

## Legislation Text

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**File #:** 19-1141, **Version:** 1

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### CQI Update - Hayes

National Quality Leaders (NQL) are health centers that are the highest performing compared with national benchmarks in key clinical areas. The first attachment compares Lake County Health Department and Community Health Center (LCHD/CHC) with NQL. Areas in red identify Lake County as needing improvement, areas in green depict meeting or exceeding established standards.

The second attachment displays aggregate patient satisfaction scores for medical and dental services. The highest possible score is a 5. The blue bars represent scores below 4.2 and the green bars represent scores 4.2 and above.

None, for information only.