

### THE ORGANIZATION

**Bed Size:** Eight UnityPoint Health Senior Hospital Affiliates  
**Number of Sites/Locations:** 280 clinics  
**Academic or Community:** Community

### THE TEAM

**Description:** UnityPoint Clinic - Clarence Family Medicine  
**Multidisciplinary:** Yes  
**Established:** 1994  
**Care Setting:** Clarence Family Medicine  
**Patients:** Family medicine patients

### TEAM STRUCTURE

**Location:** Team members all work in the same location.  
**Outcomes Access:** Monthly reports show individual provider performance and overall clinic performance. Care teams have rapid access to clinical quality, care coordination, and patient experience data across regions, clinics, and providers.  
**Shared Goals:** Clarence Family Medicine achieved Level III NCQA Recognition in 2014 with the shared goal of providing team-based, coordinated, patient-centered care.  
**Team Incentives:** The clinic's Value Based Performance Plan includes nationally endorsed quality measures, efforts to reduce the cost of care, patient experience measurements, and patient care coordination measurement across the care continuum (readmission rates). The plan helps the team align and focus efforts on key strategic priorities.  
**Team Building Example(s):** Conducting monthly staff meetings, performing care team huddles on a daily basis, and active leadership participation and motivation continue to drive the team's achievements.

### TEAM PERFORMANCE

#### Team Contributions to Improving Value and Enhancing Care

- A positive practice environment is fostered by staff completing annual web-based modules for occupational health, safety, and wellness policies on workplace hazards, discrimination, physical and psychological violence, and personal security.
- The teamwork at Clarence is a positive reflection of effective management and leadership practices, strong peer support, staff participation in decision making, and shared values.
- Open communication and transparency; recognition programs; and access to adequate equipment, supplies, and support staff promote skills and have a positive impact on staff, motivating their desire to provide high-quality patient care.
- Scores for Access to Care, Office Staff Quality, Recommend this Provider Office, Overall Provider Rating, and Physician Communication Quality currently exceed the goal target. All eleven quality measures also exceed the goal target.

#### Team Impact on Delivering Care that Reduces Patient Suffering

- Team engages in daily huddles to review provider's schedules, discuss patient care plans, and prep charts to ensure that all patient needs are met at the time of service.
- Monthly Performance Reports, Press Ganey survey responses and comments, Adaptive Design Signals, and Transitional Care Management are discussed at staff meetings and huddles.
- Staff improved colorectal cancer screening by adopting an Advanced Adaptive problem solving Application (A3), increasing their score by 8% and exceeding the maximum threshold set by the organization.
- To reduce readmissions, Transitional Care Management improves care management for a beneficiary's transition from the hospital to the community setting by doing the transitional care after discharge. This includes reviewing the hospital discharge list on a daily basis, calling the patient within 48 hours following their discharge from the hospital, and seeing the patient in the office within 3-5 business days.

## Outcome Highlights

### PATIENT EXPERIENCE

#### Overall Patient Experience

- Overall Press Ganey patient experience score of 95.2.
- For the past four years, Clarence has been recognized within the organization for achieving 100% of the quality, patient experience and care coordination measures.
- Today, Clarence continues to exceed all 19 of the measures as performance for quality, patient experience and care coordination.

#### Patient Evaluation of Teamwork

- Press Ganey patient experience score for “Staff worked together to care for you” of 95.2.

### SAFETY, CLINICAL, OPERATIONAL, COST

#### Safety

- Required, annual web-based training modules for safety and skills assessment competency

#### Clinical Process

- Patient experience, quality and care coordination measures

#### Clinical Outcomes

- Value Based Performance Plan, Press Ganey reports

#### Operational

- UnityPoint Health balanced scorecard

#### Cost to Patient

- Cost is per member/month cost with ACO contracts

### ENGAGEMENT

#### Overall Team Member Engagement

- The engagement for members of the Clarence care team is evident in the Monthly Performance Report, PCMH NCQA Level III Recognition, and having the patients’ best interests at all times.

#### Team Perception of Teamwork

- Using the skills and abilities of each person to enable collaboration and foster unity.