care possible!



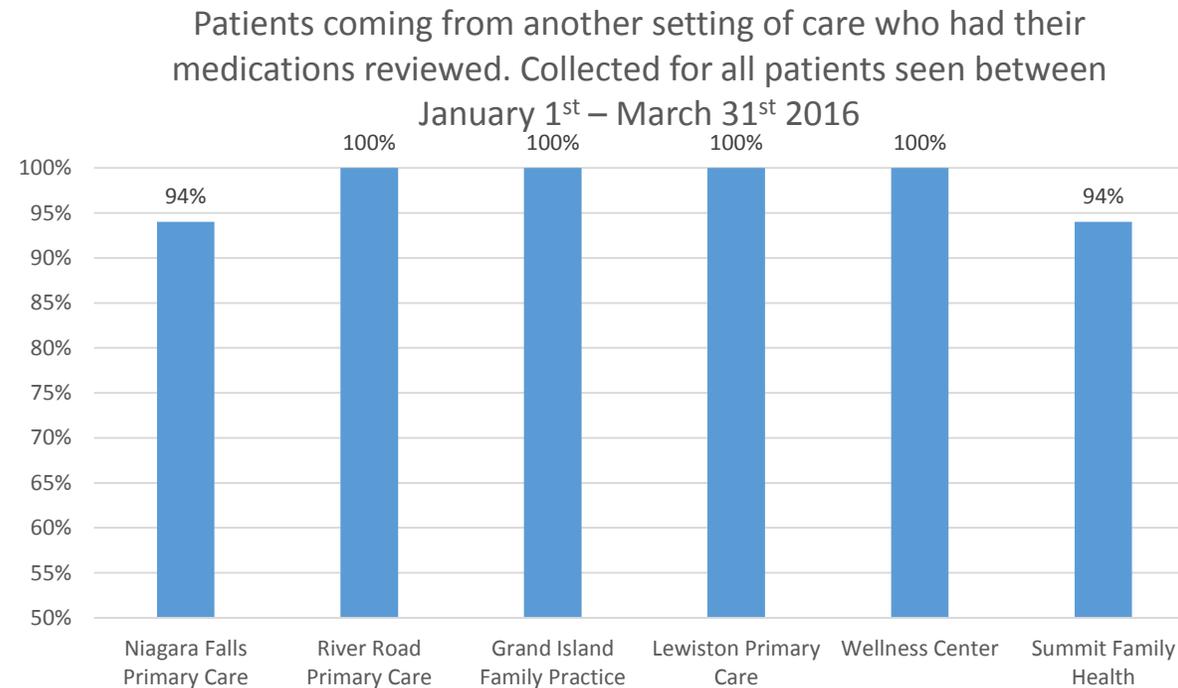
NIAGARA FALLS
Memorial Medical Center
Niagara's Premier Health Network

The HbA1c is a lab test that allows clinicians to get an overall picture of what our average blood sugar levels have been over a period of weeks/months. Patients with Diabetes are encouraged by their clinician to get this lab test done at least once every 6 months.

Diabetic patients with a recorded HbA1c in the last 6 months.
Collected in May 2016.



After a patient has visited a specialist or another clinician besides their primary care clinician, their medications are reviewed at their next visit. All medications that the patient takes are discussed and compared to make sure that there will be no harmful interactions between the medications.



Patients were given a patient satisfaction survey at all NFMCC primary care locations. One question asked patients how long they would have to wait for an appointment when they needed care right away. This question allows patients to indicate if they are getting access to the care they need in a timely manner.

Patients who reported getting an appointment within 0-3 days when they needed care right away. Collected from patients in March of 2016.

