

**TCPI Exemplary Practice Performance Summary, June 2019**

**Pendleton Pediatrics**

**Jodi Brigola – Practice Manager**

*Providing exceptional, innovative, and individualized pediatric care by joining families in building personal relationships built on mutual trust and respect to meet their child’s unique needs.*

**Pendleton Pediatrics** (Pendleton) is located in the metropolitan Phoenix area with seven clinicians that care for children with a variety of physical and behavioral health needs. With a focus on meeting each child’s unique needs, we have collaborated with Dignity Health Dental and offer free dental screenings for children six days per month in office. We also offer car seat checks and are in process of establishing a collaboration with a local pediatric psychiatrist to see mutual patients once monthly out of our office. In addition, we have established a collaborative partnership with Arizona’s Children Association (ACA) and now have a full-time behavioral therapist in office to assist with patients who present with concerns regarding behavior, interpersonal relationship issues, trauma, anxiety, depression, etc.

Pendleton Pediatrics focusses on meeting the full spectrum of needs for each patient. Partnering with other care providers through medical neighborhood agreements and using Memorandum of Understandings (MOU), we have been able to promote and provide integrated care. Partnerships with Southwest Human Development and Arizona Children’s Association has been integral in reducing inpatient hospital visits for both physical health and behavioral health services and the subsequent cost savings as reported by the Practice Innovation Institute (Pii) (Table 1).

**Table 1: Reductions in Inpatient Admissions and Resulting Savings**

Time Period	Admits/1,000	% Change from Baseline	Avoided Events	Cost Savings
Baseline	187	NA	NA	NA
Year 1	116	-38.0%	32	\$195,874
Year 2	94	-49.7%	51	\$311,094
Year 3	101	-46.0%	41	\$247,723
<b>TOTAL</b>	<b>NA</b>	<b>NA</b>	<b>124</b>	<b>\$754,691</b>

To further engage patients and families, we have updated our website to include relevant links, education materials and other resources and have implemented a Social Determinants of Health Tool that is given to every family at every visit to help us determine what other needs may exist. We implemented an intervention/tools packet for each potential concern that includes resources such as adult health clinic locations, food banks, bus schedules and additional community resources.

Through patient and family feedback, we addressed patient access to care by establishing a more frequent visit schedule for high risk patients, such as those with diagnoses of autism, ADHD, asthma and those in the welfare system and extended office hours and same day sick appointments during the week for all of our patients. Our office is open on Mondays and Thursdays from 8am to 8pm and on Tuesday, Wednesday and Friday from 8am to 5pm, and patients can reach us after hours for urgent concerns. We

believe that by extending our office hours we have been able to meet both the HEDIS measures for Well Child Visits in the first 15 months and in the first 3-6 years of life (see Table 2 as reported by Pii).

**Table 2: Improvements in Well Child Visits**

Time Period	W15	W36
Baseline	42.9%	52.2%
Year 1	65.5%	56.5%
Year 2	60.5%	64.5%
Year 3	90.0%	74.8%

Our full-time Care Manager (RN) pulls gaps in care reports for immediate referral needs, providing referral resources in notebooks for parents, getting them signed up on the patient portal and scheduling follow up appointments.

Challenges were addressed on a regular basis with monthly staff meetings, tracking problems and resolutions as well as monthly meetings with office manager, care manager and all providers. We tracked challenges and resolutions, following up on success or failure of changes made and adjusting accordingly. New forms and tools have been used to address some challenges. We have worked hard to establish relationships with outside providers to allow for integrated care for our patients (i.e. dental team, behavioral health and psychiatry). Consideration of even the smallest team input has allowed for successful change and growth over time.

Pendleton Pediatrics was successful in the implementation of these changes because of continued feedback and consideration of all members of our team. We have looked at processes that already existed within our practice and streamlined or fully documented them in order to perfect their use on a day to day basis. Taking one step at a time, we focused on the needs and benefits for the patient and the entire community that cares for them. We continue to strive to embody our practice's vision in every positive change.

***Pendleton Pediatrics*** is an active participant of the Practice Innovation Institute (Pii), Arizona's Practice Transformation Network.

*As of November 2018, Pendleton Pediatrics has completed the 5 Phases of Transformation.*



Practice Innovation Institute  
Engage. Transform. Reward.