

At NorthShore Health Centers, we pride ourselves on providing the best quality care for our patients. Over the past two years, NorthShore Health Centers was ranked #1 in the state among FQHC’s for clinical quality measures. We are able to excel in our clinical quality measures because we focus on ongoing quality improvement and monitor our performance on a quarterly basis. Below are a few examples of how NorthShore Health Centers monitors our performance, and why these quality measures matter.

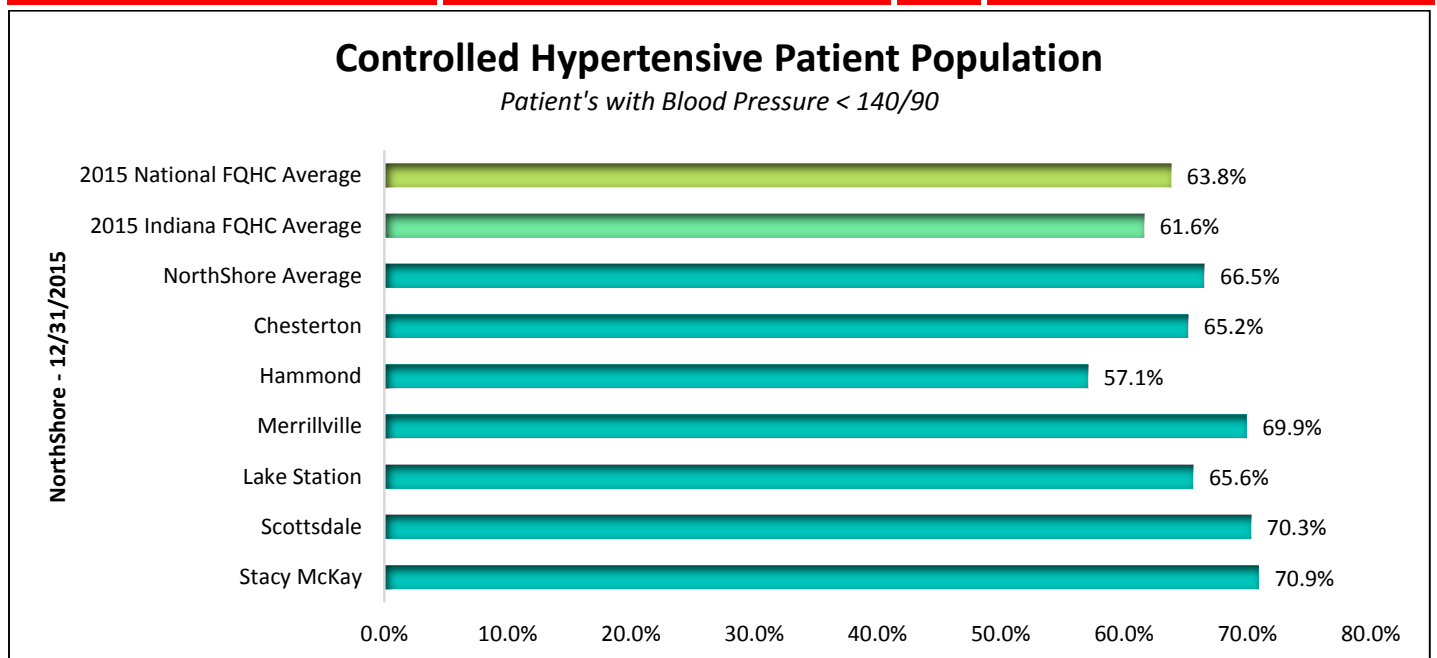
Controlling High Blood Pressure

Known as the “silent killer,” high blood pressure, or hypertension, increases the risk of heart disease and stroke, which are the leading causes of death in the United States.¹

Blood pressure is typically recorded as two numbers, written in a ratio. The top number, which is also the higher of the two numbers, measures the pressure in the arteries when the heart beats or when the heart muscle contracts. The bottom number, which is also the lower of the two numbers, measures the pressure in the arteries between heartbeats or when the heart muscle is resting between beats and refilling with blood.

This blood pressure chart reflects categories defined by the American Heart Association.²

Blood Pressure Category	Systolic mm Hg (upper #)		Diastolic mm Hg (lower #)
Normal	less than 120	and	less than 80
Prehypertension	120 – 139	or	80 – 89
High Blood Pressure (Hypertension) Stage 1	140 – 159	or	90 – 99
High Blood Pressure (Hypertension) Stage 2	160 or higher	or	100 or higher
Hypertensive Crisis (Emergency care needed)	higher than 180	or	higher than 110

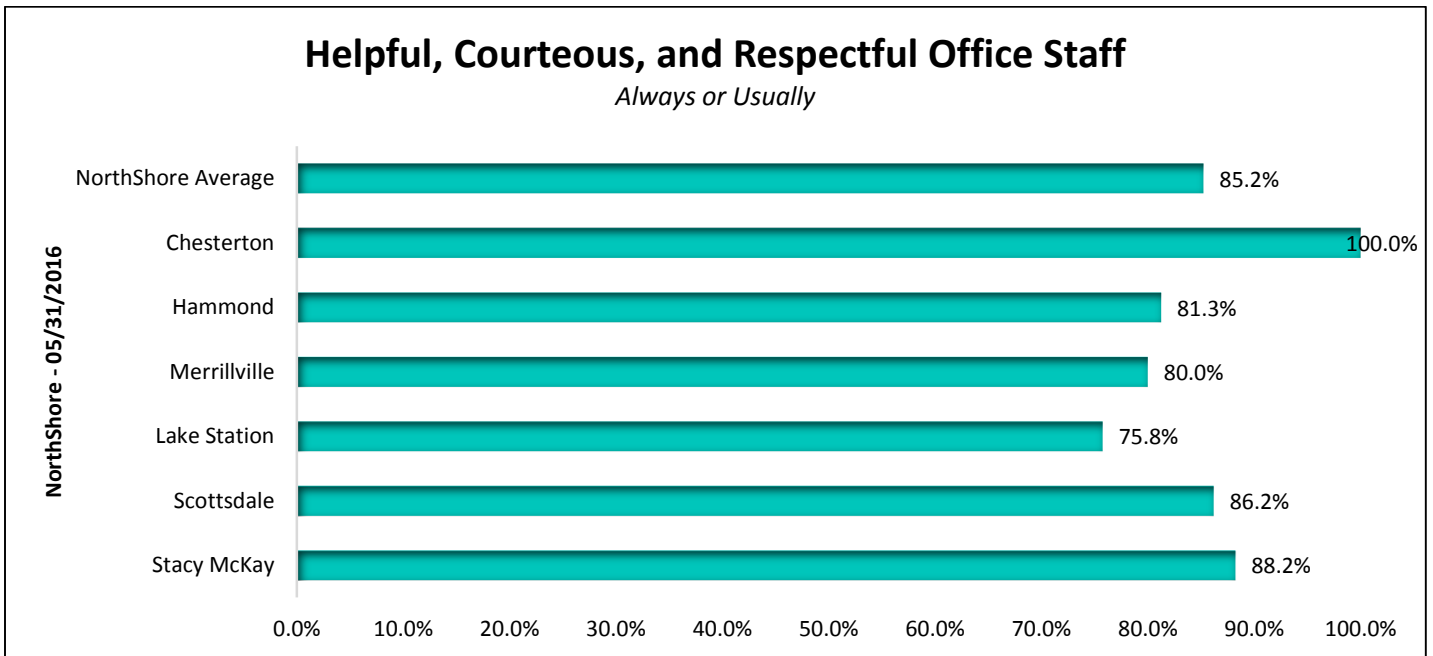


¹ Centers for Disease Control and Prevention (CDC). 2012. “About High Blood Pressure.” <http://www.cdc.gov/bloodpressure/about/htm> (July 7, 2014)

² American Heart Association. 2014. “Understanding Blood Pressure Readings.” http://www.heart.org/HEARTORG/Conditions/HighBloodPressure/AboutHighBloodPressure/Understanding-Blood-Pressure-Readings_UCM_301764_Article.jsp#.V8c9hPkrLmh (August 4, 2014)

NorthShore Health Centers also focuses on quality improvement related to patient/family experience and care coordination, as shown in the following graphs.

Helpful, Courteous, and Respectful Office Staff



Medications Reconciled

