



MORONGO BASIN HEALTHCARE DISTRICT

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TO: CINDY SCHMALL, CEO
FROM: TRICIA GEHRLEIN, CPE&CO
DATE: February 05, 2026
SUBJECT: MBCHC BOARD OF DIRECTORS QUALITY REPORT, Q4 & Year End 2025

2025 UDS Measures

UDS (Uniform Data Submission) Quality Measures are set by HRSA (Health Resources and Services Administration) based on best practice. Each measure targets a specific subset of our patient population, and outcomes in these measures are one indicator of the quality of care received.

Of note: UDS is presented as a whole, and by provider

- Q4/Year End scores are accumulated to date, so what is presented is for the full year. Improvements are due to Quality, Clinic Management, Providers and Medical Assistants working collaboratively to ensure quality measures are addressed and that accurate documentation of quality measures in the electronic health record occurs.

UDS Measures for 2025 are summarized as follows:

- 6 of the 16 measures were *equal to or higher* than target goals: Adult BMI measuring and counselling, Colorectal Cancer Screening, Diabetes A1c, Ischemic Vascular Disease – Aspiring Use, Controlling Blood Pressure, HIV Screening, and Dental Sealants for Children
- 7 of the measures were within 10% of achieving target goals: Breast Cancer Screening, Cervical Cancer Screening, Statin Therapy, Tobacco Screening and Intervention, Screening for Depression/Follow-up Plan, and Depression Remission at Twelve Months
- 2 of the measures did not meet target goals: Childhood Immunizations, and HIV connection to care (1 patients qualified, refused referral to specialist)

At the January 2026 meeting, the Quality Committee supported increasing our target goals for 2026. Meeting these new goals will be the focus of effort during 2026; success will lead to the Community Health Center being recognized by HRSA with corresponding Quality Badges in the (potential) areas of: Behavioral Health, Diabetes Health, Heart Health, and Preventive Health.

2025 Patient Satisfaction

MBCHC contracts with Press-Ganey to conduct patient satisfaction surveys. Press-Ganey is a known leader in patient satisfaction surveys and works with MBCHC to interpret the responses into actionable data.

For Q4, there has been a slight decrease in satisfaction for Medical and slight increase for Dental compared to Q3. Overall scoring places Medical at 91.79% (was 92.80) satisfaction and Dental at 93.89% (was 91.78%) satisfaction. Behavioral Health did not receive a high enough response to rate this past quarter. We have discovered that there was an issue with the data exchange between our system and Press-Ganey – we anticipate an increase in survey results for Q1 2026.

Our key indicators for Q4 (specific question scores) show results similar to Q3. 2025 cannot be compared to 2024 as the surveys were re-configured in early 2025.

For 2025, there was a corresponding slight decrease in Medical and slight increase in Dental. Medical scored 92.23% for the year (was 93.51% in 2024) and Dental scored 92.24% (was 90.18% in 2024).

Overall, given the challenges the clinics faced in 2025 with the installation of the new phone system and a shortage of providers (causing many patients to have to be rescheduled), our results remain positive and reflect how well staff have done to provide high customer service in all circumstances.

NOTE: **Patient comments** are reviewed to identify trends or specific concerns. *No trends or specific concerns were identified.*