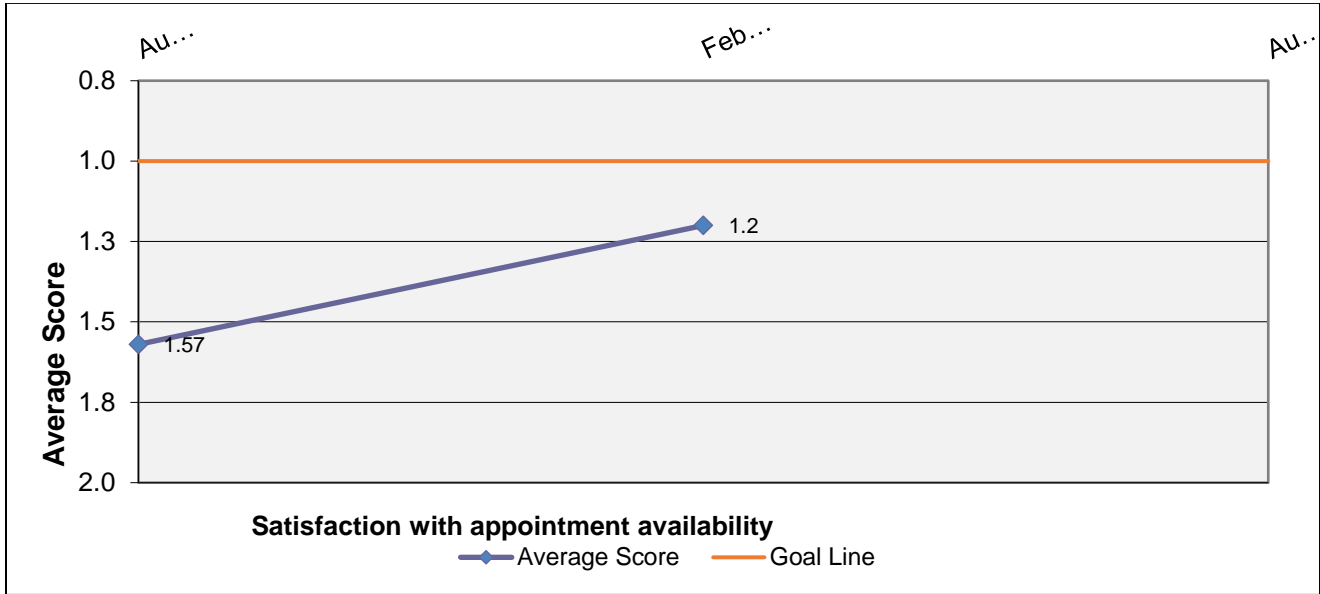


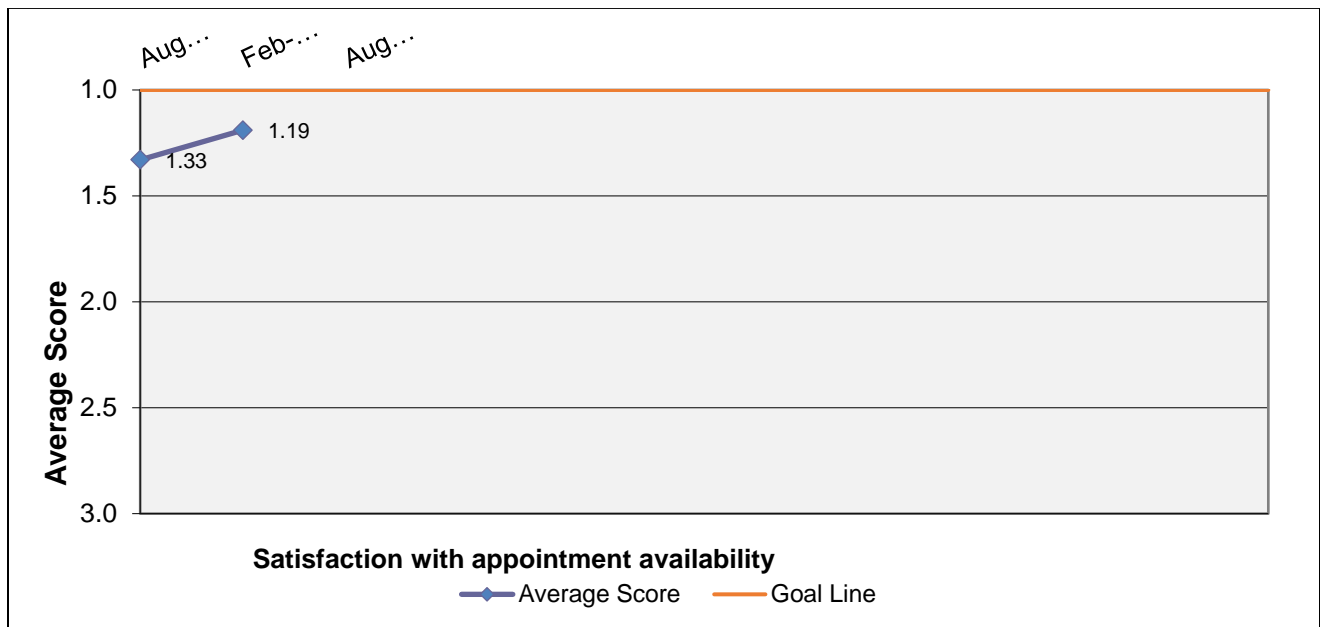
In order to serve our patients and families better, we at Pediatric Care have embarked on a process to seek national accreditation from the National Committee for Quality Assurance (NCQA). This accreditation will deem us to be a Medical Home practice. We are reviewing and revising every policy and procedure to bring an evidence-based, holistic approach to patient care. Everyone from administration and billing, to our front and back office staff and providers are involved in the process and we want our families to be stakeholders in the process as well. To that end, we will be checking with you periodically for your opinion on how these changes are meeting your needs. We look forward to your feedback and suggestions.

In the summer of 2016, we began the process with a satisfaction survey. We plan to invite your input at least twice a year. The areas targeted in these surveys will vary over time so we can measure your satisfaction over a range of topics. Thank you in advance for your participation in this process.

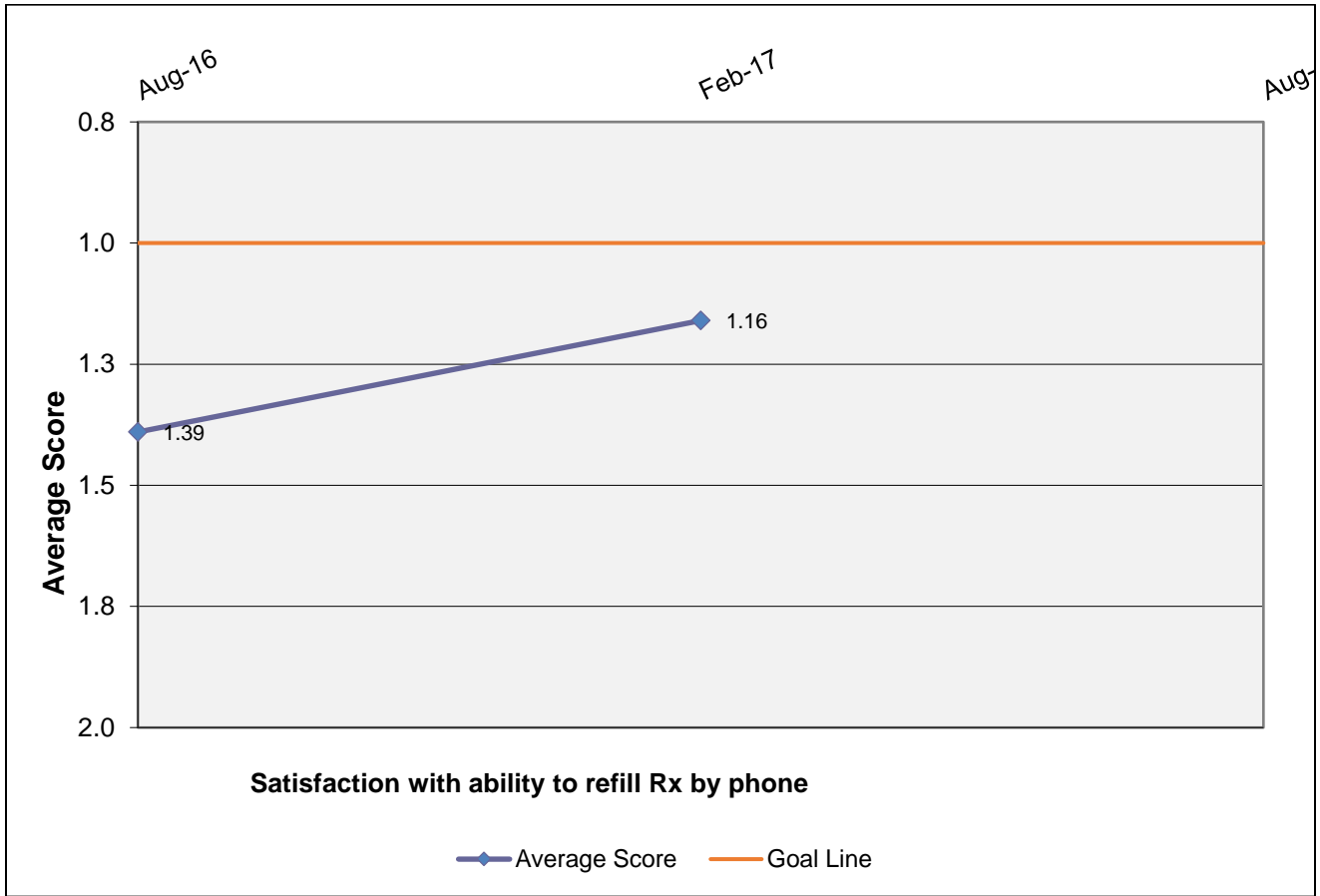
Compton Road Results



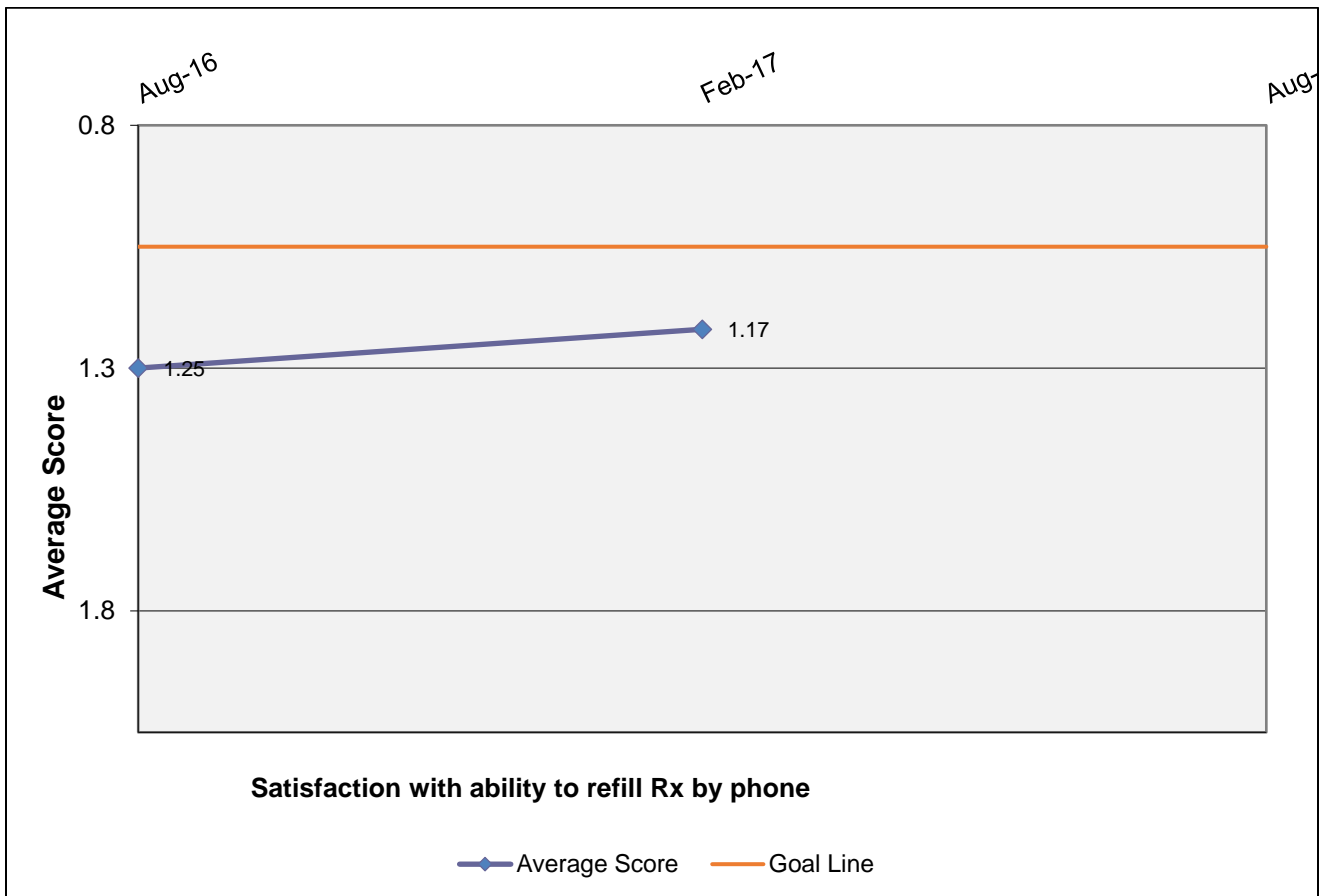
West Chester Results



Compton Road Results

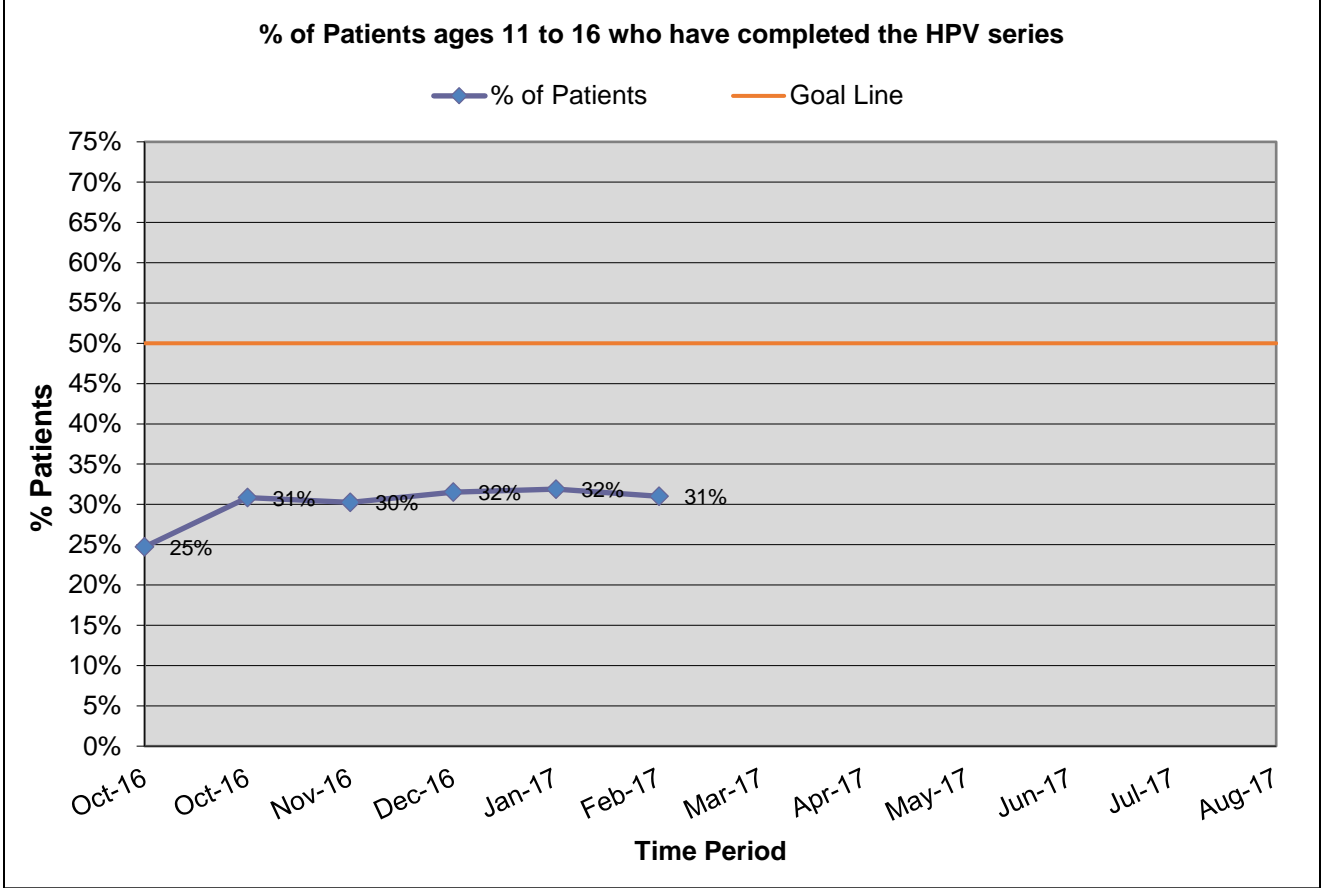


West Chester Results

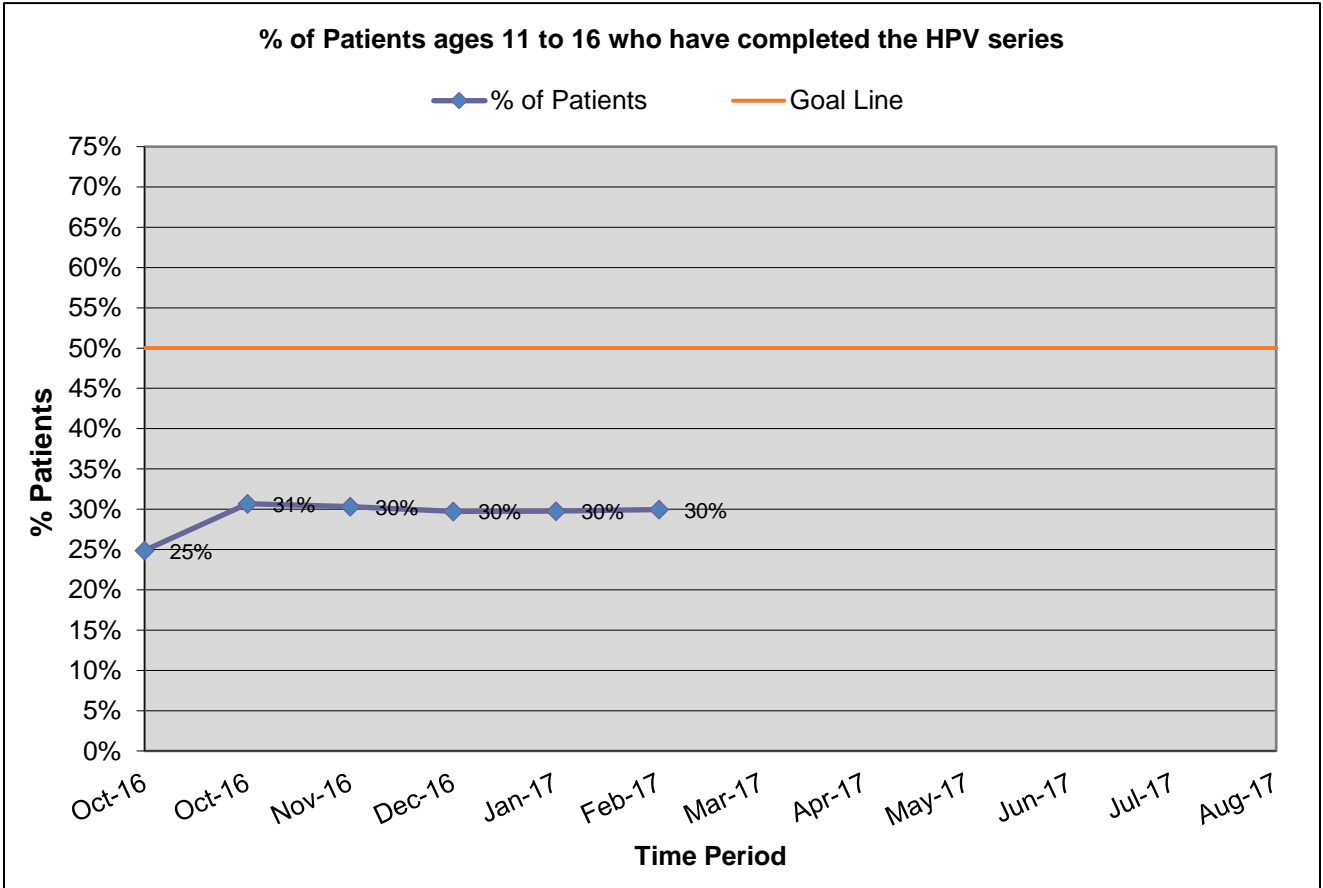


We are tracking our immunization rates for two vaccines. We have chosen to focus on meningococcal vaccine (Menactra) and HPV vaccine (Gardisil). The present goals are to reach 75% vaccination for Menactra and 50% for HPV with a hope to increase the goals in the near future. We hope that our families will realize the value of immunizing for these potentially catastrophic illnesses.

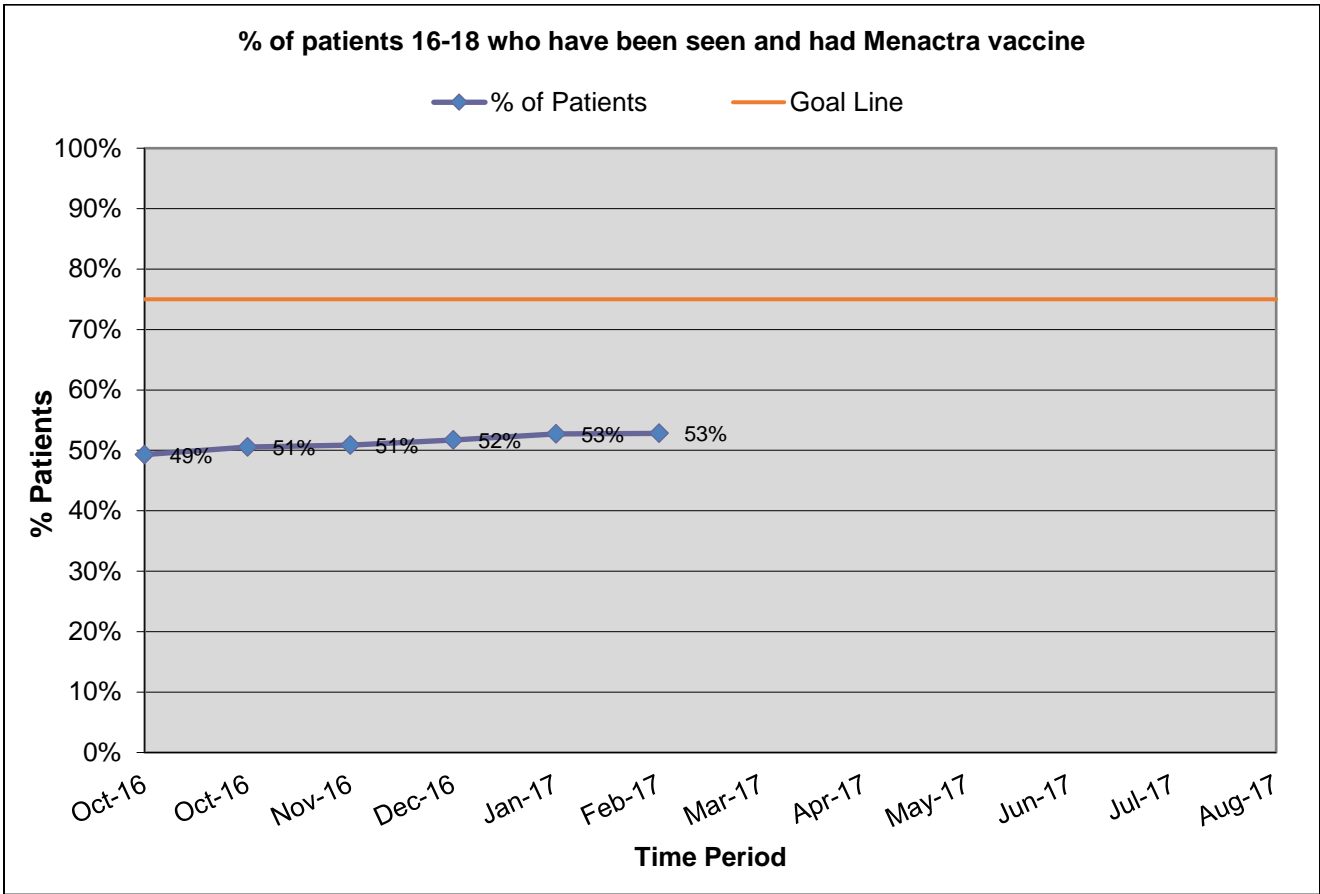
Compton Road Results



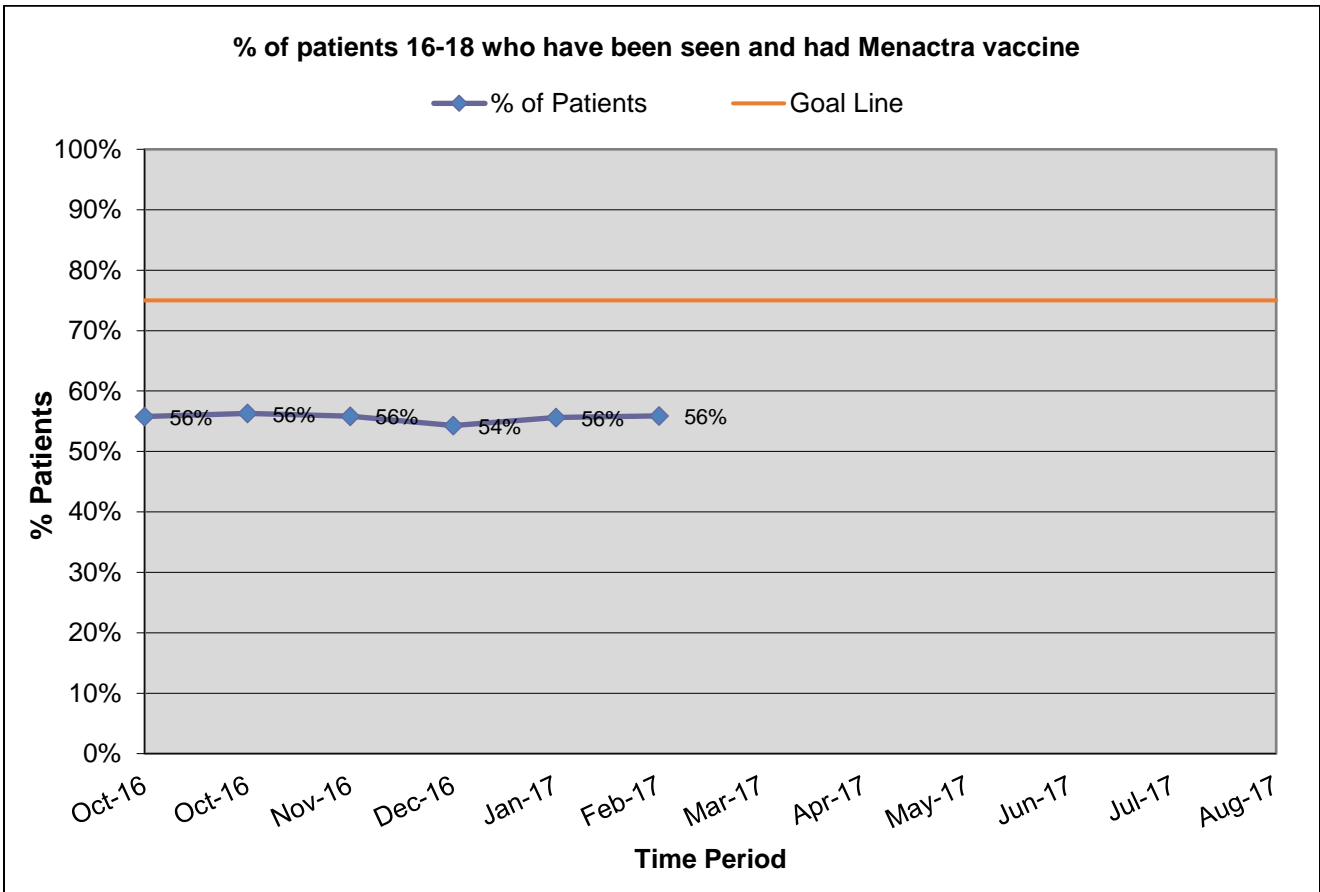
West Chester Results



Compton Road Results

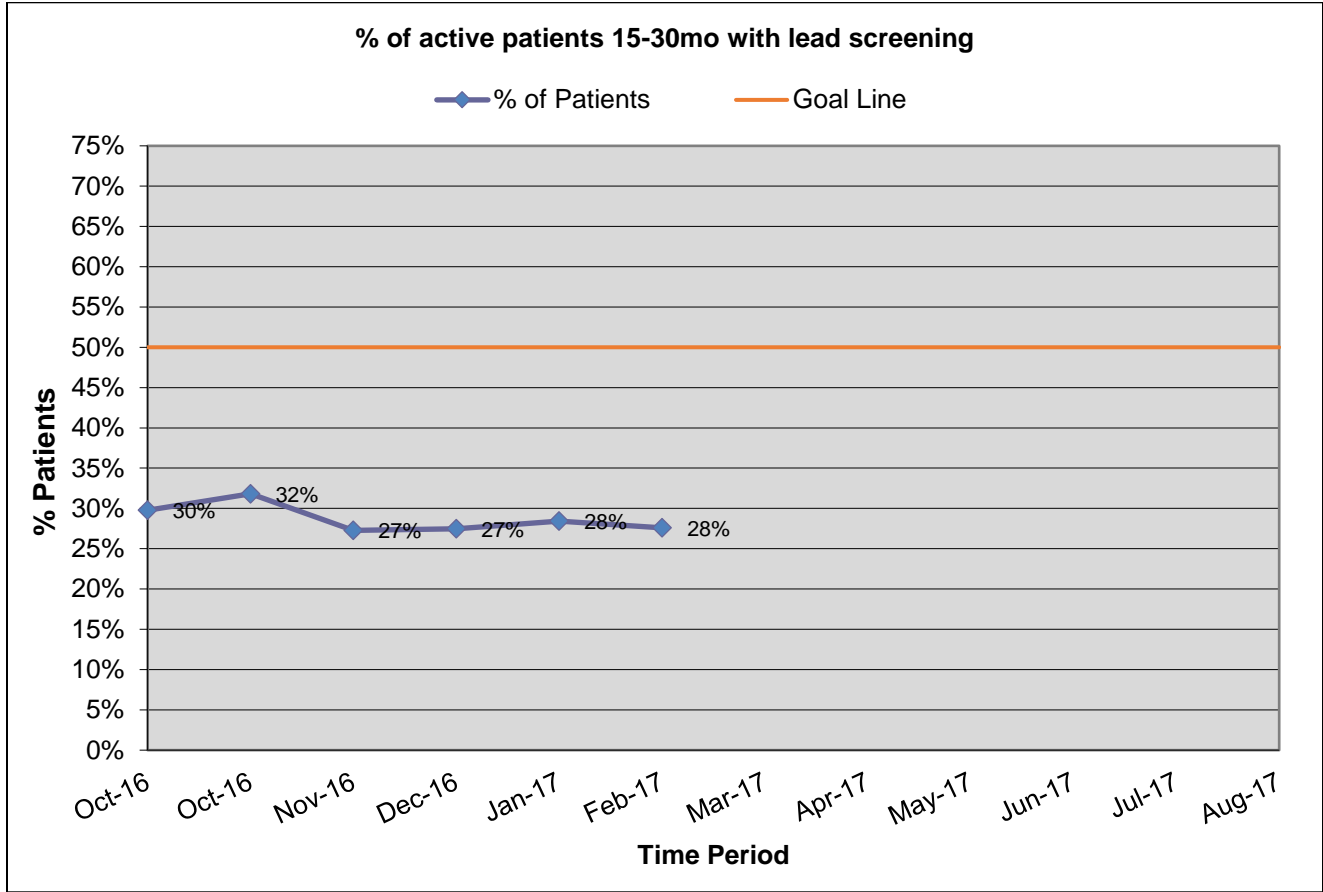


West Chester Results

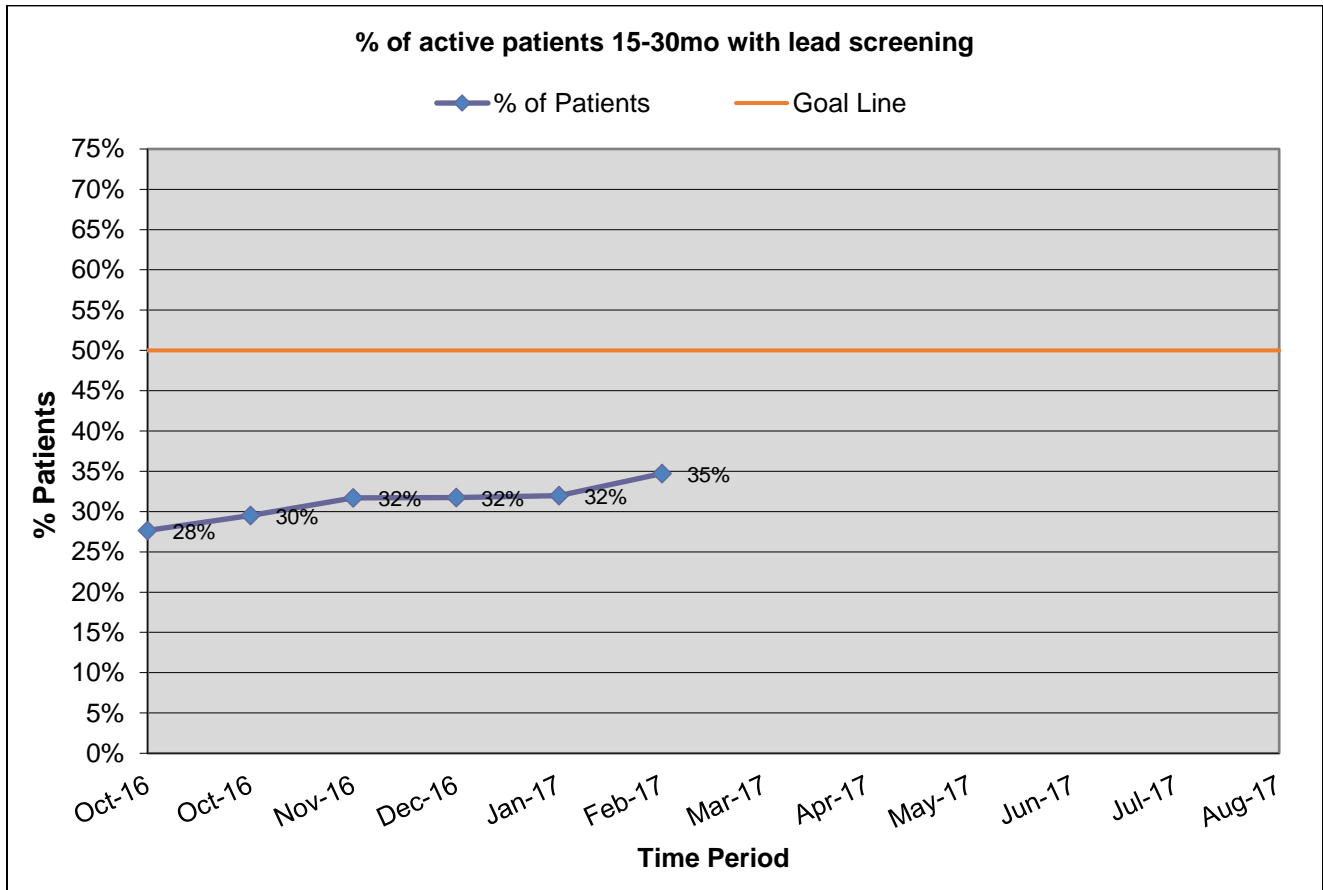


Lead exposure has been a national focus in recent months. We know that lead is dangerous for developing brains. Pediatric Care has been testing patients for lead exposure for decades. The goal is to be sure that all 9 month – 30-month-old children get tested twice for lead exposure. For the start of this tracking we want to achieve a goal of 50% of this age group being tested. Reviewing this data will help us see where we need to improve and develop strategies for improvement.

Compton Road Results

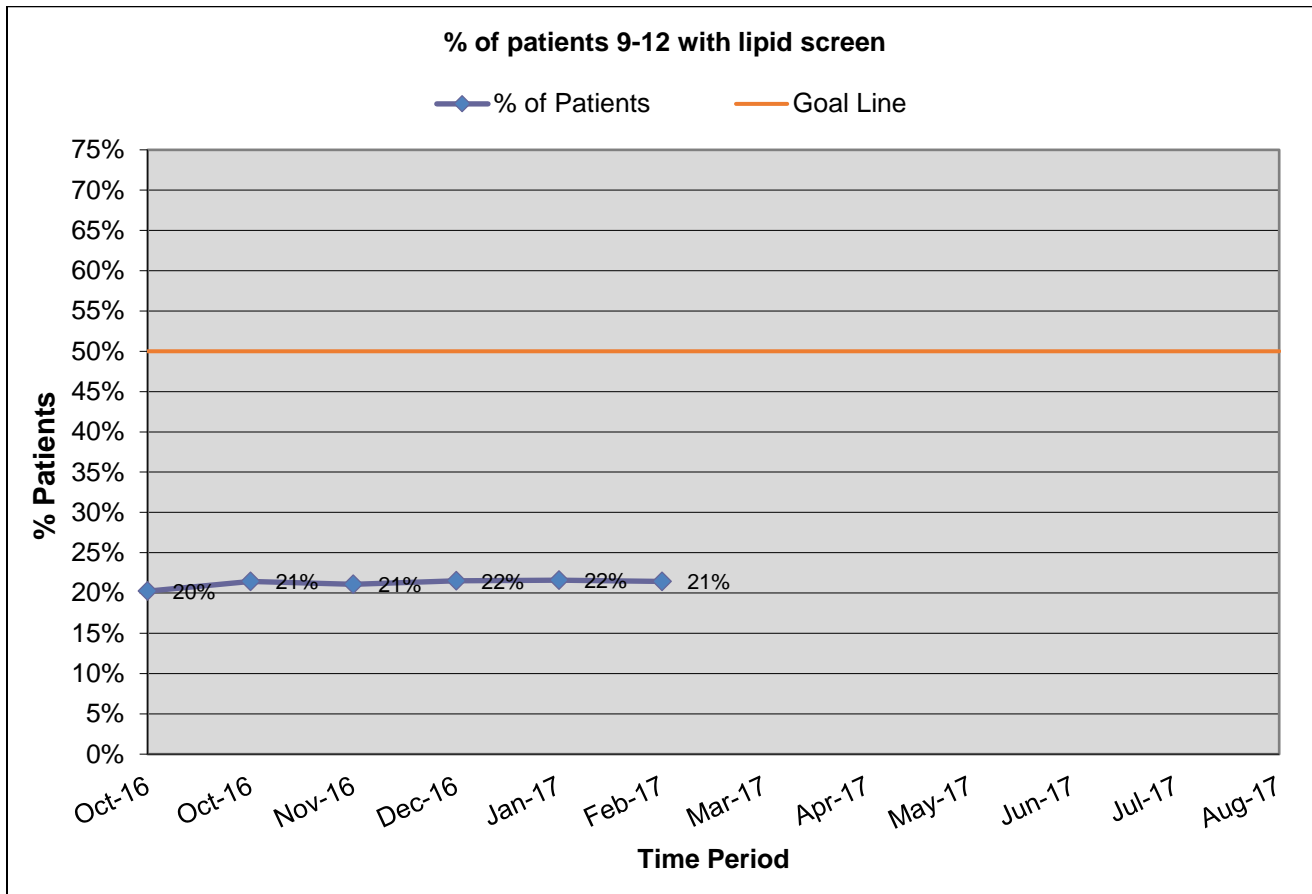


West Chester Results

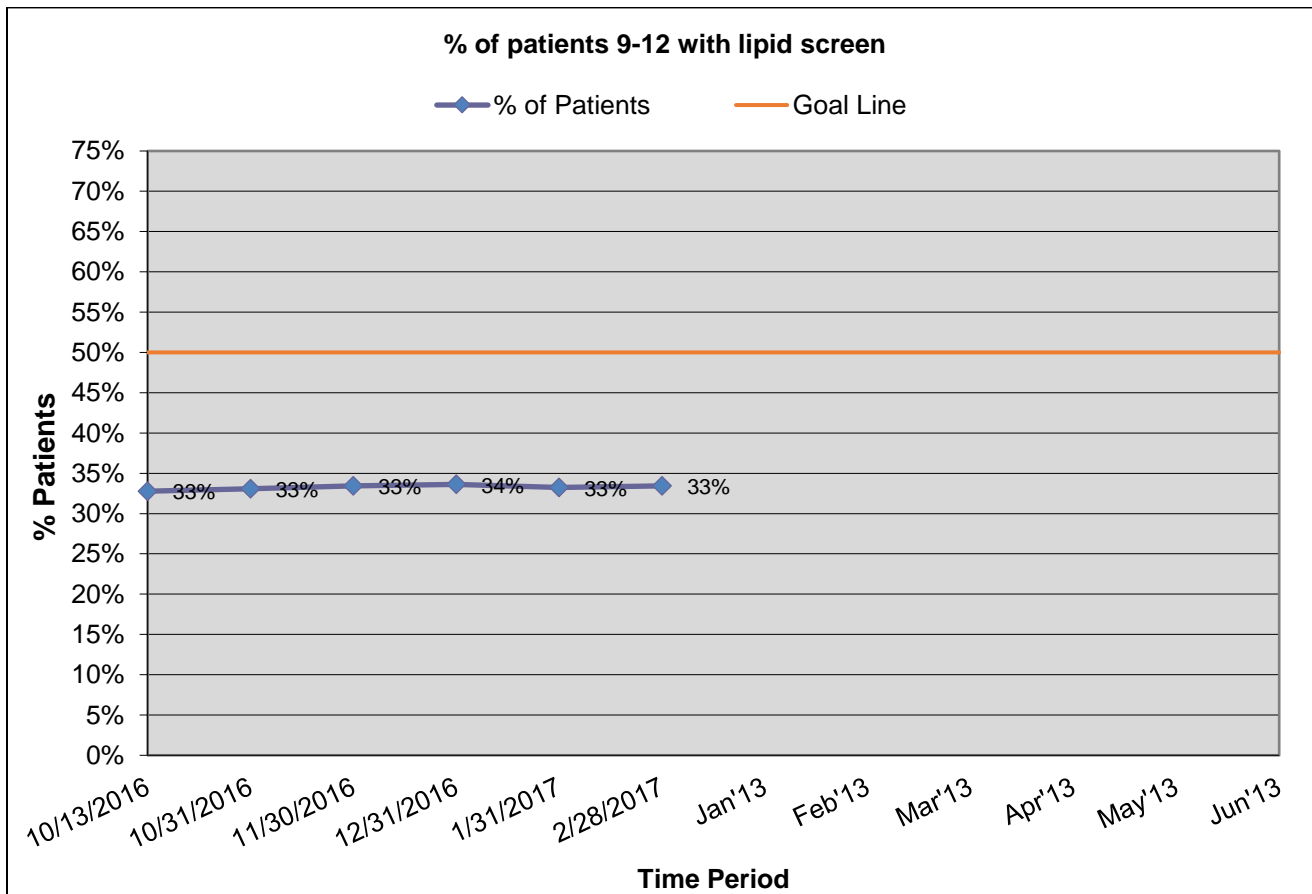


It is now recommended by the American Academy of Pediatrics that children be tested for cholesterol twice during childhood and late adolescence. We currently test our patients at 10 years and 17 years (unless they missed one of those time periods, then we would test at a different age). The goal for the start of this tracking is 50% of all 9 year to 12 year olds.

Compton Road Results

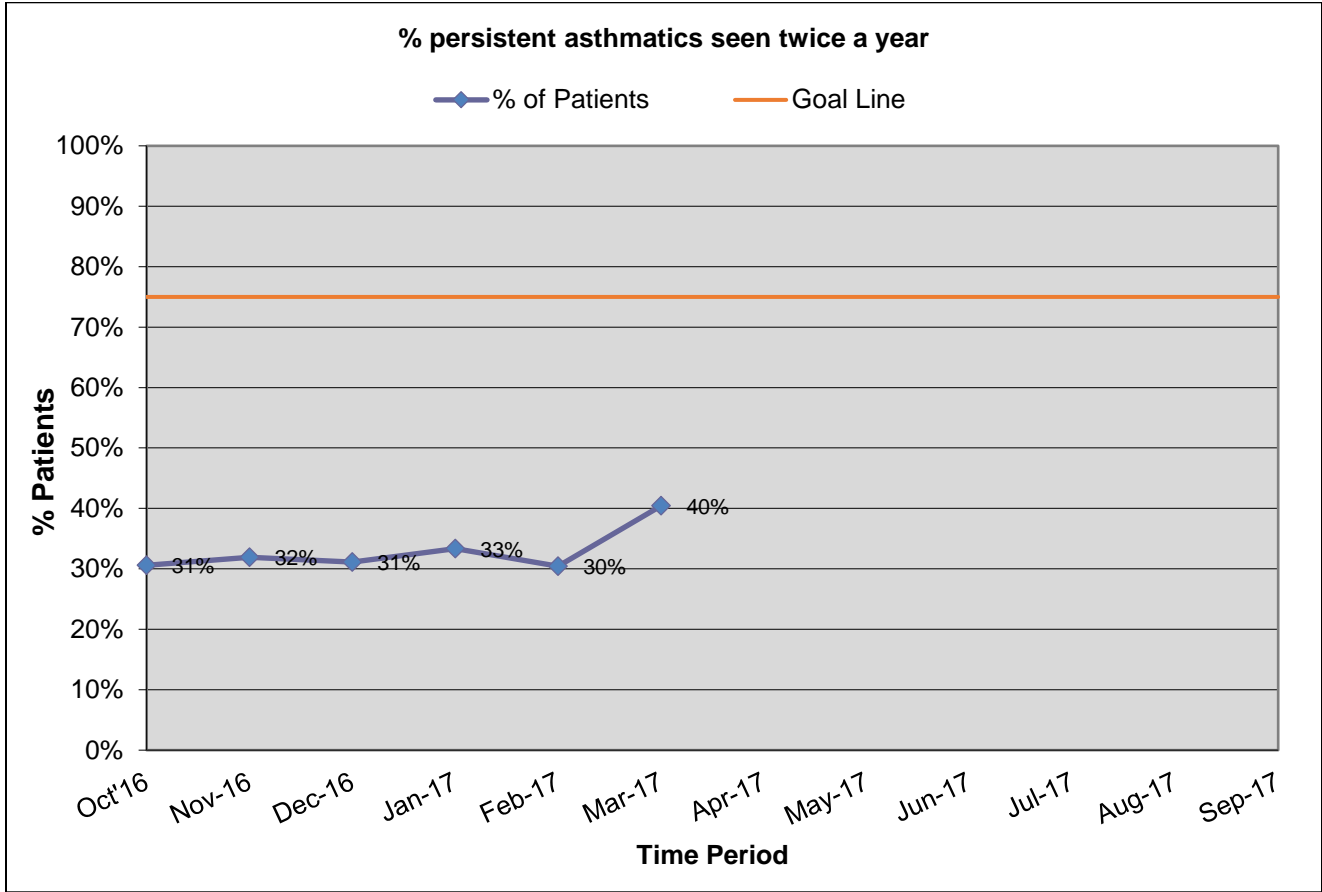


West Chester Results

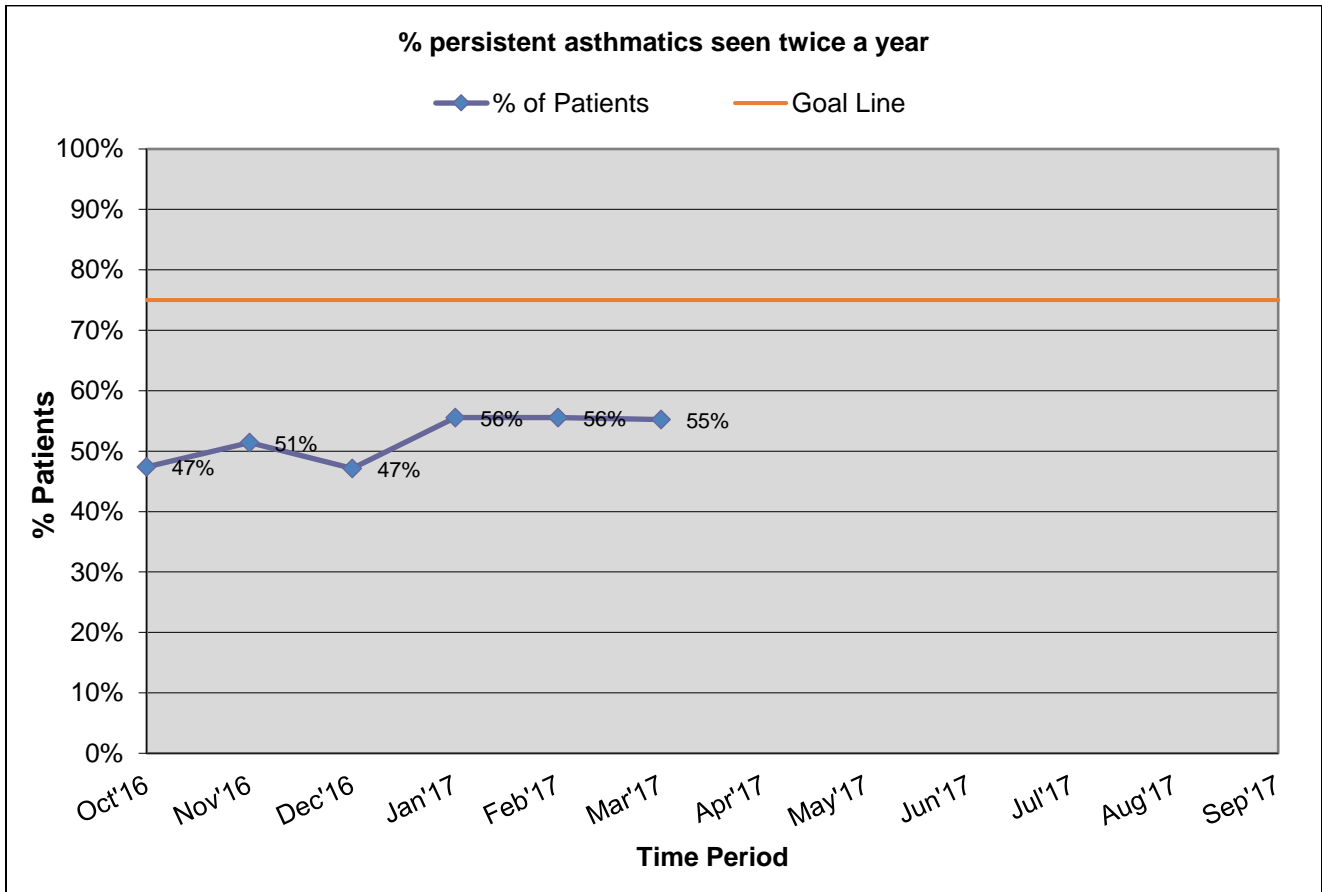


Another area that NCQA evaluates is management of acute and chronic illness. We have selected asthma and constipation as the two conditions that we wish to impact. For asthma, we hope to improve outcomes by following these patients more closely. We intend to do this by seeing them twice a year for status checks. In the case of constipation, we will be tracking how patients are doing with a phone call a week after beginning a protocol for managing their symptoms.

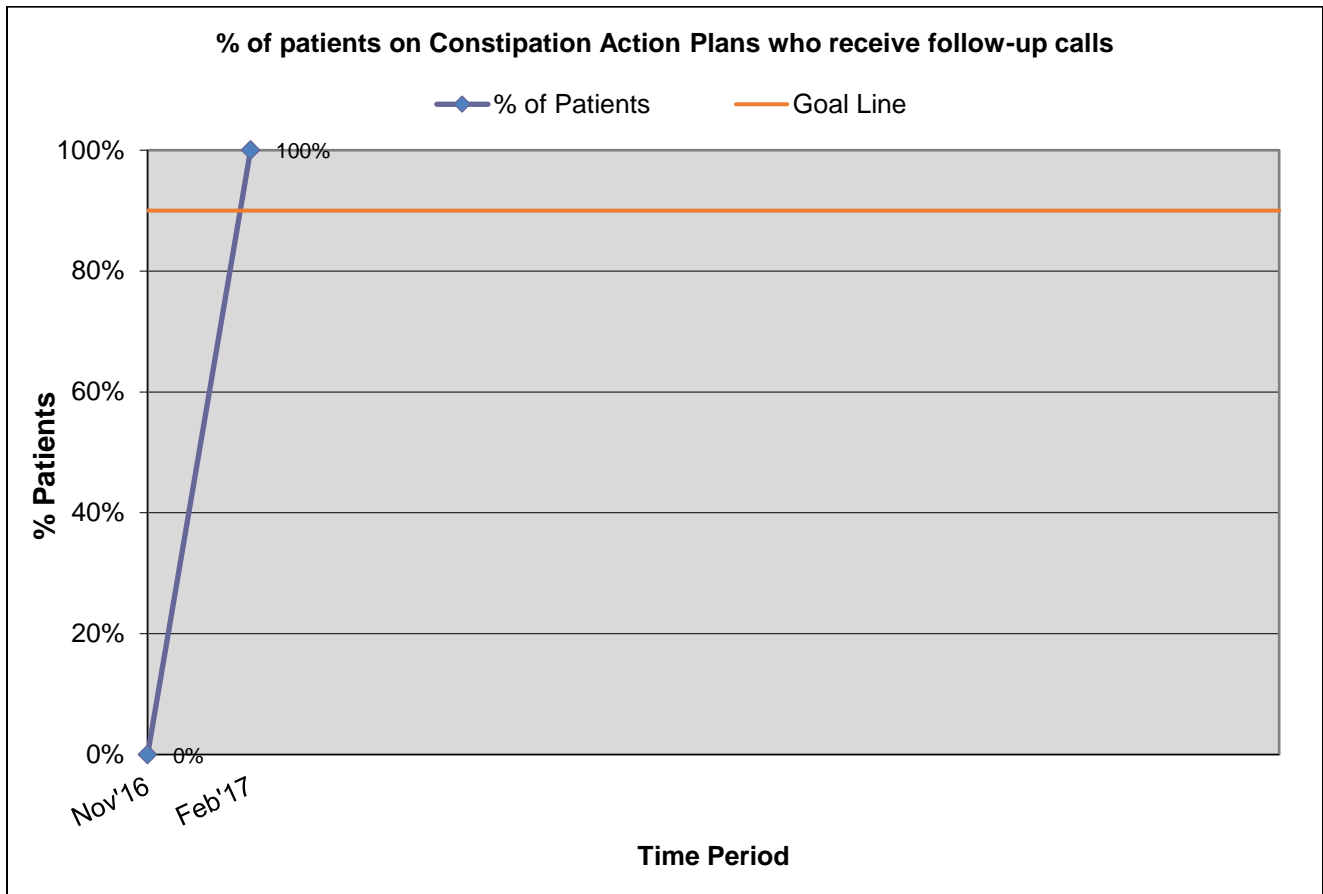
Compton Road Results



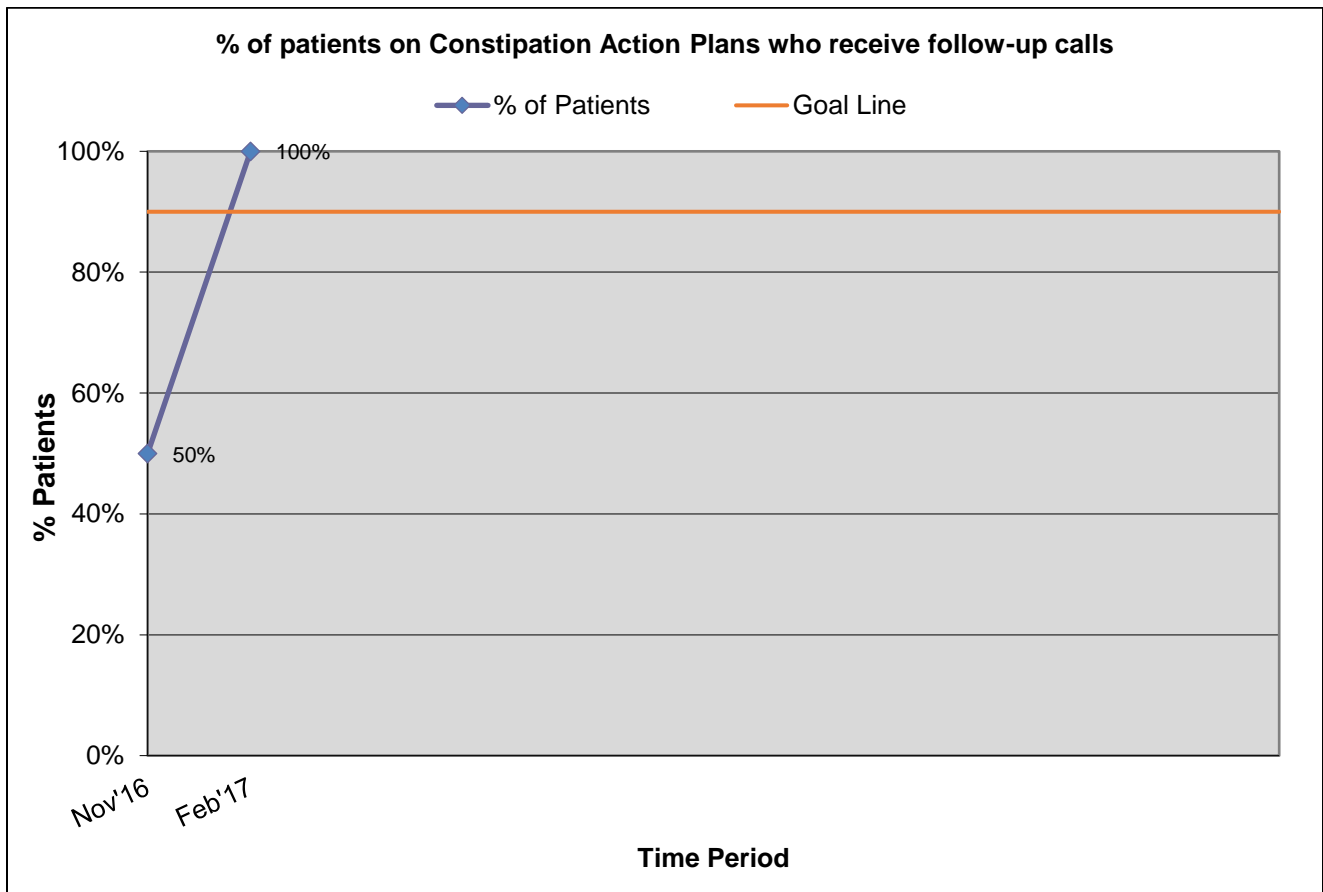
West Chester Results



Compton Road Results

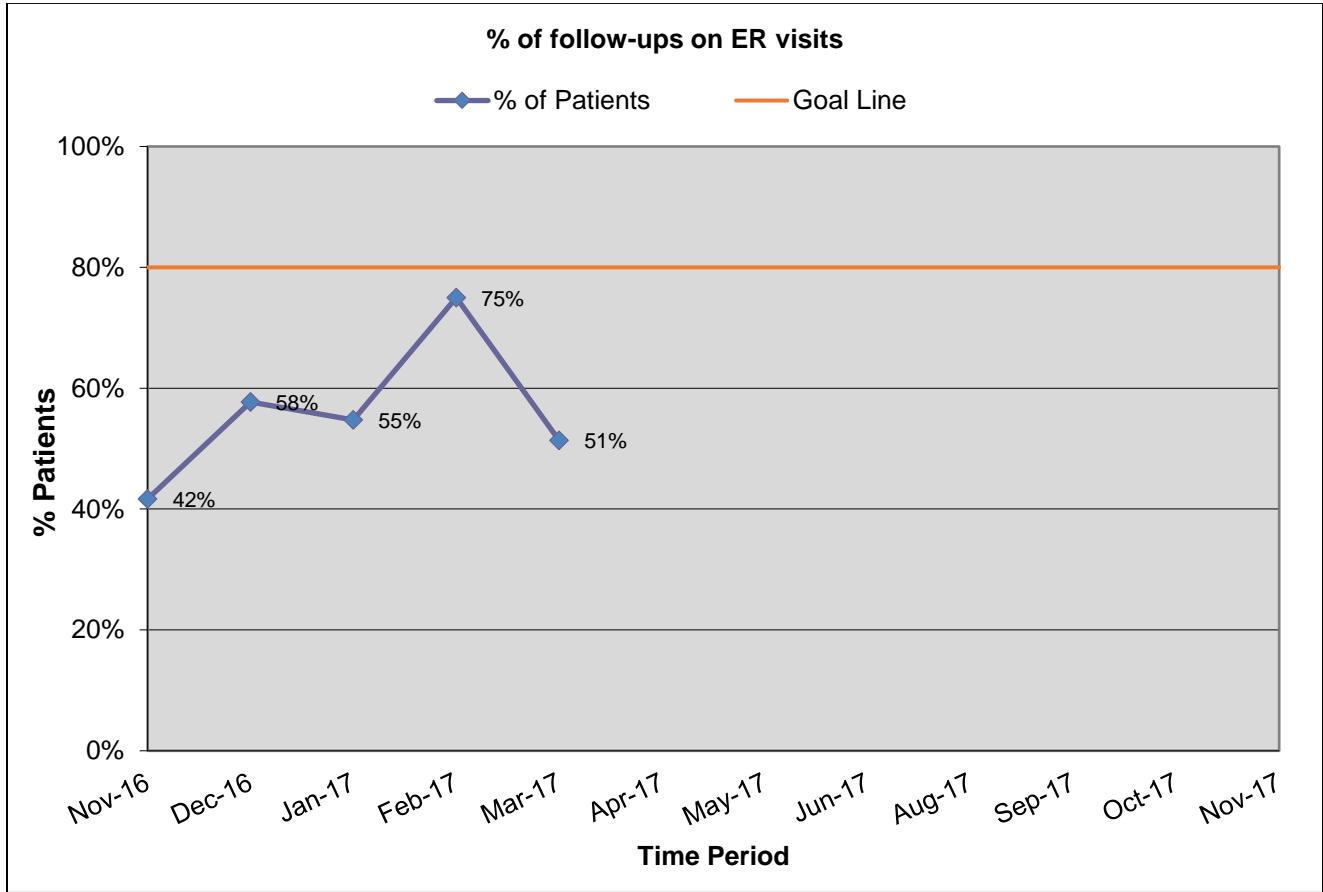


West Chester Results



In the area of utilization, we decided to track how many families got a follow up phone call after an emergency room or urgent care visit and how many of those emergency room/urgent care visits.

Compton Road and West Chester Results Combined



We are committed to bringing our patients and families comprehensive and excellent care. Watch how we continue to grow and improve to serve you better!