



Case Study: A Customized Solution for Employee Primary Healthcare

Client:

One of the nation's largest privately held non-healthcare companies headquartered in TX planned to expand its offering of primary care clinics to its employees. To facilitate the growth plans and the positive impact on care and access, they wanted a fresh approach to the management and clinical oversight of the provider personnel and the clinics.

Challenges:

- Client lacked a medical group that could provide clinical leadership and oversight in an innovative way that was not an "out of the box" solution.
- Client needed recruitment assistance to grow their existing clinics and planned clinics.
- Client needed an EHR that would provide ease of access for clinic personnel as well as provide robust reporting

Solutions developed & implemented by Florence Medical Group:

- Created an immediate feedback loop between client leadership and our medical board leadership to ensure ongoing communication and counsel as the clinics were re-launched as well as on an ongoing basis
- Created a name and brand that identified the providers and paid homage to the client's roots and ownership.
- Identification and hiring of a medical leader and clinic operations leader in partnership with Client
- Hands-on physician and operational consultative services to client leadership pre- and post-launch
- Hired all existing provider personnel and clinic personnel to include: physicians, nurse practitioners, chiropractor, and physical therapists
- Advised on clinic operations to include the creation and adoption of policies, procedures, patient flow, metrics, and quality measures
- Created HR policies and procedures and benefits, for this employee group
- Developed a PRN pool of physicians, nurse practitioners, chiropractors, physical therapists, and other clinic personnel to provide intermittent coverage for planned and unplanned staff absences
- Created a monthly Grand Rounds learning session for the providers
- Provide credentialing and re-credentialing services for all providers aligned with NCQA Credentialing Standards
- Partner with our client on facility privacy and security policy/procedures and audits
- Conduct routine quality measure audits

Successes

- Transitioned operations from previous vendor with minimal impact to patient care
- Increased efficiency and patient access 2-Fold in first 6 months of engagement
- Implemented on-call procedures allowing 24/7 access to patient care
- Implemented comprehensive medical protocols and standard operating procedures for medical personnel that aligned with best practices in care.
- Raised the NPS score to meet 88% goal inside of the first year of engagement
- Full transition and implementation of new Electronic Health Record with continuous improvements made throughout engagement
- Initiated Patient-Centered Medical Home application requirements, necessitating development and implementation of operational efficiencies across multiple clinics
- Integrated telehealth into model amid COVID-19 pandemic to minimize interruptions in care for patient population
- Implemented robust peer-review process
- Launched learning sessions and grand rounds for the medical group
- Integrated Client owned programs into the clinic seamlessly
- Established a robust partnership with the client's team to ensure their short and long-term goals were attained.