

## Health Information for You

Patient and Family Education

Upstate Connect: 464-8668 • (800)464-8668

Pt Education and Interpreter Services	Baseline	Target
Discussed <b>WHAT NEW MEDICATION IS FOR</b> - Communications about Medicines (Rolling 3 month average)		70th
WHAT NEW MEDICATION IS FOR - Top Box Score- % Always		43%
n =number of patients		
Discussed <b>MEDICATION SIDE EFFECTS</b> - Communications about Medicines (Rolling 3 month average)		70th
MEDICATION SIDE EFFECTS- Top Box Score % Always		
<b>"Communications about Medicines"</b> <b>AVERAGE</b> Top Box Score - (Rolling 3 month average) Goal: Increase HCAHPS to 70th% of NYS compare group	30th	70th
Model Moments @ Patient Ed SIG	0%	100%
Reduce in-person interpreter costs by 10%		
Time taken to arrival to interpreter arrive. (Reduce wait time in the ED for an interpreter by 10%)	94 min	84 min
Average time Patient arrives to ED to Upstate Connect being contacted		