

Specialty Care practices, WELCOME.

DESIGN YOUR FUTURE and create a practice that works better for your patients, your staff and YOU, and positions your practice for optimal reimbursement from payers. This resource from the Transforming Clinical Practice Initiative (TCPI) can help.

The tools in this resource have been tested by over 15,000 specialty care practices of all types affecting over 48 million patients. They have been shown to help improve patient outcomes, at the same time refining practice processes to reduce chaos, workload burden, and waste. These specialty practices have created solid foundations for growth and innovation; and strengthened their position as reimbursement models change.

We encourage you to take advantage of these TCPI tools and resources as you begin your journey finding satisfaction, success and recognition. It's all in your hands – you choose and control the path to your destination.

There is no one way to proceed. “Step one” is to think about what is important to you and your patients. Only you can answer this question and we invite you to talk with your patients directly. Convene a small group of your favorite patients and ask them what they hope for in the care they receive. Use their advice to create your guiding principles. We have grouped our tools and resources into various categories to help you choose an area to begin your journey.

From the Specialty Care members of the TCPI Faculty
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Improve Access to Care: Scheduling, Cost, Empathy for patient point of view

- Sustaina Center for Women focussed on their working, multigenerational care-giving patients who have no time to sit around in a doctor's office. They created an "M.A. Drop In Clinic" for low acuity non-emergent needs such as UTI, vaginitis, and STD scares. In doing so, they created savings of approximately \$400,000 by averting emergency department visits while empowering staff and giving patients what they need.
- Colorado Retina Associates improved patient access highly specialized medications simply by switching to lower cost generic formulas. They created over \$12 million in savings while empowering their patients to continue their vital medications for better vision.

Improved Teamwork

Within a year, Denver Health ENT transformed their practice from a chaotic, 'my hair is on fire', toxic environment to a friendly, cohesive, high functioning team that trusted each other. With a strong team, they have innovated improved patient access on many levels and received national accolades for their work. Their latest innovation is starting a virtual consultation visit for rural patients and have become a pilot practice that will soon be able to share what they did and how they did it.

Patient Voice

"End of Life" care practice focussed on helping patients refine and then enforce their end of life wishes. Their patients were given the respect and protection they needed to avoid unnecessary ambulance rides to the emergency room that resulted in 10 day to 2 week hospital admissions. This small practice saves an estimated \$100,000-\$150,000 per patient by helping them protect their most closely held needs and wishes.