

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

**Pediatrics of Queen Creek**

**Emilia E Gomez, MD, Griselda Higuera, MD and Emiliano S Higuera, MD**

*Provide high quality, evidence based, health care to children in the East Valley. Build long lasting patient/doctor relationship with patients and their families, lasting from birth to adulthood.*

**Pediatrics of Queen Creek (PQC)** provides high quality comprehensive primary health care and education to patients and families, lasting from birth to adulthood in the east central and southern Arizona. Our patient population has 39% on AHCCCS Medicaid.

Taking seriously the need to assist families to navigate the healthcare system and find needed community resources, we added a Care Coordinator position to our team. This means that the patient’s needs and preferences are known and communicated at the right time to the right people, and that this information is used to guide the delivery of safe, appropriate, and effective care.

Collecting and analyzing data from various internal and external resources such as Phoenix Children’s Care Network (PCCN), health plan gaps in care notices, and hospital networks, has allowed us to identify gaps in care, hospital admissions and unnecessary Emergency Department use for our most vulnerable patients. Our Care Coordinator reviews the data and outreaches to patients for education and to schedule follow up appointments. In addition, our Electronic Health Record system (Athena) send emails and text messages before and after scheduled appointments and our staff does outreach calls.

These efforts have shown great results in TCPI Aims 3 and 4. Based on Mercy Care data we have shown reduction and cost savings in these areas.

**Aim 3**

Reduction of ED Utilization (Mercy Care data)

Measures											
+	Baseline	Year 1 Avoided Visits	Year 2 Avoided Visits	Year 3 Avoided Visits	Q15 Avoided Visits	Total Avoided Visits	Year 1 Extrapolated (32)	Year 2 Extrapolated (50)	Year 3 Extrapolated (1)	Q15 Extrapolated (12)	Total Episodes Reduced (95)
	530	30	48	1	11	89	32	50	1	12	95

Reduction of Unnecessary Hospitalizations (Mercy Care Data)

**Measures**

<b>Total Episodes Reduced (62)</b>	62
<b>Q15 Extrapolated (12)</b>	12
<b>Year 3 Extrapolated (23)</b>	23
<b>Year 2 Extrapolated (16)</b>	16
<b>Year 1 Extrapolated (11)</b>	11
<b>Total Avoided Visits</b>	57
<b>Q15 Avoided Visits</b>	11
<b>Year 3 Avoided Visits</b>	21
<b>Year 2 Avoided Visits</b>	15
<b>Year 1 Avoided Visits</b>	10
<b>Baseline</b>	98

**Aim 4**

Cost Savings ED (Mercy Care Data)

**Measures**

<b>Total Savings (\$42,655)</b>	\$42,655
<b>Q15 Cost Savings (\$5,388)</b>	\$5,388
<b>Year 3 Cost Savings (\$449)</b>	\$449
<b>Year 2 Cost Savings (\$22,450)</b>	\$22,450
<b>Year 1 Cost Savings (\$14,368)</b>	\$14,368
<b>Average Cost</b>	\$449
<b>Mercy Panelled Members</b>	611

Cost Savings Hospital Reduction (Mercy Care Data)

**Measures**

<b>Total Savings (\$357,182)</b>	\$357,182
<b>Q15 Cost Savings (\$69,132)</b>	\$69,132
<b>Year 3 Cost Savings (\$132,503)</b>	\$132,503
<b>Year 2 Cost Savings (\$92,176)</b>	\$92,176
<b>Year 1 Cost Savings (\$63,371) </b>	\$63,371
<b>Average Cost</b>	\$5,761
<b>Self-reported Members</b>	620
<b>Mercy Panelled Members</b>	611

In order to meet the ever-changing needs of our patients, PQC reviews and streamlines processes on an ongoing basis. We have created a OneNote Notebook and utilize Microsoft OneDrive to share and document Workflow changes with the entire office for Policies and Procedures of Care. Using AthenaHealth has allowed us to digitize the office making referrals and ordering of prescription more streamlined.

We believe that our single strength is our people. The members of our practice, from front office personnel to the physicians that provide care, possess the same philosophy towards work. We provide bi-weekly training to all staff on workflow policies and procedural changes. We are proud to have an unrelenting attitude of service and uncompromising excellence in care toward our patients; providing all of our services with personal attention.

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

***As of November 2018, Pediatrics of Queen Creek completed the 5 Phases of Transformation.***



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