



## **Mini Pii Session** ***Closing Care Gaps and Managing Patient Panels*** **May 8, 2019**

Susan O. Browne, BS, MHA, Director of Operations at MVP Kids Care, walked attendees through the process of closing care gaps and managing patient panels. Covering topics such as improving workflows and using teamwork for patient outreach.

MVP began their journey by identifying their paneled patients, then building workflow processes that included review of gaps in care reports and missed appointment reports as well as patient outreach processes for both front and back office staff.

A Token Program was created to incentivize staff for patients that showed up and completed an EPSDT visit as a result of an outreach call, email, or text. Staff members are given the token that can be cashed in for items such as gift cards.

The change in focus and workflow processes has had a positive effect on employee satisfaction and lead to measurable increase in patient visits. MVP Kids Care was even awarded the Cloud Award for teen immunizations from The Arizona Partnership for Immunization (tapi). In addition, MVP has been able to grow their practice in multiple locations, grew from 25-68 employees in 1 year and will be adding 4 new staff members very soon.

### **Questions/Discussion:**

**Q:** How does the Token program work when AHCCCS limits the amount of money can give a patient?

**A:** The incentive program is only for staff members.

**Q:** Were you able to reduce ED visits?

**A:** Yes. By changing our template for appointments to less specialized slots and more open to any type of appointment slots. Even on the specialized appointment slots, if they are not booked by 24 hours before the appointment those slots are also open to any type of appointment.

**Q:** How do you deal with staff's feedback about working with a report that contains 90-day lag? As often staff will say that patients might have already come in for appt, but the roster shows them as having a gap in care?

**A:** By checking flags in our EHR that identifies patient care gaps, we reduce some of the issues with lag time on reports from payers. Staff members call the patient 3 months prior to a wellness appointment being due. The call is recorded in a task within the patient's electronic health record. The task is not closed until the patient comes in for such appt. The staff who made the call 3 months prior to appointment call is the staff member that gets credit and receives the token after appointment is completed.

**Q:** What have you done to try to reduce gaps in care for dental visits?

**A:** In Maryvale we are working with the dental office next door. At other locations we are working to identify dental office close to our location or additional ways to resolve the dental need. Pii has been quite helpful with this task.

Susan Brown would be happy to be a resource to any organization working on this topic. She can be reached at 623-846-7575 or by email at [sbrowne@mvpkidscare.com](mailto:sbrowne@mvpkidscare.com).



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## Mini "Pii" Session

*Closing Care Gaps and Managing Patient Panels*  
May 8, 2019

Place your phone lines on mute  
Do not place call on hold during the session  
Enter your name & organization in the chat box

Thank you for joining!



## Workflow Improvements

- ▶ Patient seen in the emergency room
  - ▶ Follow-up calls made by nursing staff
- ▶ Appointment process
  - ▶ Completing wellness with sick appointment
- ▶ Panel Reports
  - ▶ HEDIS Measurements
  - ▶ Health Plan care requirements



## Teamwork is the Bridge

Monday Memo  
Motivate the  
Team!



### Token Program

For each patient that shows for the EPSDT that you have scheduled will be worth 1 token.



## Teen Immunization

► Received Cloud Award





## 2016 vs. 2019 Increase in Patient Visits

VOLUMES	16-Jun	18-Jul	17-Jul	16-Jul	18-Aug	17-Aug	16-Aug	18-Sep	17-Sep	16-Sep	18-Oct	17-Oct	16-Oct
Volume	2833	3782	2731	2807	4418	3985	3772	2729	3531	3376	4822	4043	3574
Volume MV	780	876	724	825	975	1004	1139	588	812	1003	1130	935	1002
Volume LV	67	431	306	76	525	463	105	345	419	88	609	456	104
Volume AV	1986	2475	1698	1906	2918	2518	2526	1795	2298	2285	3083	2652	2468

VOLUME ES	18-Nov	17-Nov	16-Nov	18-Dec	17-Dec	18-Dec	19-Jan	18-Jan	17-Jan	16-Jan	19-Feb	18-Feb	17-Feb	16-Feb
Volume	4675	3733	3492	4143	3855	3229	5054	4348	3553	3281	4901	4080	3722	4219
Volume MV	1053	880	1028	871	962	903	1134	1098	976	1104	990	1033	932	1383
Volume LV	577	451	95	497	442	112	506	509	166	0	574	489	351	52
Volume AV	3045	2402	2369	2775	2451	2214	3295	2741	2411	2177	3337	2558	2439	2784

Side-by-side monthly comparison to previous years shows significant increase in volume of patients being seen by MVP Kids

Largest total Volume 2019:5054 \*\* Largest 2018 total Volume: 4822 \*\*  
Largest 2017 total Volume: 4043 \*\* Largest 2016 total Volume:4219



## 2019 Focus Improving Transportation Options

- ▶ Health Plan transportation limitations
  - ▶ Schedule
  - ▶ Non-emergent
  
- ▶ Corporate Uber/Lift Account



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