TCPI Exemplary Practice Performance Summary May 2019
Sun Life Family Health Center
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Exceptional FQHC serving the whole-person as a high performing Primary Care Medical Home (PCMH)

Sun Life Family Health Center (Sun Life) is a not-for-profit Federally Qualified Health Center (FQHC) organization providing healthcare in Arizona in the areas of Apache Junction, Casa Grande, Chandler, Eloy, Coolidge, Florence, Maricopa, Oracle and San Manuel throughout 12 locations with 63 clinicians on the Sun Life team. We are the largest provider of primary health care services in Pinal County and are governed by a Board of Directors representing the patients and communities served. Sun Life serves over 47,000 patients, 28% of whom are children. What makes Sun Life different is our unfailing concern for the well-being of our patients, and our willingness to provide the best possible experience for every person that walks through our doors.

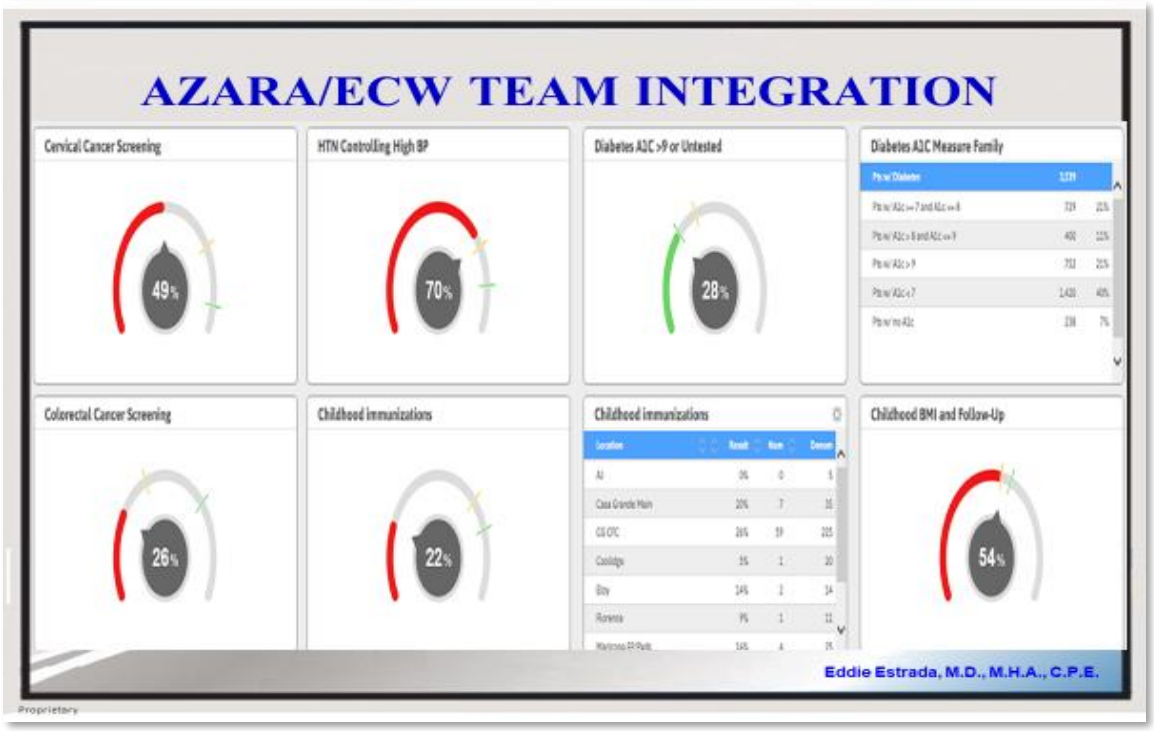
Commitment to close patient *Care Gaps* was made and observed closely over a 7-month period. I was the first clinician to recognize the impact these care gaps made on key clinical AIMs in the practices. Instilling a new way of seeing patients, while improving two major AIMS (preventative visits and reducing unnecessary tests) it became my mission and sparked the creation of the "*Healthcare Team Integration*" program. This new program would mean that each patient would have all their clinical needs and care gaps addressed by either their primary PCP team or a team of collaborating clinicians at each scheduled or walk-in visit. The program would bring back "Patient Centered and Whole-Person" care once again.

Healthcare Team Integration and Practice Standardization is supported by the implementation and integration of AZARA Healthcare (AZARA DVRS) and eClinicalWorks (ECW), our Data Retrieval/Population Management and Electronic Health Record (EHR) programs. We practice healthcare delivery one patient at a time. Our ongoing transformation and progress are assisted by the implementation of Lean Six Sigma change management tools that help us create process improvement and instill team empowerment. Quality Improvement and Risk Management programs were also integrated, along with the use of our *Uniform Data System* (UDS) measures and Patient Family Engagement initiatives through council participation by patients. Each practice site also implemented a practice manager to oversee and maintain our continually evolving program.

Proof of Program Effectiveness was shared by using and modeling my own Gynecology practice data and outcomes with the Sun Life practice teams. My next step was to replicate the program across all disciplines in the Sun Life organization. To assist me in making this happen, I met with clinicians in a 1:1 in-service to share the protocols and assist them with the paradigm shift. This process is also a part of all onboarding of new hires. My pilot program produced measurable improvement with appointment follow-ups and produced a systemic redesign of the care delivery system for walk-ins or patients making same day appointment requests. The team members in each practice are able to see their monthly improvements with the use of AZARA and ECW data integration. Through the implementation of the

Proprietary

AZARA DVRS Dashboard and Individual practice graphs, the Healthcare teams have the ability to see real time data to assist in making process improvements immediately.



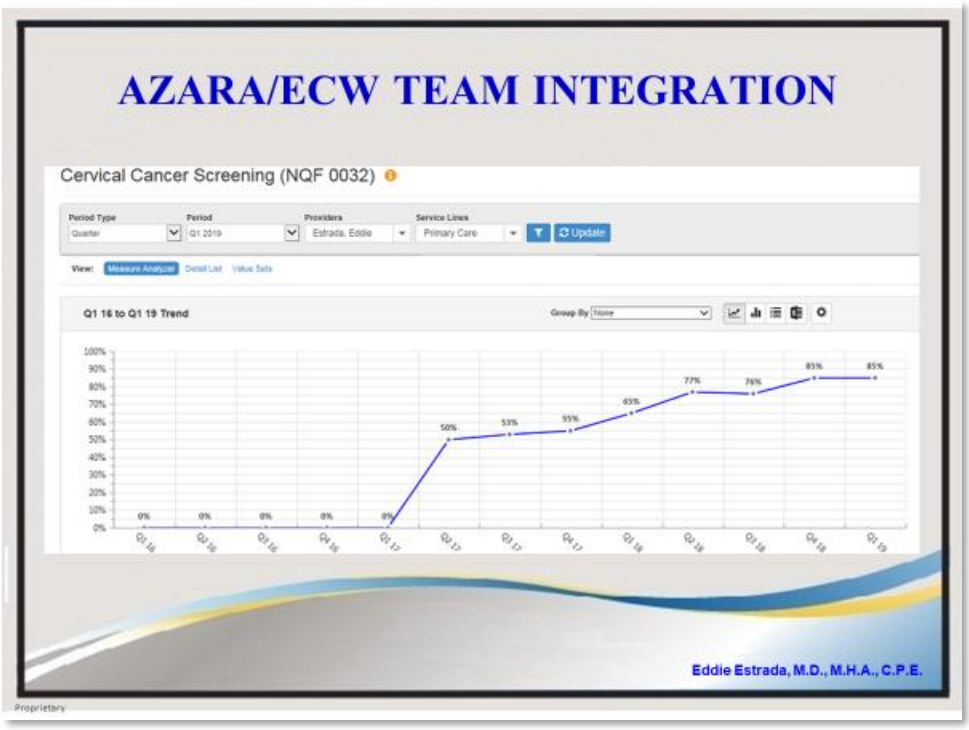
AZARA Healthcare Dashboard (AZARA DVRS key Care Gaps measures) for Sun Life Family Health Center

Continued Training of clinicians and support staff on AZARA DVRS and expanding ECW capabilities into their practices gives Sun Life patients a seamless experience when they walk through the practice doors. My program has laid a path for realignment on how Sun Life practices healthcare delivery with real-time closing of clinical, especially chronic, care gaps.

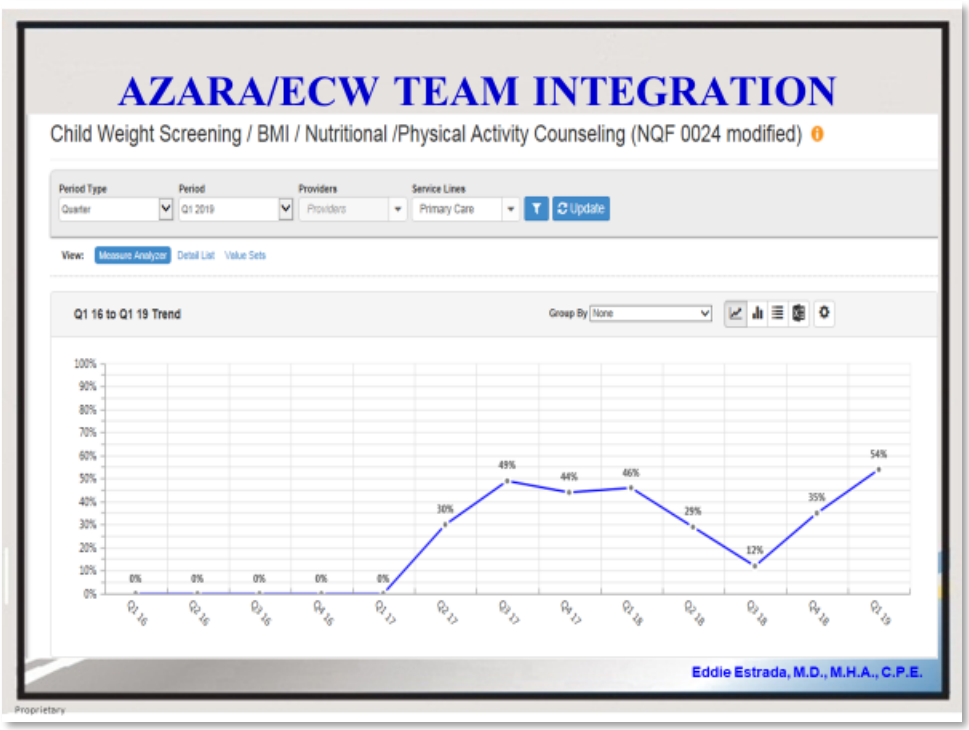
Areas of Demonstrated Performance Excellence related to the TCPI aims are:
AIM 2 Clinical Outcomes: *Diabetes*

AIM 2 Clinical Processes: *Preventative Visits*, *Cervical Cancer Screening, Care of High-Risk groups* as evidenced in the graphs below.

Supporting Data Graphs below show improved clinical outcomes with preventative visit adherence to *Cervical Cancer Screening, Child Weight Screening / BMI program*, and *Hypertension Controlling High Blood Pressure* which brought about the closing of care gaps in these areas. Q4 2018 demonstrates the improvement that took place after the implementation of the *Healthcare Team Integration program*.

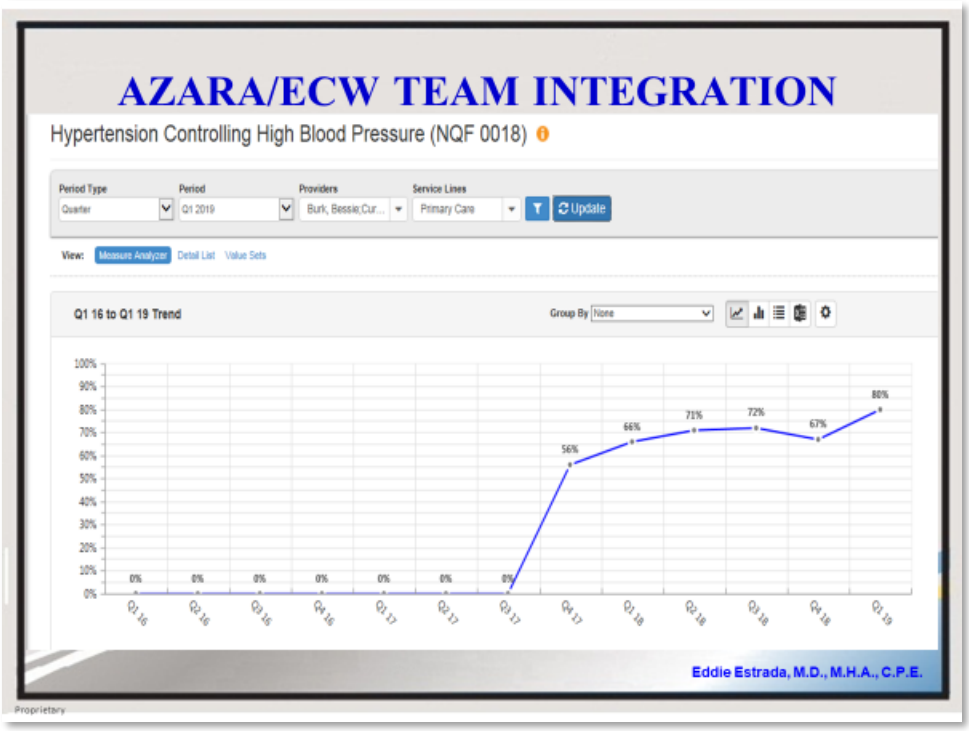


This ***Cervical Cancer Screening*** graph shows the Quarter trend in adherence to these Clinical Processes. The graph shows a 50% improvement between the start of the ***Healthcare Team Integration program*** during the Q1-2017 and Q2-2017 time period.



This ***Child Weight Screening/BMI/Nutritional*** graph shows the Quarter trends in adherence to this Clinical Outcome. The downward slope in the graph from Q1-18 at 46% down to Q3-18 at 12% represents a program transition and the start of a new wave of children in the program Q3-18 at 12%.

The subsequent program adherence to the Child Weight Screenings and integration of the Integrated Healthcare Teams contributed to the second program wave only going down to 12% and making an 8% improvement between Q1-18 and Q1-19.



This ***Hypertension Controlling High Blood Pressure*** graph shows the upward trend in visits from Q4-2017 to Q3-2018. Q4-2018 was the introduction of new patients to the program. The adherence drop to 67% in Q4-2018 was minimal due to the Healthcare Team Integration program. With this said, this was able to recover and excel with patient adherence to 80% within the next 3-month Quarter.

Sun Life's commitment to providing patient-centered care through our ***Integrated Healthcare Team*** approach is a benefit to payors and patients alike. The changes that were implemented to align with this commitment allow us to provide care that improves clinical outcomes and reduces unnecessary utilization of healthcare resources. We feel strongly about the changes and commitments that have been made, our leadership has made a commitment to share the cross-collaborative health team story with all clinicians and provide ongoing communication between clinicians within and outside of Sun Life Family Health Centers.

Sun Life Family Health Center (Sun Life) is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network.

As of April 2019, Sun Life has completed the 5 Phases of Transformation.

Practice Innovation Institute
Engage. Transform. Reward.