

Connecting Care Clinic

4th Quarter 2018

Agenda

- ROI
- Utilization
- Quality
- Satisfaction
- Recommendations & Next Steps

2018 ROI

Month	Contracted Expense	Office Visit Savings	Lab Savings	Procedure Savings	Total Savings	ROI
January	\$ 59,392	\$ 53,620	\$ 9,095	\$ 22,002	\$ 84,717	\$ 25,325
February	\$ 57,439	\$ 48,440	\$ 10,206	\$ 17,628	\$ 76,274	\$ 18,835
March	\$ 57,828	\$ 47,180	\$ 9,691	\$ 16,538	\$ 73,409	\$ 15,581
April	\$ 54,934	\$ 41,440	\$ 8,565	\$ 15,364	\$ 65,369	\$ 10,435
May	\$ 57,814	\$ 42,000	\$ 14,065	\$ 23,516	\$ 79,581	\$ 21,767
June	\$ 57,420	\$ 35,980	\$ 9,201	\$ 18,352	\$ 63,533	\$ 6,113
July	\$ 59,647	\$ 36,540	\$ 15,162	\$ 17,528	\$ 69,230	\$ 9,583
August	\$ 62,076	\$ 39,480	\$ 10,590	\$ 26,710	\$ 76,780	\$ 14,704
September	\$ 73,740	\$ 35,980	\$ 7,100	\$ 31,002	\$ 74,082	\$ 342
October	\$ 77,670	\$ 49,700	\$ 13,902	\$ 65,548	\$ 129,150	\$ 51,480
November	\$ 95,787	\$ 30,520	\$ 8,183	\$ 45,720	\$ 84,423	\$ (11,364)
December	\$ 79,674	\$ 39,060	\$ 8,788	\$ 40,053	\$ 87,901	\$ 8,227
YTD	\$ 793,421	\$ 499,940	\$ 124,548	\$ 339,961	\$ 964,449	\$ 171,028

Assumptions

Office Visit Value: \$ 140.00

Notes:

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



2018 Final ROI by Customer

Customer	Contracted Expense	Office Visit Savings	Lab Savings	Procedure Savings	Total Savings	ROI	ROI Ratio
Appleton Schools	\$ 539,526	\$ 362,320	\$ 72,733	\$ 224,867	\$ 659,920	\$ 120,394	1.22
City of Appleton	\$ 253,895	\$ 137,620	\$ 51,815	\$ 115,094	\$ 304,529	\$ 50,634	1.20
TOTAL	\$ 793,421	\$ 499,940	\$ 124,548	\$ 339,961	\$ 964,449	\$ 171,028	1.22

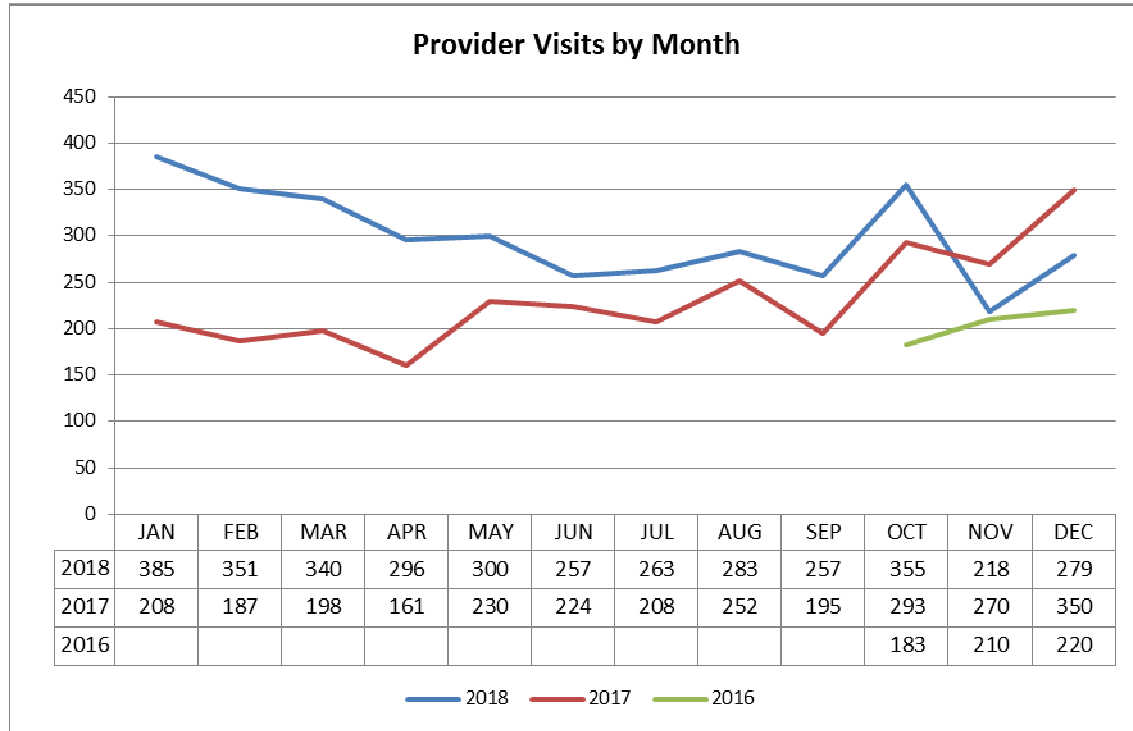
Note: Final ROI Ratio very similar for AASD and COA

ROI Observations & Analysis

Areas of Opportunity/Concerns/Successes

- Clinic continues to operate with positive ROI
- November had a notably lower ROI
 - Paid \$32K in supply expense for vaccine purchases made during the time period of August – November
- Seeing a slight downward trend in lab savings due to mix of labs
 - Had a higher prevalence of specialty labs mid-year
- Recent increase in procedure savings due to immunizations (flu and Shingrix) and physical therapy

Provider Visits

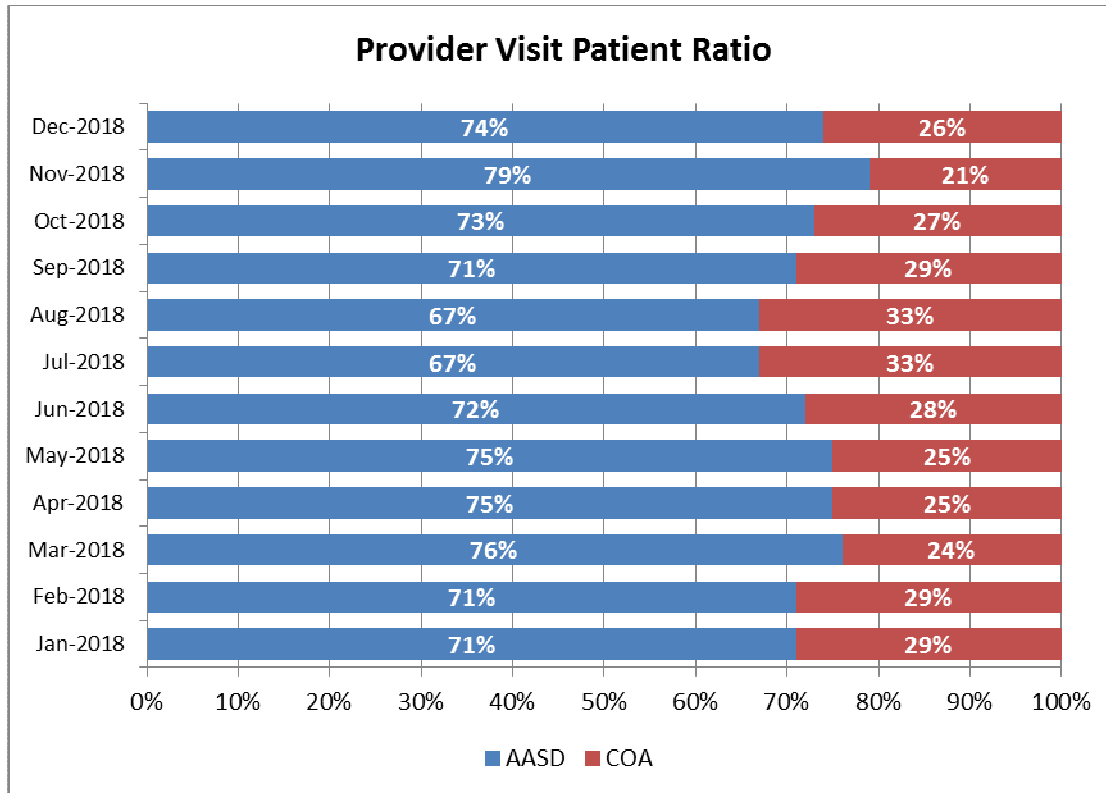


Notes/Observations

- Saw a drop in visit volume in 4th Qtr
- Expect to see visit volumes rebound in 1st Qtr

Provider = NP/PA and MD

Provider Visit Ratio – YTD

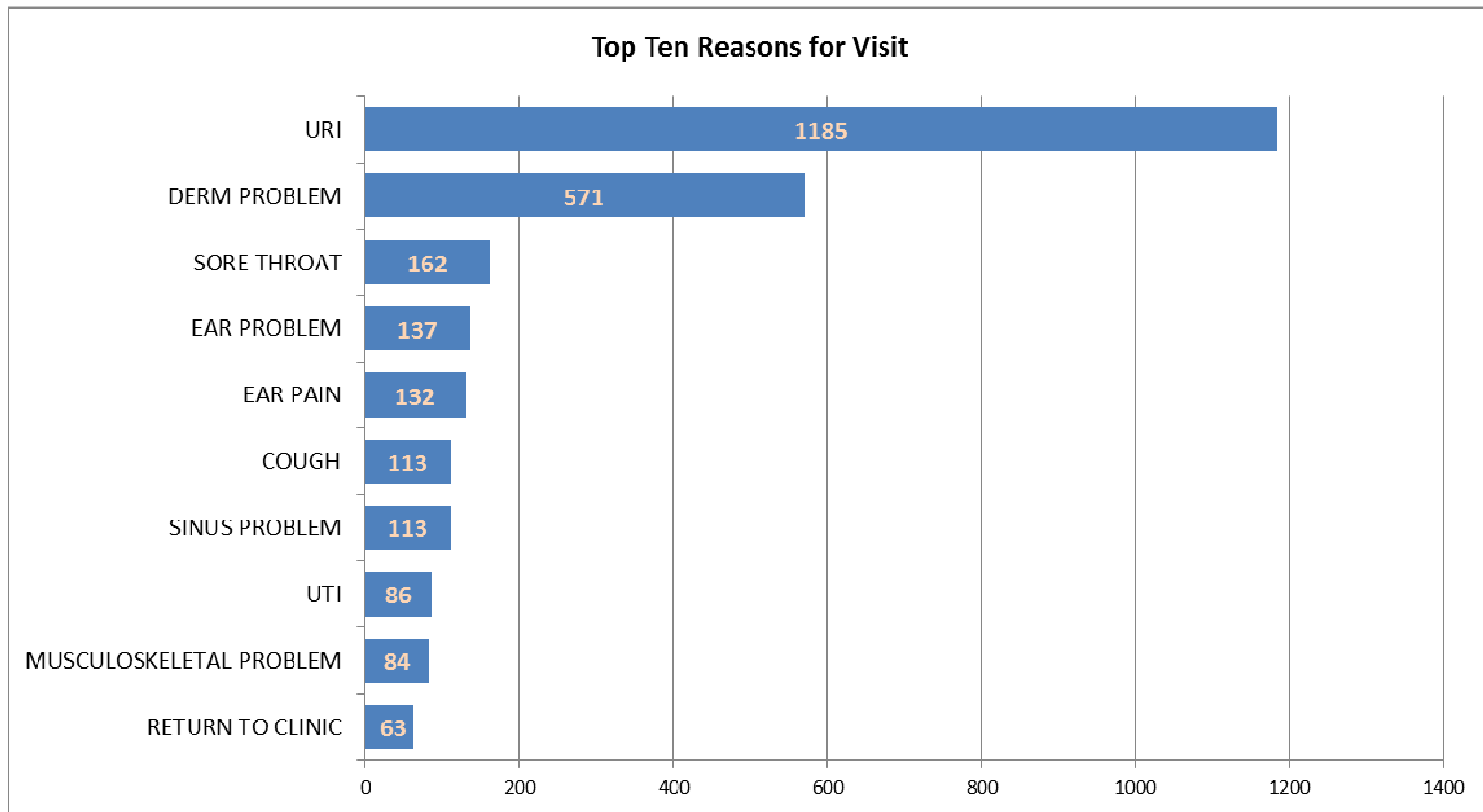


Notes/Observations

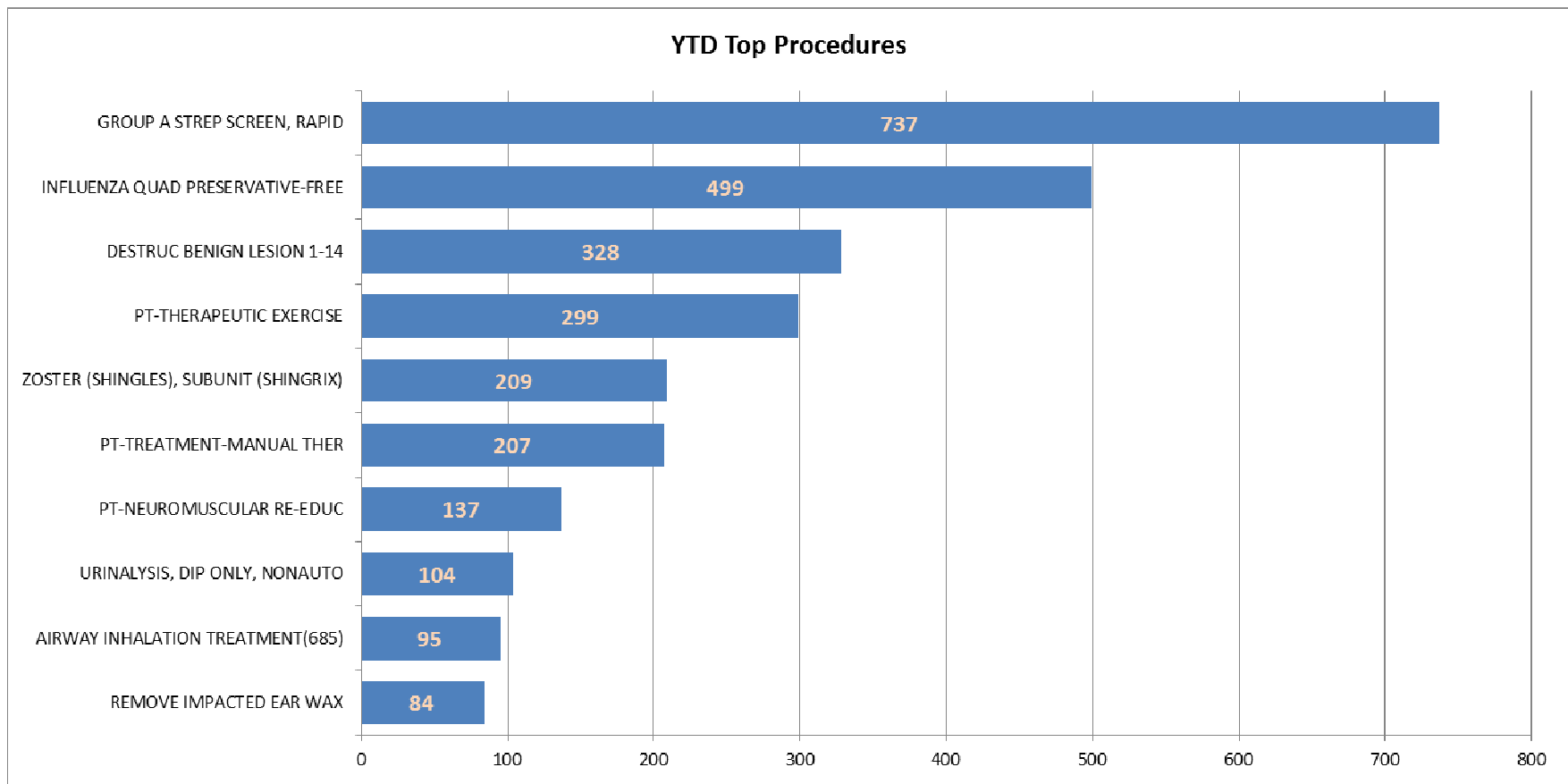
- 4th Qtr saw higher utilization by AASD, consuming 75% of visits.
- 2018 ended with the following mix:
 - AASD @ 72%
 - COA @ 28%

Provider = NP/PA and MD

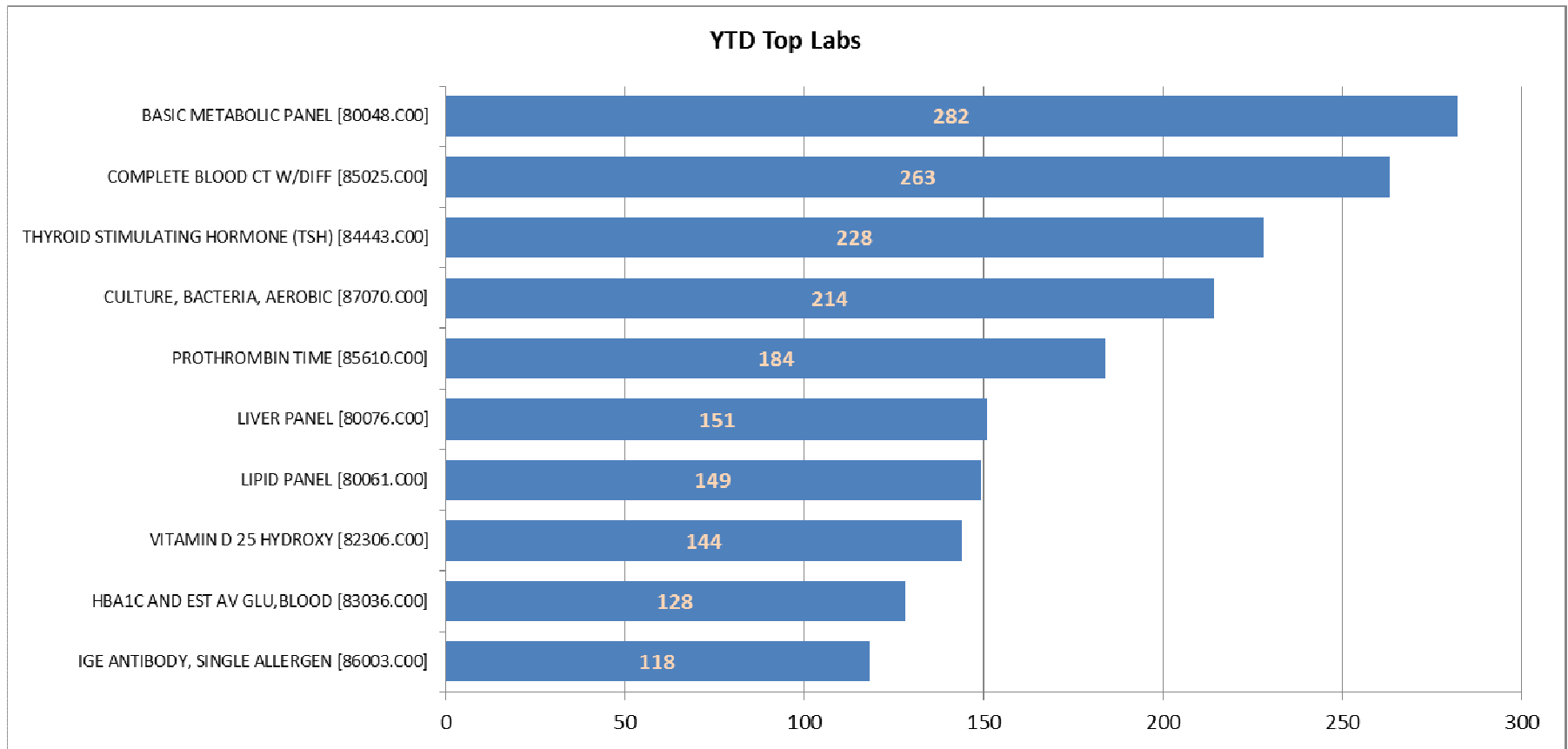
Provider Visits – Reason for Visit (YTD)



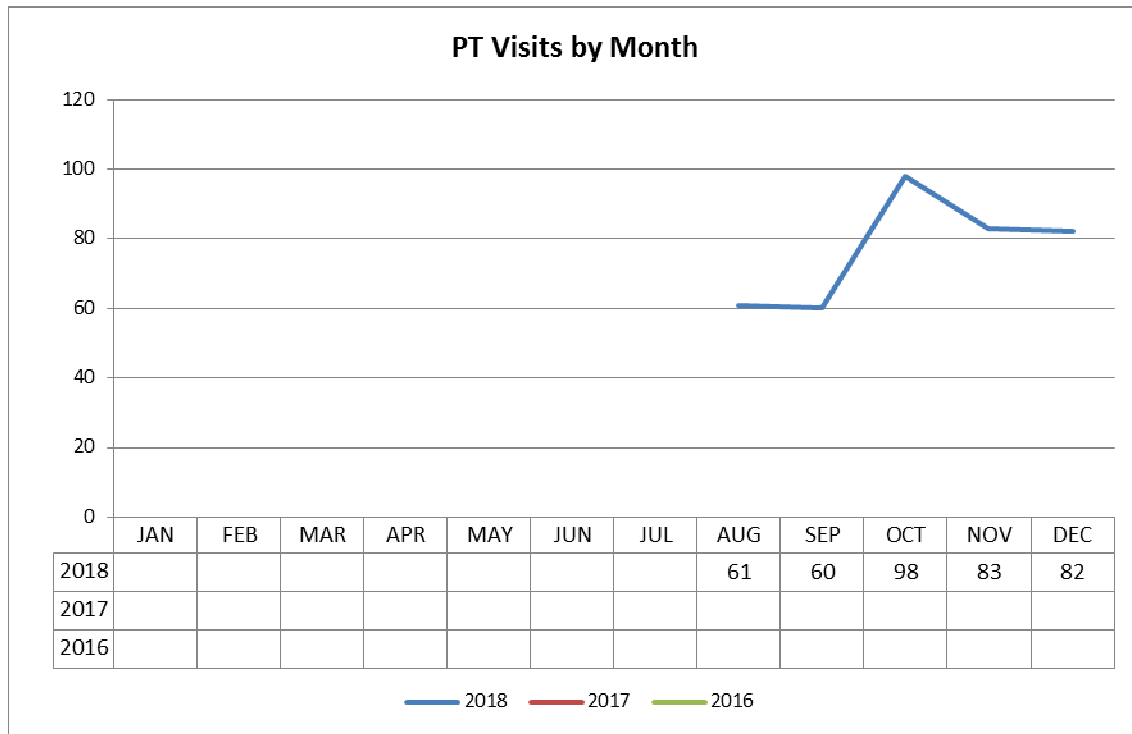
Top Procedures (YTD)



Top Labs (YTD)



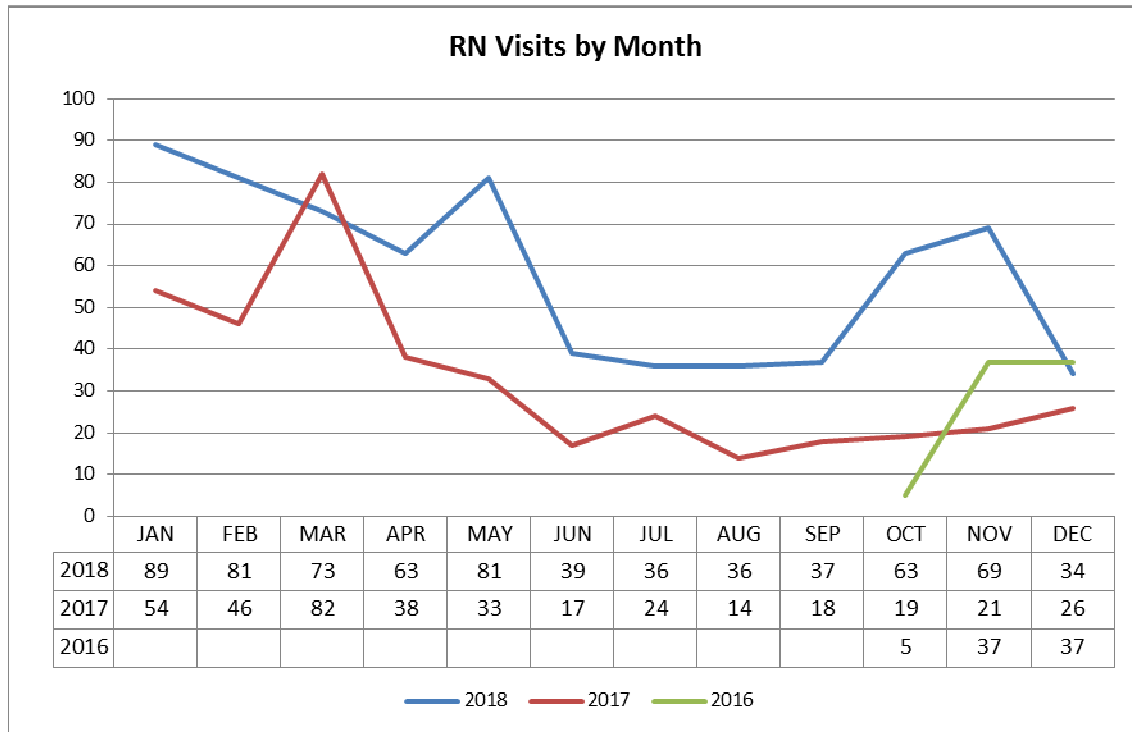
PT Visits



Notes/Observations

- Increase in PT volume in 4th Qtr.
- Was close to capacity in 4th Qtr.

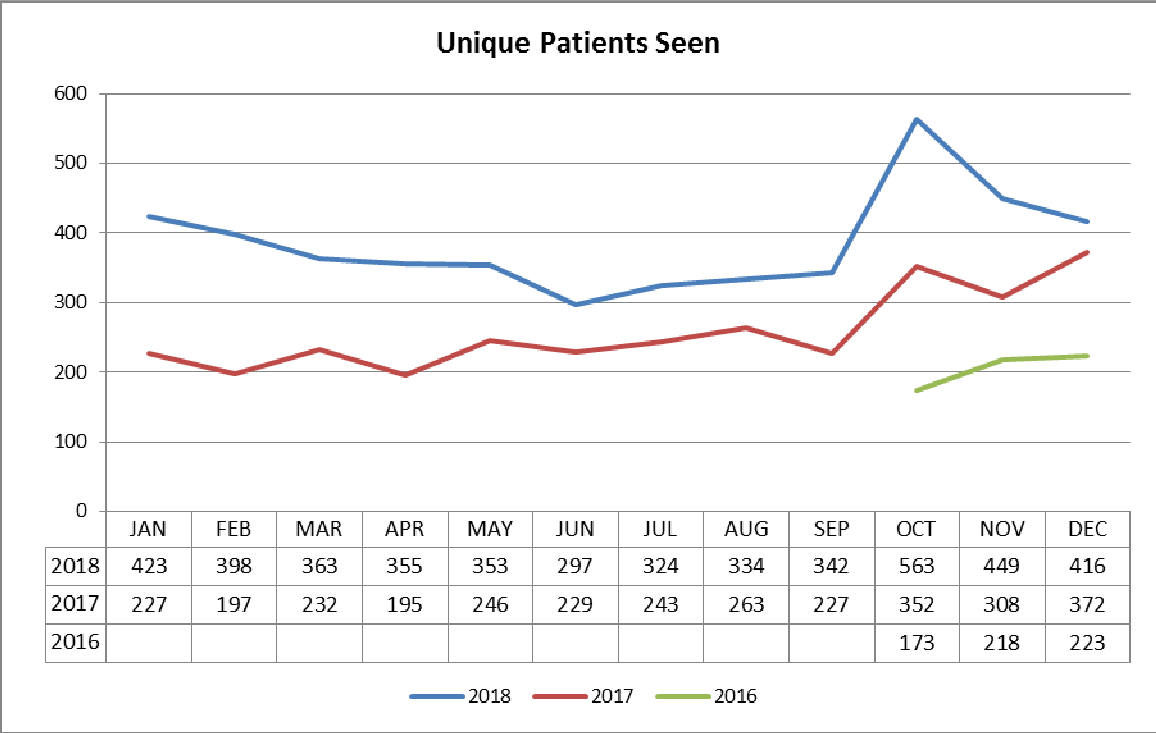
Nurse Visits



Notes/Observations

- Visit volume up 79% over 2017

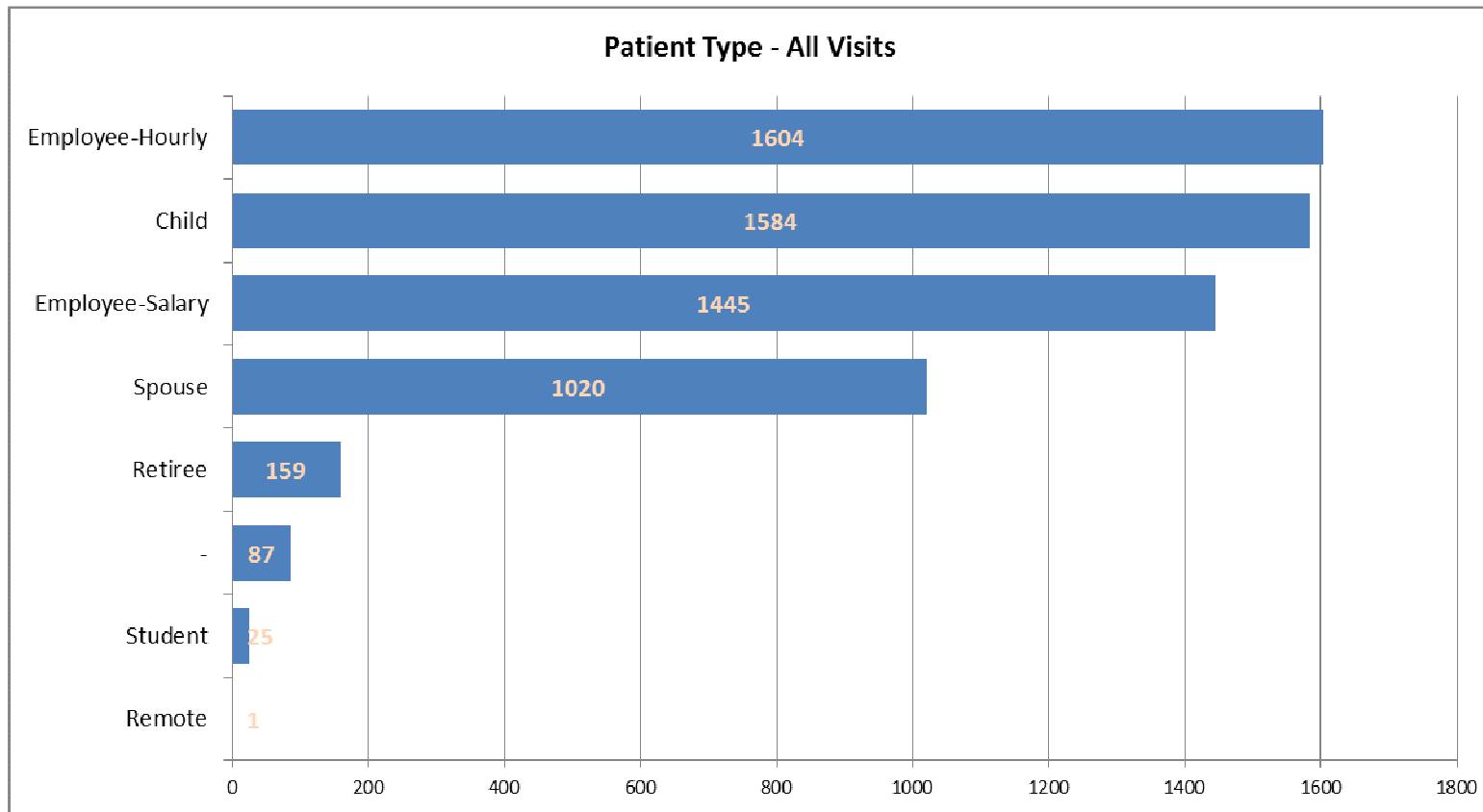
Unique Patients Seen – All Visit Types



Notes/Observations

- Immunizations and addition of PT increasing number of unique patients seen each month.
- Saw a total of 2,234 unique patients in 2018.
- Averaged 150 new patients each month in 4th Qtr.

Patient Type – All Visits (YTD)



4th Qtr Utilization Analysis

Areas of Opportunity/Concerns/Successes

- Filled 77% of provider slots in 4th Quarter
- Monday (82%) and Friday (96%) had higher utilization than Tuesday – Thursday (69-71%)
- Demand was highest from 7:00-8:00 am and 3:00-5:30 pm, with utilization at 89%, but was generally good throughout the day. One exception was 1:00-2:00, when utilization was around 55%.
- PT filled 89% of slots in the 4th Quarter
 - Utilization high throughout the day
 - No notable difference in day of week preference, all days either 88% or 89% filled.

Quality – Success Stories

From Shellie Trettin regarding 2018 Prevent T2 Class:

The class had lost 170 lbs after the first 16 weeks. They had (on their own) made a goal for another 170 lbs weight loss but only made 148 lbs. Weirdly enough, when I tallied the total weight from beginning to end the total weight lost as a class was 342 lbs. I think the discrepancies were because I didn't count the first 16 weeks in the last 10 classes (which made it a little confusing on the stats at the end). I had all the members finish but one conveniently stopped weighing in after they hit their 5% weight loss (I don't weigh them, they do it on the honor system). I had one person gain 2 lbs. and 3 people lost a minimal amount of weight (1-3 lbs.) Technically 3 people didn't make the goals and 11 people did. The highest weight lost was 70 lbs. We had several other people who lost 25-51 lbs too. Interest waned by the end even though I offered another class to keep it at every other week. It was a request from some of the participants. Since this 'class' wasn't mandatory I had only 1-4 people show up so I am not sure if I would offer it to the next class. It was just amazing that all 14 people finished and didn't give up.

Next class is nine people. It is mostly people that were on the waiting list. Another incredible feat as people waited one whole year to be able to take the class with me. A couple people declined this class as they couldn't make Wednesday nights. I told them that as soon as we have a HC up and running that we would offer it to them on a different night.

Quality – Success Stories

- A patient was new to the clinic and was being seen for acute illness. He was unaware that labs were covered and was on a blood thinner, has his INRs checked several times weekly. He was very impressed and grateful upon telling him he can come here to have them drawn. This was more of a convenience since he has them drawn at different places depending where he is working. We set him up to have them drawn here and it has made a huge difference in compliance/convenience in his life
- A patient came to clinic with multiple complaints, upon meeting with patient, inquired about anxiety/depression symptoms. Patient did recognize this may be underlying issue and was affecting both his personal and work life. Was provided EAP program information, also placed on a daily medication. At 4 month check up patient almost felt like a “new person” and stated for the first time in his life he felt alive, energetic, excited to go to work. He was very thankful for the clinic and resources/treatment we were able to assist him with
- I still have new patients to clinic who have a great experience, and they go to the front desk to try to make payments. They are shocked and completely grateful when we explain this clinic is covered by their employers’ insurance and rationale for this benefit. It has been great to see a lot of new faces, new patients, and new smiles each work week!
- Physical therapy has been such a success here at the clinic. I have had so many people explain how it has been “life changing” for them to be able to work and wake up each day with decreased pain, more awareness of preventative measures including exercises/stretchers, also gaining a sense of self-care as Zach and JP are incredibly knowledgeable and helpful to all their patients they encounter. They have been an amazing addition to the clinic and are also so helpful as a clinical reference/resource for all the staff here as well

Quality – Success Stories

We have a patient who lives at least 3 hours away and still sees a provider at ThedaCare in Appleton for his healthcare needs. He was coming to Appleton for another appointment and asked to be seen here for a cyst on his back that was draining. We were able to accommodate his schedule. The cyst was large and uncomfortable for him. I was able to not only drain the cyst but also remove the capsule entirely so that it should not come back. He is coming back for another appointment with a specialist in Appleton next week, and asked if he could come back to have it looked at to make sure it is healing ok. Again we were able to accommodate his schedule easily. He was very appreciative of our willingness to work around his schedule as well as the care he received, at no cost.

Quality – Success Stories

PT recently shared a patient who had ongoing shoulder pain after using a weed whacker and could not sleep, was having trouble with some of his lifting at work as well as some general shoulder weakness. He was seen 4 times in therapy and is back to all his prior activity with a stable program to maintain his strength and function.

PT saw a high school wrestler who came in with vague shoulder pain, and weakness for several weeks. Worked with him for 4 visits over 3 weeks and then referred him to Ortho for his shoulder pain and weakness as he was not improving. He had an undiagnosed clavicle sprain and growth plate fracture, which could have developed in to a more severe injury had he been allowed to continue to wrestle and with time will heal and return to PLOF. Saved him time and cost, and decreased lost time to sport by getting him to the right place.

Another high school athlete who had been doing PT at a different clinic, family realized PT was now being offered here. Attended a few appointments and was sent to Ortho in which she required surgery to correct laxity in her shoulder. Patient's family was relieved to know that her PT after surgery was no longer going to cost them \$50 a visit to attend our clinic, and saved them great cost with her injury. She is recovery very well and will likely return to softball this summer.

YTD Quality Initiatives

- Targeted programs update – *see success story from Shellie*
- Preventative screenings
 - 32 Mammography referrals
 - 20 Colonoscopy referrals
- Imaging referrals
 - 109 X-rays
 - 20 CT
 - 20 Ultrasound
 - 2 EKG
 - 2 Holter Monitor
 - 1 MRI
- Specialist referrals
 - 39 ENT
 - 26 Dermatology
 - 18 Orthopedic Surgery
 - 18 General Surgery
 - 17 Pulmonology
 - 15 Sports Medicine
 - 14 Hand Surgery
 - 11 Physical Therapy
 - 10 Podiatry
 - 9 Ophthalmology
 - Additional 42 referrals to miscellaneous areas

Patient Satisfaction – AASD

Collected 228 surveys in 4th Qtr. Great results:

- 96% were seen when they wanted to be seen.
- 100% were able to return to work in a reasonable amount of time.
- 100% felt they were treated in a courteous and respectful manner.
- 100% found appointment information valuable.
- 100% 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.

4th Qtr Patient Comments – AASD

- Helpful, friendly my first visit was great too
- Scheduling online when you are ill was very difficult. My first attempt it bumped me to Friday and I had to start the process all over again. Very frustrating. Would much prefer an appointment desk taking calls.
- This is a great option to get the service needed without having to go to the family doctor. I feel that it is a better use of insurance funds, more economical.
- Staff was very kind and helpful. Wait time was almost zero as we got in right away
- Zach is very knowledgeable and explains things well.
- We are so grateful for the clinic and the staff. Each time we come in Heather and Jessica are helpful and we leave feeling like we can manage whatever illness has come our way. The nurses are kind and gentle even when my kiddos are giving them some attitude regarding strep tests, etc.
- Love this option and service. Great staff!
- Heather took the time to listen to me. She does a great job!

4th Qtr Patient Comments – AASD

- I love having this option. Normally I self treat and sometimes things get way worse. Heather Books and staff are so awesome and helpful.
- Very helpful information and courteous and kind staff. Better than our family doctor.
- Awesome service.
- Very nice and convenient 😊
- Mary, the receptionist, was able to help me immediately and get me in within a reasonable amount of time. She was considerate of my needs. The nurse, Shirley, and Heather , the PA, were friendly too. I can't imagine what I would have done if I couldn't have been helped. It was such a relief.
- We always have a great experience at the clinic. Staff is wonderful.
- The staff was very warm and welcoming to myself and my 5 year old son. Thank you for being so kind and patient.
- Heather Books and the nurse/receptionist were the best!!
- Always impressed with the staff and care during my visits

4th Qtr Patient Comments – AASD

My wife recently came in for a scheduled visit to see a practitioner and was turned away because the practitioner had a family emergency. When my wife was informed that she was not able to be seen she was informed that there were various urgent care facilities in the area that she could go to. While these were rather kind gestures that would aid in her receiving medical care that same day, seeking aid from an urgent care facility costs money. The Appleton Area School District offers the Connecting Care facility to its employees and their families free of charge. When a teacher, such as myself, is unable to come to work for whatever reason, a substitute teacher is brought in to service the students in the classroom. The Connecting Care Clinic would benefit from a substitute practitioner to service patients when the scheduled practitioner is unable to fulfill their duties. These types of positions are found within doctors offices, and would benefit the clinic as well. Finally, there has been complaints by some of the other teachers in my building that have stated that they are unable to get an appointment at a reasonable time. Some have said that it may take up to a week or two for them to find an open appointment time. When my wife was turned away she found out that the next available office visit was a week away. Having another practitioner on staff, even a part time position, would allow for more appointments to patrons. This may be necessary during various seasons of the year rather than others. I'm sure that there is an influx of patients during cold and flu seasons rather than other times of the year. This additional position could be seasonal and not necessary during the duration of the year. Thanks you for considering my thoughts. I have always been pleased with the service I have received at the Connecting Care Clinic. The staff has always been kind and courteous. I only seek more open opportunities for patients that could result in faster turn around and patients gaining the help they need. Take care, (Name Removed) Appleton Area School District

4th Qtr Patient Comments – AASD

- I appreciate the opportunity to use this service. It's convenient and quick.
- Awesome service! I'm seeing improvement!
- Great help. Looking forward to getting some relief in my back and shoulders with exercises given.
- Great service and care. Wonderful bedside manner. My issue has been if not fully resolved, a great improvement seen. Thank you!
- Thank you
- Awesome care, super speedy!
- I appreciate the thoroughness in care. It has been a positive experience with appropriate escalation of treatment
- Love the care I get here!
- This clinic is wonderful. They care about each person and always answer my families questions.
- Quick service and was able to get an appointment same day.

4th Qtr Patient Comments – AASD

- Always has been a great clinic for our family. Sometimes during high flu season it's hard to get in but that is to be expected a bit.
- I think this clinic is fantastic! Every time I come in it is service with a smile 😊. The hours are great ! I frequently tell colleagues they should try it out if they haven't
- I like coming here because it is quick, the staff are friendly, the diagnosis is spot on!

Patient Satisfaction – City of Appleton

Collected 89 surveys in 4th Qtr. Very favorable outcomes:

- 94% were seen when they wanted to be seen.
- 100% were able to return to work in a reasonable amount of time.
- 100% felt they were treated in a courteous and respectful manner.
- 100% found appointment information valuable.
- 100% 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.

4th Qtr Patient Comments – COA

- This is a great thing provided to City Employees!! Thank You!
- Doc was vary informative
- Great job as always!
- Appointment was pre scheduled a week out.
- JP is great
- The staff goes above and beyond to make you feel comfortable and meet your needs.
- As an office worker it is important that my strength and posture are maintained. Especially post neck injury
- Alway a great experiance coming here. The staff is so nice and helpful.
- C
- Dr Radtke was very caring and helpful throughout the entire visit. Mary does a fabulous job drawing blood

4th Qtr Patient Comments – COA

Having access to this clinic is one of my most appreciated benefits of working for AASD. I am able to have my children or myself seen quickly for simple tasks like flu vaccinations or sinus infections. This allows me to meet their needs while balancing the demands of work. The best feature (beyond the friendly, helpful staff) is availability. This helps us address medical needs immediately instead of procrastinating or avoiding treatment and even applies when the issue is something more serious. For example, I recently had chest pain that I suspected might be costochondritis and wanted to verify anatomy + symptoms. So I made an appt at the clinic who then passed me off to the ER to verify not heart related. Had it not been so easy to schedule an appt, I would have waited at least another week or two before trying to set up a new primary care doctor (my old one had retired) and arrange to be seen. Keep up the great work, (Name Removed)

Recommendations & Next Steps

- New PT 40 hours schedule is now live
 - Zach and JP continue to be busy
 - Zach and JP to present at six City of Appleton field employees training dates in 2019 on pre-work stretching techniques
 - Zach and JP to present for the City of Appleton 2019 all staff training
- Teresa Brown – new Health Coach
 - Start date, Monday, January 21st
 - Sandra is working onboarding and orientation
 - Teresa's office and technology are ready to go
 - Teresa to also present for the City of Appleton 2019 all staff training
- Shellie starting the next Prevent T2 Class on Wednesday, 1/9/2019
- Teresa to start a Prevent T2 Class sometime in the spring once she completes the training