

TCPI Exemplary Practice Performance Summary, July 2019

Terros Health

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Provider of Extraordinary Care by Empowered People achieving Exceptional Outcomes.

Terros Health (Terros) is an integrated health care provider with specialization in trauma-informed primary medical care and mental health care, substance use care, mobile crisis, and family services. Inspiring Change for Life is our compelling purpose, and in 2018 we helped more than 53,000 Arizonans on the path to better health and an improved quality of life. As a community health center and safety-net provider, we intend to create healthy communities while meeting our quadruple aim of excellent patient experience, empowered staff, quality health care outcomes, and controlled health care costs. We keep this aim in focus through our vision to provide extraordinary care by empowered people achieving exceptional outcomes.

In the last 50 years, we've grown into a leading healthcare organization employing more than 900 professionals across 17 locations. At Terros Health, we believe a person's mind and body represent whole health. We join each patient on his/her journey toward healthy living, utilizing evidence-based practices that offer the most benefits to improved health and well-being. Our compassionate integrated care teams place the patient at the center of all we do.



Achieving healthy communities

Our approach to care: Extraordinary care begins by creating a medical home, a place where patients can come to meet all their health care needs. Terros Health is recognized as a Patient Centered Medical Home (PCMH), which means that we embrace a team-based health care delivery model. Our patients find that our providers and nurses work directly with peers, community health workers, counselors, case managers, behavioral health coaches, and other staff to coordinate care and communicate within our integrated setting and through our referral network.

To facilitate this dynamic communication and our approach to care from a whole health perspective, we have implemented a single integrated medical and behavioral health record.

Our investment in people: Our staff is our most valuable asset. We strive to cultivate joy at work by providing our employees with trainings, tools, a safe environment, and caring, competent leadership. We encourage our teams to have fun and connect with each other. During our spirit weeks throughout the year, we have themed days and dress up competitions that allow us to learn more about each other and offer a creative outlet for our staff.

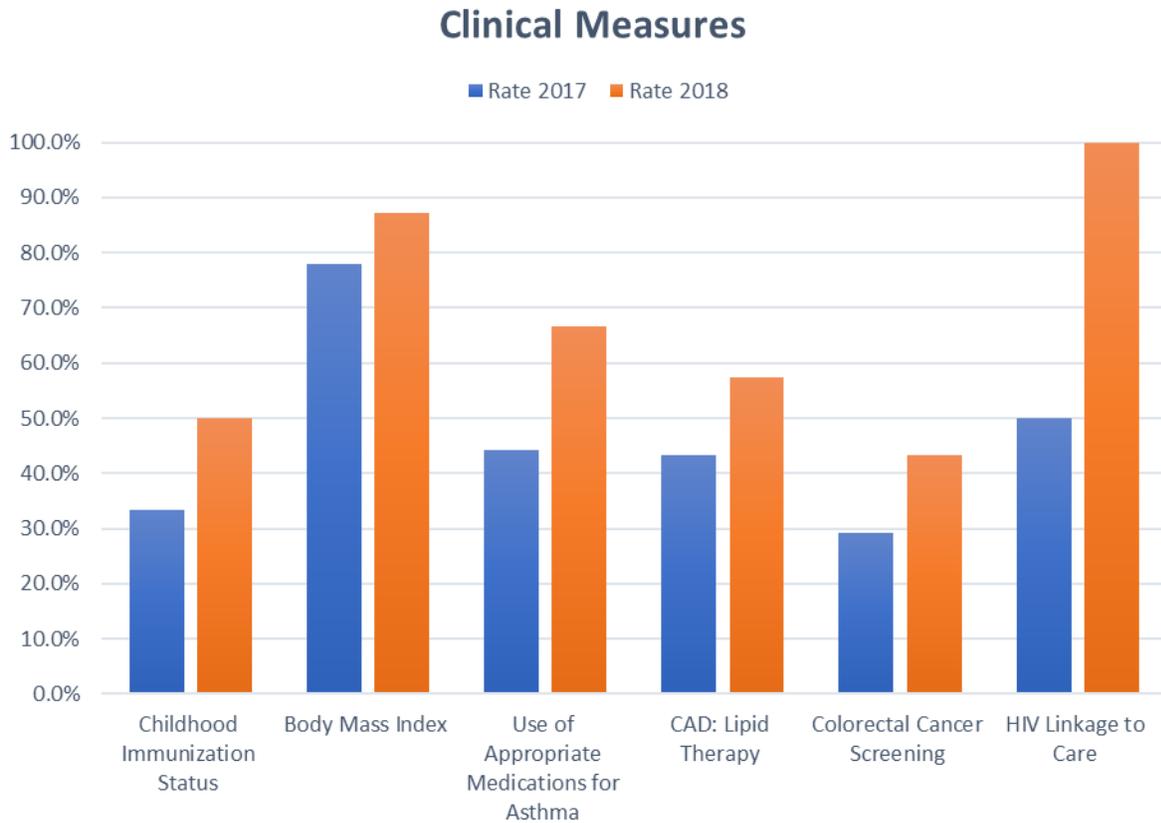
Our focus on population health: At Terros Health, our formula to manage population health includes the following components.

1. ***A systematic process to use data to inform our clinical interventions:*** one example is that our care coordination team uses a report listing gaps in care to reach out to our patients and encourage them to complete the necessary preventative screenings. We also use data to educate our medical providers on our quarterly performance with respect to clinical measures.
2. ***Education and training:*** we train medical providers during their staff meetings on how to properly document their work in the EHR. We also created a population health calendar to rally the organization around a specific health topic on a monthly basis in order to increase awareness and improve the screening rate.
3. ***Integration at the staff level:*** we have strategically repositioned our population health staff within our service excellence department to enable this staff to become the bridge between quality and care delivery.

We have found that **empowering our administrative and clinical staff** to take an integrated team approach to assessing the quality of our care delivery yields improved health outcomes for our patients, particularly as they pertain to the Uniformed Data System (UDS) measures. UDS measures are a standardized set of clinical measures that Federally Qualified Health Centers (FQHC) and look-alikes use to report on their performance.

The TCPI bold aims/performance that makes Terros high value to payers and patients are, **AIM 2 Clinical Outcomes-** Asthma and Diabetes and **AIM 2 Clinical Processes-** Meeting evidence-based guide – Asthma and Diabetes. These AIMS are accompanied, as demonstrated below, by our diligent Clinical Measure efforts in the areas of improved Childhood Immunization, Body Mass Index and Colorectal Cancer Screening.

Following is data that demonstrates that we are generating the desired behaviors to continue to improve our performance on specific clinical measures.



Extracted from UDS data for Terros Health FQHC look-alike sites

Our core values of integrity, compassion and empowerment inform our approach to care, our investment in our employees, and our focus on population health, and in turn, these key factors provide a foundation for our improved clinical performance.

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

As of June 2019, Terros Health has completed all 5 Phases of Transformation.



Practice Innovation Institute
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