

## **TCPI Exemplary Practice Performance Summary, July 2019**

### **Phoenix Medical Group**

Leslie Maxwell, Chief Operating Officer

*Patient Centered care that improves health and reduces cost.*

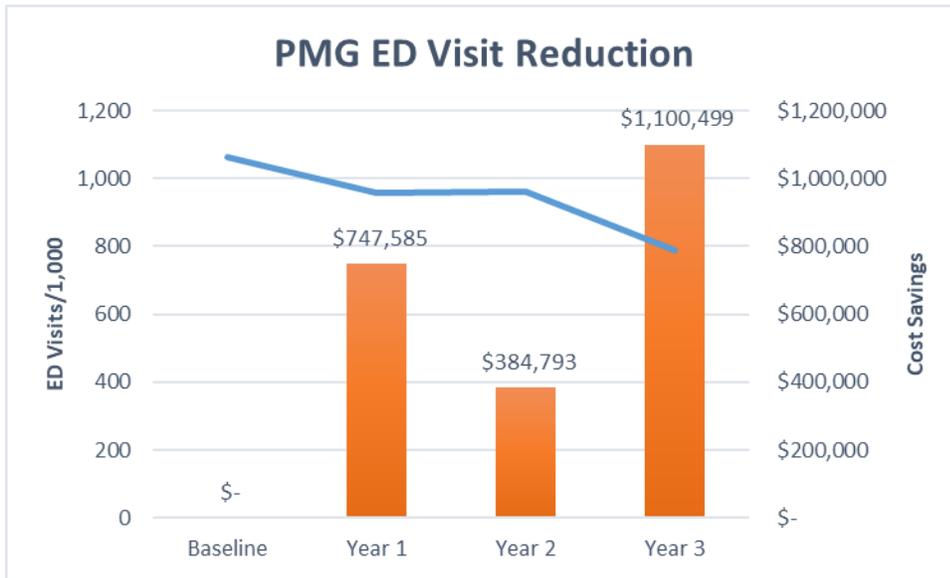
**Phoenix Medical Group (PMG)** is a multispecialty group with 3 locations in the Phoenix metropolitan area. Our specialties include Internal Medicine, Pulmonology, Endocrinology, Sleep Disorders and Podiatry. We serve a wide variety of patients where 25% are on state Medicaid. Our efforts are to put the patient at the center of everything we do. PMG has reduced hospital and emergency department use for the population we serve, while promoting preventative care and timely follow up care.

Our providers have directed that we make it a priority to have their schedules full. Their focus on patient care and delivery is best met during patient appointments. In order to meet this request, we have updated workflows and job responsibilities in a concerted effort to promptly follow up on every hospital admission and emergency department (ED) visit promptly. Also, by reaching out to patients that have missed appointments, are behind on annual wellness visits/HEIDIS, or have not been seen in the past 12 months. Using reports from Health Current (Arizona's HIE), health plans, neighboring hospitals, and EHR/Practice Management systems, patients are promptly scheduled for follow up visits with their PMG providers.

At PMG we use multiple outreach process for appointment reminders, that include phone calls, emails and text messages. All patients are contacted 1-3 days prior to their scheduled appointments. We closely manage our paneled patients. In addition, we have implemented a no-show policy to help hold our patients accountable to their care and encourage them to come to their scheduled appointments. All staff are part of the care team and involved in patient care and compliance efforts. From the scheduling department, front desk, referrals, physicians, to the case management team, every effort is made to meet each patient's care needs and to identify those that are non-compliant. We utilize community resources and payer case managers to help our non-compliant patients better comply with treatments to support their health care needs. If we find we have exhausted all efforts and we are still not able to engage a patient, we work with them to direct them to more appropriate care for their individual needs.

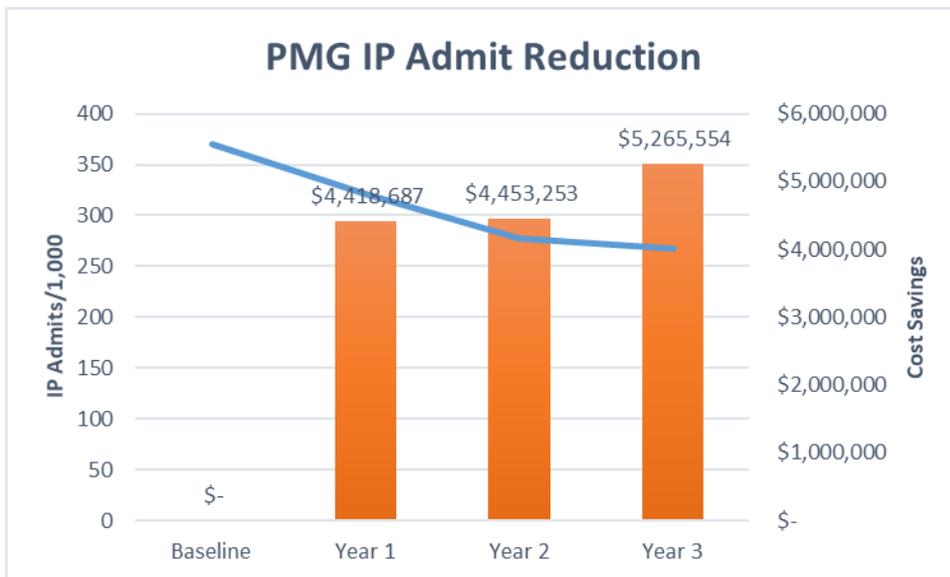
Our efforts led to remarkable performance in Aims 3 and 4: reduction in hospital and ED use and associated cost savings, as reported by the Practice Innovation Institute (Pii) (see Charts 1 and 2 below). In addition, we have reduced our patient no-shows over 10% within the last year (see Chart 3 below).

**Chart 1: Aims 3 &4: Reduction in ED Visits (PH and BH)**



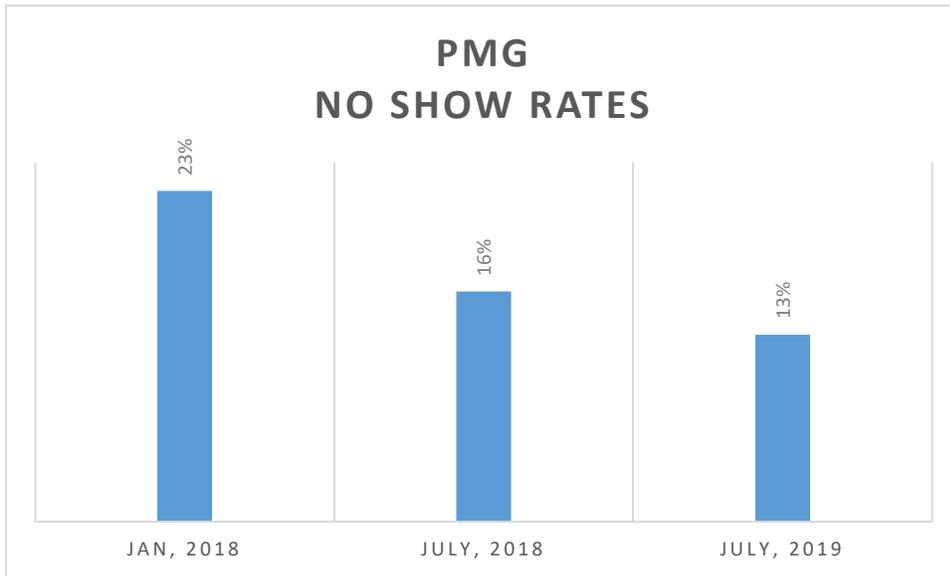
Data Source: Practice Innovation Institute (Pii)

**Chart 2: Aims 3 &4: Reduction in IP Admissions (PH & BH)**



Data Source: Practice Innovation Institute (Pii)

**Chart 3: Reduction in No Show Rates**



Our Phoenix Medical Group providers wanted their schedules full. Finding and implementing solutions to meet this request with proactive and prompt patient follow up, not only lead to provider satisfaction, but also lead to better patient care. In addition, this helped us to better meet the requirements of the health plan for prompt patient follow up after hospital use and subsequent utilization cost reduction. By simply implementing an intentional ongoing outbound outreach process, using tools and reports provided by our system, hospitals, health plans and the Arizona HIE we have been, and continue to be, successful in our healthcare delivery. This is a simple change with huge results that can be replicated in any practice.

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

*As of March 2019, Phoenix Medical Group has completed the 5 Phases of Transformation.*



Practice Innovation Institute  
Engage. Transform. Reward.