



ThedaCare®



2021 Clinic Performance

Clinic Goals

Provide eligible employees and family members quick and convenient access to high quality medical services, improving health and productivity. Generate ROI that will positively impact total cost of care for the Appleton Area School District and City of Appleton.

ThedaCare's Mission

To improve the health and well-being of our communities by empowering each person to live their unique best life.

MA/LPN right-sizing

- Due to pandemic, MA/LPN staffing level was reduced indefinitely to right-size for the clinic's needs.
- When RN hours were reduced in early 2020 from 40 to 24, the idea was to increase MA/LPN hours by 32, but this was held off when pandemic hit.
- 40 hour week position was hired back at 32 hours.
- If not for pandemic, we would be operating with 112 MA/LPN hours, however we currently operate with 72 hours/wk and will remain at that level until more hours are warranted.

Patient Satisfaction

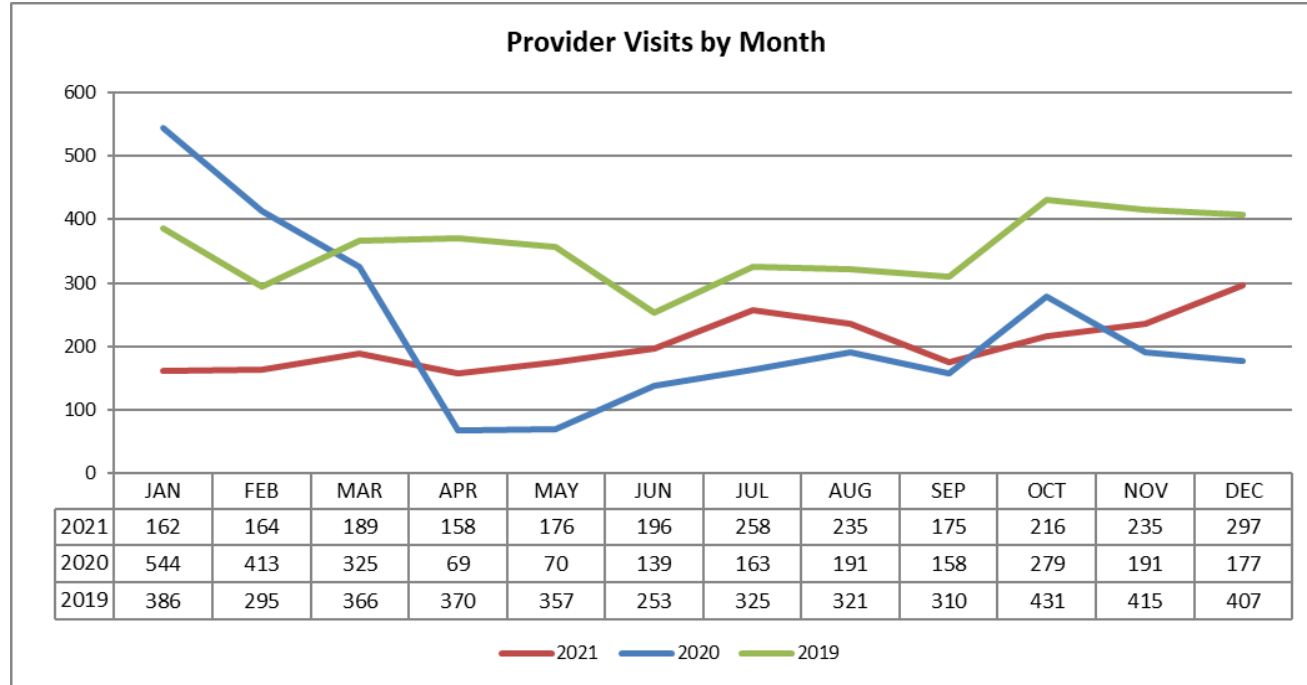
- 193 patient surveys collected
- 99% were seen when they wanted to be seen
- 100% were satisfied with the care received
- On a scale from 1 to 10, with 10 being extremely likely, rated a 9.9 for likelihood to recommend services



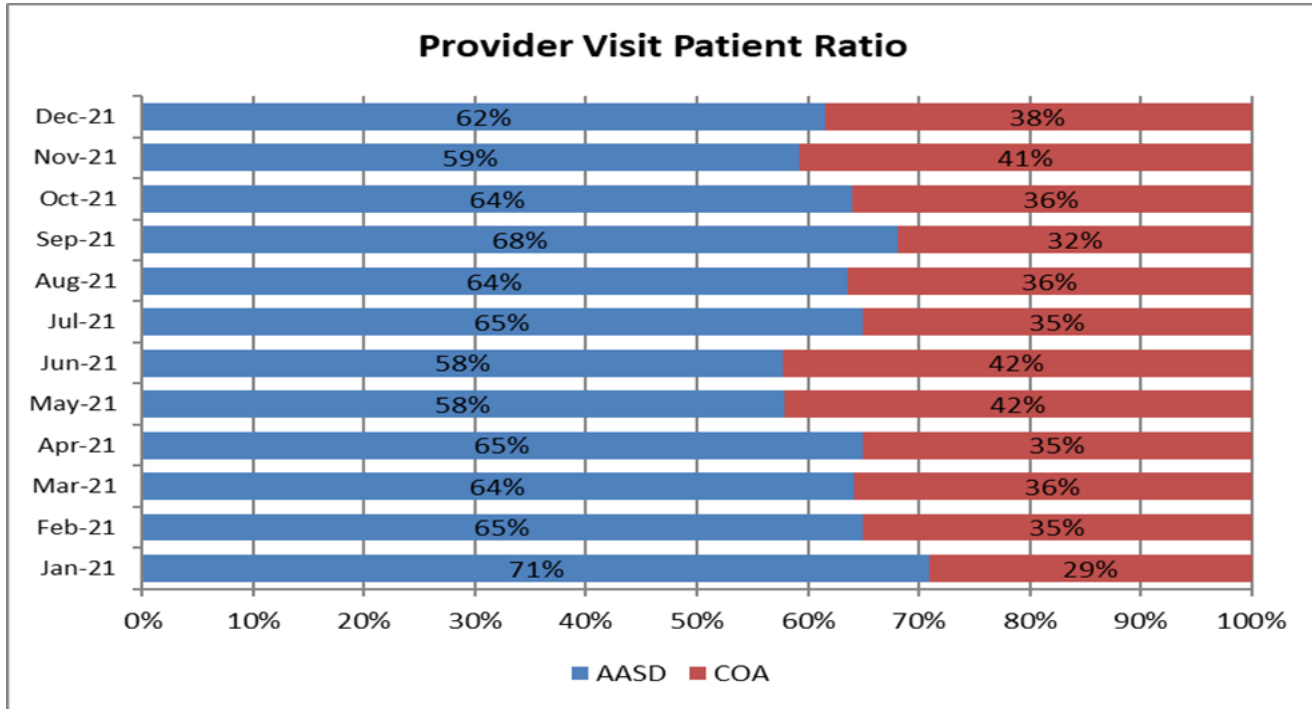
Patient Satisfaction themes

- Quick, convenient access. Appreciative of this resource.
- May not have sought care if not for the Connecting Care Clinic, due to cost.
- Never feel rushed. Staff spends more time with patient than they are used to.
- Personal attention and great listeners.
- Friendly, kind and thorough.
- Relationship building....many comments mention our staff by name.

Provider Utilization

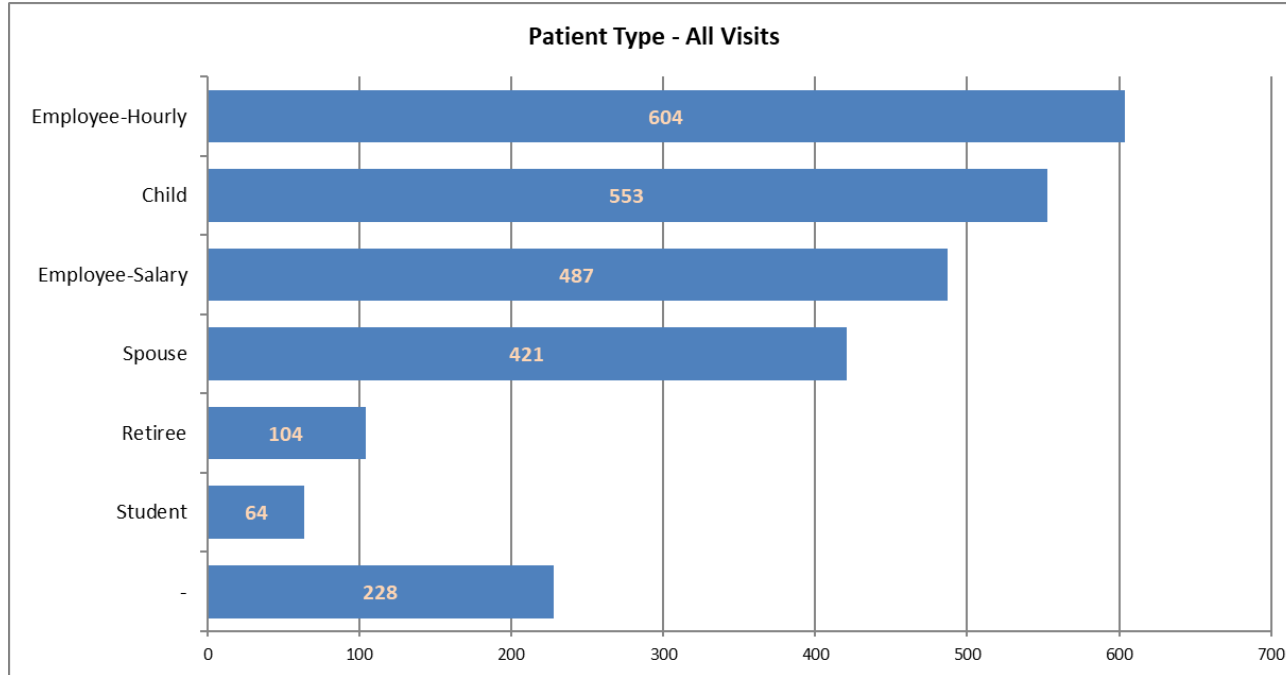


Visit Ratio

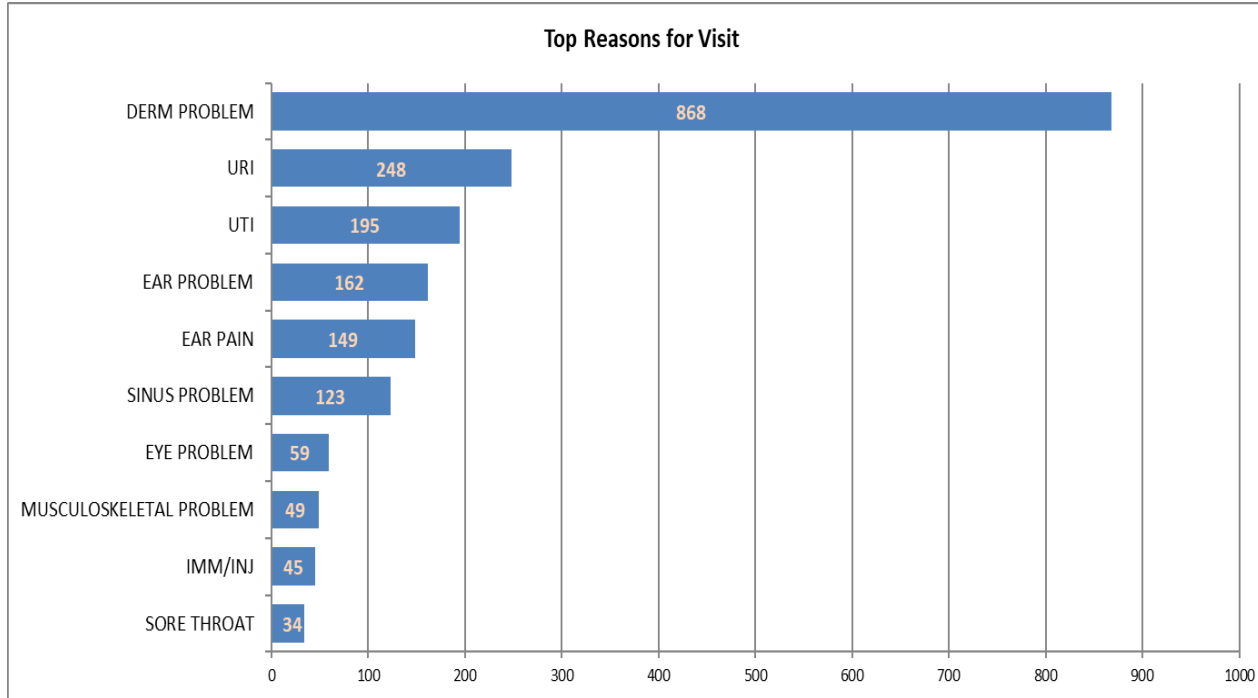


2461 total visits: AASD 64% / COA 36%

Patient Type



What are we seeing?



Quality Initiatives and Referrals

Preventative Screenings

- 4 Colonoscopy
- 1 Mammogram
- 125 Skin care screenings

Imaging Referrals

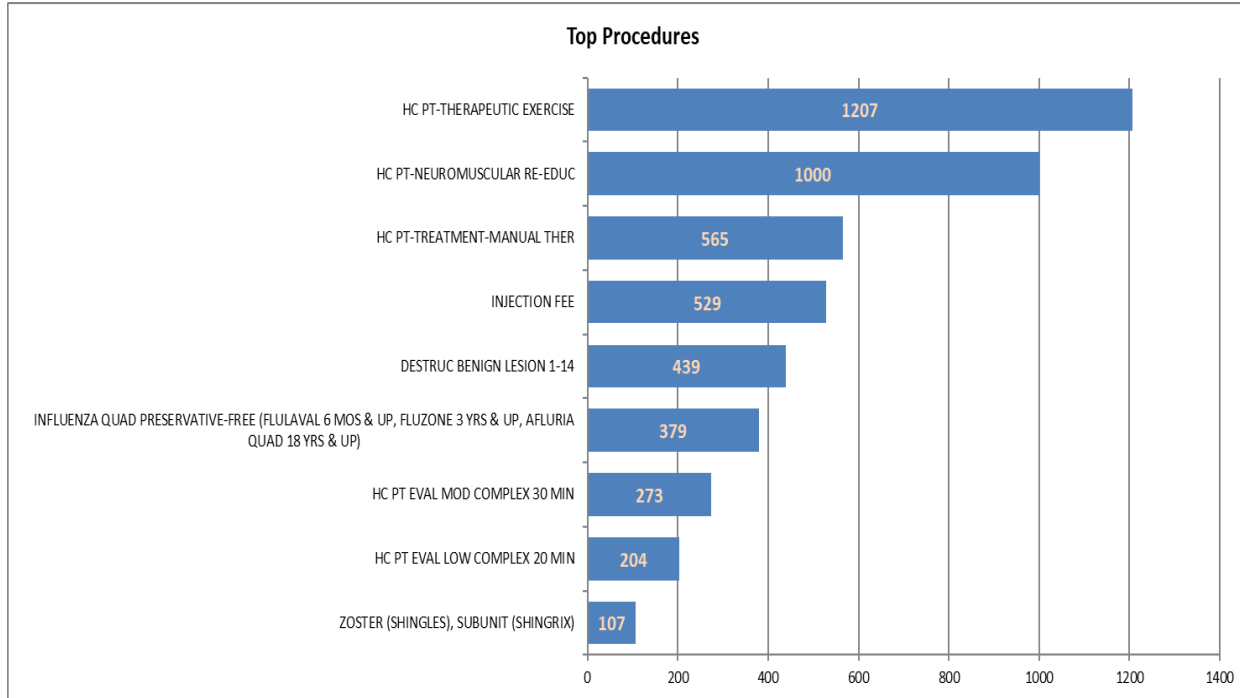
- 18 X-ray
- 3 Ultrasound
- 3 CT

Specialist Referrals

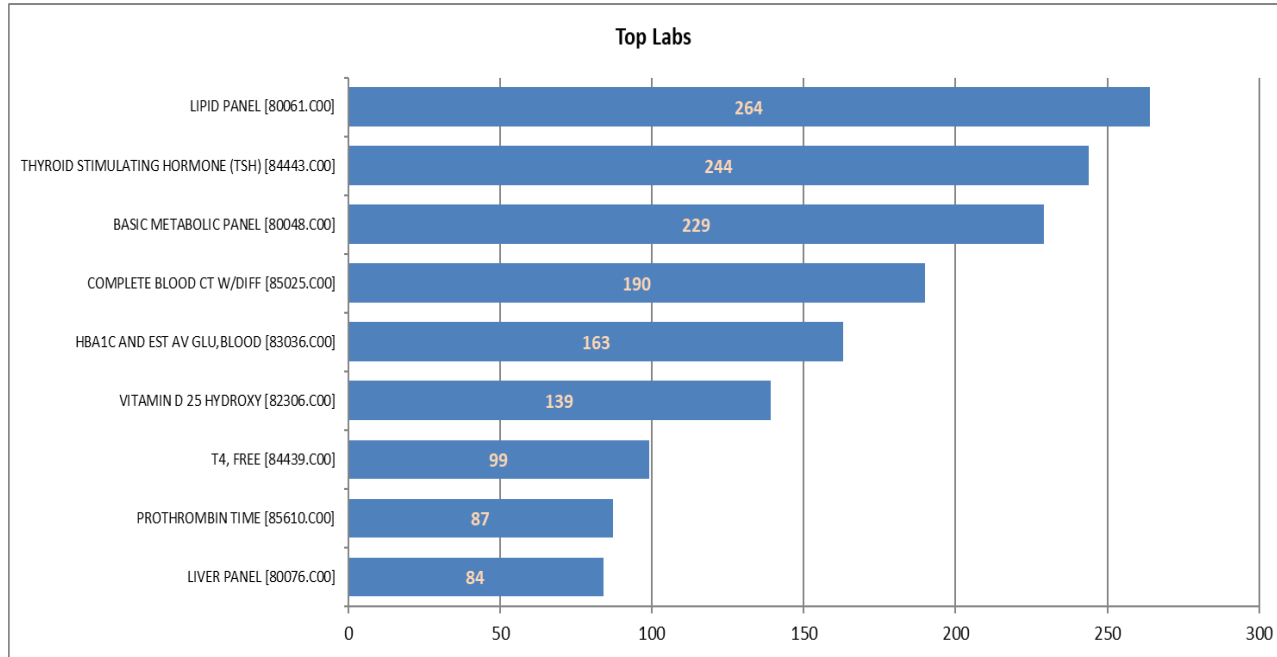
- 25 Dermatology
- 13 Hand Surgery
- 8 Podiatry
- 7 Sports Medicine
- 6 Orthopedic Surgery
- 5 Pediatric Dermatology, Ophthalmology,
- 3 Pain Medicine, Gastroenterology, Allergy
- 2 General Surgery, Pulmonology
- 1 Infectious Disease, Neurology, Oral Maxillofacial Surgery, Rheumatology, EGD



Procedures

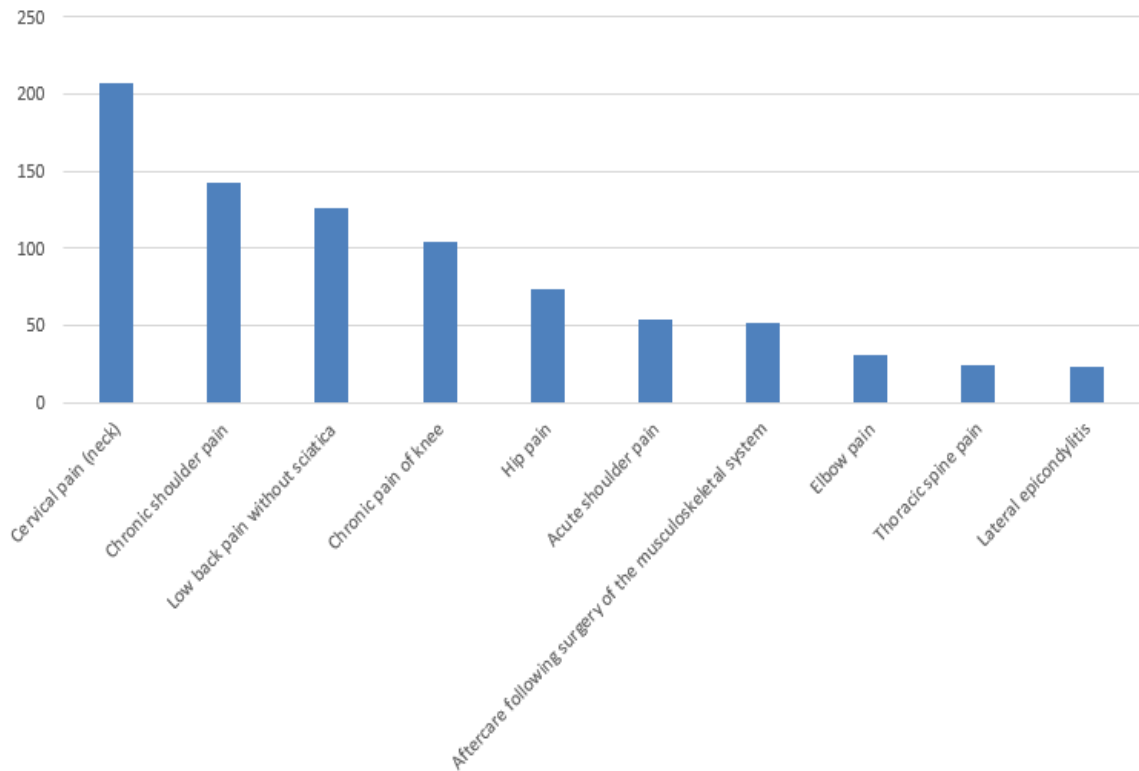


Labs

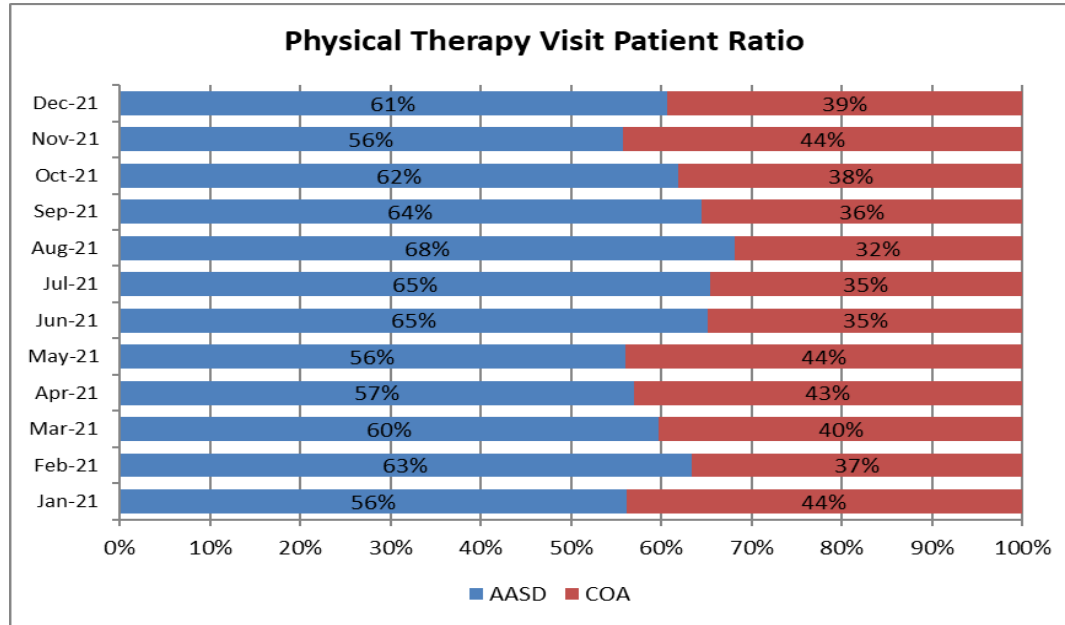


Total labs: 3116

Physical Therapy - Top Reasons for Visits



Physical Therapy Ratio



1627 total visits: AASD 61% / COA 39%

Procedure Savings - Physical Therapy

Procedure Name	Number	Average Charge	Total Savings
PT Evaluation High Complex 45 min.	21	\$ 210.00	\$ 4,410.00
PT Evaluation Low Complex 20 min.	217	\$ 173.00	\$ 37,541.00
PT Evaluation MOD Complex 30 min.	287	\$ 194.00	\$ 55,678.00
PT Re-eval Est Plan Care	15	\$ 159.00	\$ 2,385.00
PT Therapeutic Activities	105	\$ 72.00	\$ 7,560.00
PT Neuromuscular Re-Education	1046	\$ 72.00	\$ 75,312.00
PT Therapeutic Exercise	1263	\$ 87.00	\$ 109,881.00
PT Treatment - Manual Therapy	623	\$ 85.00	\$ 52,955.00
Total			\$ 345,722.00

Referrals

- Hand to Shoulder: 6
- Orthopedic Surgery: 4
- Pain Medicine: 3
- Podiatry: 2
- Sports Medicine: 6
- X-ray: 4

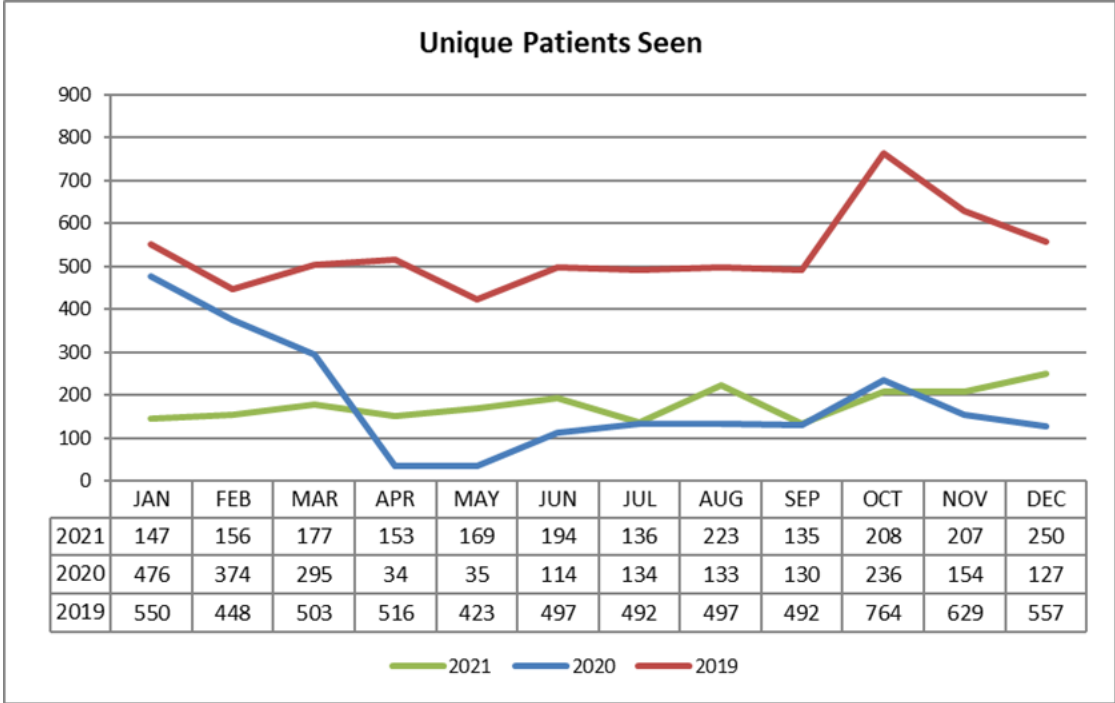
Accomplishments

- Continued to see high volume of patients through the ups and downs of COVID.
- Low number of visits required for resolution of non-surgical symptoms.
- Appropriate referrals to specialists as needed for any symptoms not resolving.
- Now with the NuStep equipment, we are able to see total knee and total hip joint replacements at CCC without needing the TCA clinic. That clinic is leaving in the fall, so this is good timing.

Opportunities

- With COVID “subsiding” may be able to participate with group education again as in the past to reduce workplace injuries.
- May need to think about e-visits. These may give more opportunity for access (ie: workstation setup, body mechanics, schedule conflicts).

2155 unique patients seen in 2021



Return on Investment

Month	Contracted Expense	Office Visit Savings	Lab Savings	Procedure Savings	Total Savings	ROI
January	\$ 69,317	\$ 34,310	\$ 8,175	\$ 43,591	\$ 86,076	\$ 16,759
February	\$ 69,317	\$ 35,025	\$ 7,516	\$ 34,752	\$ 77,293	\$ 7,976
March	\$ 69,317	\$ 37,525	\$ 8,294	\$ 43,327	\$ 89,146	\$ 19,829
April	\$ 69,317	\$ 40,300	\$ 6,035	\$ 44,626	\$ 90,961	\$ 21,644
May	\$ 69,317	\$ 38,665	\$ 6,395	\$ 38,673	\$ 83,733	\$ 14,416
June	\$ 69,302	\$ 48,605	\$ 10,961	\$ 48,148	\$ 107,714	\$ 38,412
July	\$ 60,861	\$ 50,895	\$ 7,684	\$ 44,668	\$ 103,247	\$ 42,386
August	\$ 63,651	\$ 57,035	\$ 8,629	\$ 44,248	\$ 109,912	\$ 46,261
September	\$ 65,271	\$ 33,480	\$ 7,487	\$ 38,827	\$ 79,794	\$ 14,523
October	\$ 57,301	\$ 43,840	\$ 5,688	\$ 59,109	\$ 108,637	\$ 51,336
November	\$ 54,956	\$ 43,100	\$ 6,113	\$ 35,846	\$ 85,059	\$ 30,103
December	\$ 65,149	\$ 53,715	\$ 7,480	\$ 38,803	\$ 99,998	\$ 34,849
YTD	\$ 783,076	\$ 516,495	\$ 90,457	\$ 514,618	\$1,121,570	\$ 338,494

Notes:

Lab, procedure and office visit savings estimated based on insurance cost.

2021 YEAR END SUMMARY

HEALTH COACH

Health Coach Visits

Total Visits:
693
Participants:
336

You Tube Videos

Views: 987

Topics:
Food Demos
Energy Breaks
Nutrition
Strength Training

DPP Program

Participants:
7
Pounds lost:
199

DIET Free Class

Participants: 7
Ave weight loss
5.3 lbs.

- 100% started eating breakfast every day
- 100% feeling better in their clothes
- 75% increased physical activity
- 50% having more positive mood
- 50% sleeping better
- 50% improved energy level

Success Stories

An email from a **client who has lost over 70#s**: "I thank you again and again for putting me into this type of lifestyle change and diet. I am sure it is the correct one for me!"

"I just tried the chair video for my afternoon break. Fantastic. Really helped to wake me up and get me moving. Hopefully will prevent my afternoon craving for something sugary to get me through the rest of the day. Thank you."

From Tammy Pavek (AASD Wellness Coordinator): "I am getting AWESOME feedback on the food label video! Thank you so much for doing this—great job!"

An email from a participant I had been working with for ~6 months that saw her A1C drop from prediabetes to not! "Thanks again for your help in getting me to a healthier spot with my health."



In-progress/upcoming Health Coach initiatives

- Teresa Nelson had a significant presence at City of Appleton Health Assessments last Fall, and is currently doing the same for Appleton Area School District's HRAs. Teresa acts as a screener/coordinator, promoting her services as well as the Connecting Care Clinic at large, interacting with well over 1000 participants to date in the process.
- Mental Health outreach to City of Appleton HRA participants citing high stress or high-risk depression, with information regarding Connecting Care Clinic services and EAP.
- Mental Health outreach to AASD participants upon conclusion of HRAs in March 2022.

Provider Success Stories

Had patients come in regarding health screenings with questions and met with them. Able to explain pathology behind chronic disease including cardiac risk factors and lifestyle intervention. Most patients made follow up appointments with the health coach or joined and qualified for one of the lifestyle courses she teaches. A few of these patients were unaware that they could meet with her outside of these classes even if they were full or they didn't qualify and liked the fact their family can participate as dependents with them. Was successful having a few patients come in to start smoking cessation too.

I saw 2 cases of Lyme disease in the last few months. Both of these men thought it was just a little rash and only came in because it was free and we could accommodate their work schedules. Treating early helped prevent long term effects.

With the pandemic the last two years along with general life stressors, we have been seeing more visits related to mental health. Most of the time, I think the hardest step for the patients to do, is actually make that first decision to be seen for this and admit they need to talk to someone about it. I have heard from many patients that they have known us here at the clinic, feel so familiar with us and the staff, that they felt this is safe and comfortable approach to take, which has made it a bit easier for them to open up to discuss. That step has lead to many positive outcomes thus far, and a lot of feedback has been, "I wish I would have came in sooner!".

Physical Therapy Success Stories

- Male came in for R knee pain, suspected torn meniscus, therefore, referred to Ortho. EE had surgery and now making a good recovery.
- Female with several month history of plantar fasciitis has significant relief with DN and taping, and was discharged to HEP after 3 visits.
- Male who underwent THA- discharged in 4 visits with excellent recovery.
- Female returned to running after significant LBP.
- Female who suffered a patellar dislocation, recovered in just 6 PT visits.
- Elementary school girl sprained an ankle on the playground and recovered in just 2 visits.
- Female with a long history of mid back pain, resolved after 3 visits of DN.
- Middle-aged male with initial c/o hip pain, referred quickly to Ortho due to suspected OA. EE had x-rays and required THA then returned after surgery and has made an excellent recovery.
- Female suffered a hip fracture requiring THA. EE made full recovery with post-op PT in just 4 visits
- Female with tennis elbow, had pain resolve with 3 visits of DN.

Physical Therapy Success Stories - Continued

- Male patient s/p TKA full recovery with longer-term follow-up than normal d/t complications.
- Female patient over the past year seen for ankle, knee, back pain. Fully resolved after therapy and returned to competitive running.
- EE seen in PT with cervical radiculopathy. Successfully treated in 3 visits in PT with coordinated effort with providers at clinic for medication prescription.
- Male patient with progressive MS being treated long term 1x/2months has not regressed with disease and continues to ambulate independently with cane.
- Male high school patient full return to function after ACL tear and surgery.
- Identified 3 patients needing x-ray to rule out fracture based on established rule. 2 of the patients needed further medical care d/t fracture. All fully recovered with appropriate care.

Registered Nurse accomplishments/successes

Created handout on how to prevent urinary tract infections as there was an increasing number of these visits recently.

Patients are very appreciative of the telehealth visit option during the COVID restrictions still in place, even though in-person visits are increasing.

Shingrix vaccine remains very popular and patients are very thankful to have this immunization available for free.

Labwork was obtained for a patient on the first attempt who stated she was a hard lab draw and was very anxious. Stated she was so happy that she didn't even feel the stick and feels more comfortable coming back to have labs drawn in the future.

Several patients expressed thankfulness for having this clinic available free of charge with same-day visits available even for non-urgent needs.

Patient Satisfaction

Always very pleased with the services her. Great staff and treatment.

Connecting care clinic is always very accommodating.

Very convenient. I really like the services I've received here.

Staff are extremely helpful and professional.

The clinic and time was flexible for my work hour. The staffs are friendly and I feel like they able to meet my medical needs.

Thank you for providing this service for AASD employees!

Everyone is very nice! Love Heather Books!

Great availability/easy to make appointments/very friendly staff

Connecting Care Clinic is such a wonderful benefit to have. The scheduling of the appointment is so easy and you can get an appointment very quickly. Jessica is so informative and takes the action needed. She is very responsive to follow-up questions that I have. I appreciate the expertise and knowledge that she is able to give and her personal attention is second to none.

Patient Satisfaction

I absolutely love the level of care I receive from the connecting care office!
Great service aasd provides. Very lucky to have this as a option for care.
Appreciate the promptness and professionalism. Everything was explained in detail.
Very nice and offered great service
N/A
Always good service and answer any questions I have or my family members when they come.
Amazing service every time.
Having the connecting Care Clinic is a valuable resource for my entire family's health.
I appreciate the ease in getting in. The staff was very friendly and knowledgeable.
I love the care I receive when going to the connecting care clinic. The staff here are so friendly and care about helping people feel better. I normally can be seen in a fast time period.
Very friendly
This is a great service offered through AASD. I am very grateful we have it as an option for care.

Patient Satisfaction

Shirley was very welcoming and easy to talk to. Heather was a great listener, very understanding and reassuring. She gave me wonderful care and expert advice. Many thanks!

Friendly, curious and helpful. Very pleased.

Excellent care

Shirley and Heather were friendly and helpful. Appreciate this service they offer.

Always friendly and professional. Love coming here. Easy, convenient and timely with getting in.

I am always treated quickly and with great care here. Thank you!

Great resource for employees and our families. Thank you.

Excellent experience. Would suggest to others to come here.

Very competent staff, I had a quick appointment and am happy with the care I received.

We are so thankful to have this option for visits. Thank you!

Jess is informative and understanding.

Everyone is always friendly and I always get the help I need.

Really listened to me and gave me things to help

Everyone is so friendly and welcoming!

So smooth of a process. Grateful for the care

Very convenient to be seen the same day as needed. Great service!

Patient Satisfaction

Connecting Care Clinic is such a wonderful benefit to have. The scheduling of the appointment is so easy and you can get an appointment very quickly. Jessica is so informative and takes the action needed. She is very responsive to follow-up questions that I have. I appreciate the expertise and knowledge that she is able to give and her personal attention is second to none.

Absolutely love having this service available. We have been able to take advantage of many services ranging from regular flu tests, to physical therapy. Considering our insurance doesn't kick in covering service until we meet our deductible, we have saved a lot of money having this available to us. My son had to have warts frozen every week for many, many weeks and that would have been extremely expensive otherwise for a seemingly quick and simple service. This has been great to have and I very much appreciate the fact that it is available to us!

N/A

Easy to schedule and convenient times.

Always friendly and helpful

Always on time.

Extremely convenient and always effective in treating symptoms. We are so grateful to have the Connecting Care Clinic as an option.

Connecting Care Clinic provides wonderful care with a friendly staff.

We were seen right away and care providers were kind and thorough.