

TCPI Exemplary Practice Performance Summary, October 2018

Sustaina Center for Women

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Small Practice Achieves Big Impact:

Sustaina Center for Women is a small independent practice in suburban Denver created as a forward-thinking women's medical practice designed to help women take charge of their own health. Sustaina is grounded in the concept of three-dimensional health (physical, mental, and financial). Sustaina gives busy women a no-nonsense combination of personal care, progressive technology, and relevant education so they may attain and sustain good health in today's health care environment. Finally, Sustaina delivers carefully coordinated, cost efficient services to patients to improve outcomes and patient satisfaction, reduces costs to payers, and improve attribution for referring primary care physicians.

Sustaina serves approximately 4500 women. Sustaina is owned by a solo gynecologist supported by a strong, high functioning team that includes an advanced nurse practitioner and two medical assistants. A new physician assistant and medical assistant will soon join the Sustaina team.

Sustaina is the only Colorado practice to achieve safety certification by the American Congress of Obstetrician Gynecologists (Safety Certification for Office Practice Excellence: "SCOPE" ACOG). Sustaina has a passion and commitment for excellence in care. Sustaina participated in multiple programs to prepare the practice to succeed in value-based care models. They are exceptional in their effective use of team-based care and maintaining a culture of patient centered care. Their time, effort, and commitment has produced strong results, which have embedded a strong 'buy in' by everyone in the practice:

- **Health Outcomes:** Improved the care of approximately 4500 patients:
 - **67%** depression screening in 2017, higher in 2018 with embedding Mental Health provider in office soon (interview stage now)
 - **89%** STD screening in women under 25 years old
 - **69%** urinary incontinence screening in all women with ALL women that report incontinence receiving information and tools to improve their symptoms
 - **99%** PAP smears no sooner than every 3 years
 - All (**98%**) women coming in for annual visits are asked "do you wish to become pregnant this year?" to initiate conversation on birth control.
- **Reduced ED Visits: \$257,908** saved annually: 302 Avoidable ED visits in 2017 through same day, "911" visits

- **Increased access:** After a patient survey not of ‘how satisfied were you with the scheduling process’ but a survey of ‘how long are you willing to wait for ‘x’ type of appointment?’, the entire schedule was revamped:
 - **AM and PM “9-1-1” visits** were created so that women who call after noon can still be seen same day rather than wait for next day:
 - 3 same day/”9-1-1” visits open in the morning
 - 4 same day/”9-1-1” visits open in the evening
 - **Chief Medical Assistant was trained to handle ‘low acuity non-emergent’** (‘LANE visits’) visits and she saw 73% (202 of 302 patients) in 2017
 - Dr. Lewis saw 82 patients during the “9-1-1” slots and none required subsequent hospitalization in 2017.
 - **‘One week’ appointment slots are created: (20 open visits/week)**
 - All referrals from primary care physicians are offered appointments within the week
 - All patients who need follow up for abnormal initial exam (especially pap) are offered visit within a week of notification.
 - Patient perceived need for a same week appointment can be accommodated.
 - **Primary care physicians know that Sustaina has AM and PM slots available for same day referrals they want to be seen same day** (i.e. Bartholin’s cyst)

- **Reduced Cost of Care (and improved attribution to referring primary care physicians):**
 - **Reduced O.R. cost:** Over **\$72,000** saved with surgical tray changes alone. (24 surgeries with revised surgical tray that reduced cost from \$3000 to \$106)
 - **Reduced hospitalizations:** **\$ 124,128** saved. Twenty-two hospital days saved by performing 24 number of hysterectomies as an outpatient (22 went home same day, 2 stayed only overnight/discharged before noon the next day) One abdominal hysterectomy went home same day and did well
 - **Reduced Long Acting Reversible Contraception costs:** Sustaina encouraged patients to use generic “Liletta” IUD vs. “Mirena” IUD: saving approximately \$450 per device. Just implemented Q3 2018: already saving approximately **\$226,250 per month**. Moved away from approximately 25 Mirena IUD placements (at cost of \$1100 per device) per month to 25 Liletta IUD placements per month.

- **Improved Patient Engagement:** Checklist for preparing for surgery (family care, time from work, driving/rides) and faster recovery
 - Checklist for calling insurance company regarding benefits for procedures
 - Checklist for checking benefits with Long Acting Reversible Contraception
 - “GOAL” cards available for patients to use to write down the reminders and goals they create while at the visit

- **Reduced burn out:** The twice daily “9-1-1” slots in the schedule are used by all staff to perform administrative duties – patient call backs, surgery scheduling, lab reconciliation for MA’s, lab reviews and patient call backs for providers

Small Practice Engages Patients in a Big Way:

Sustaina has a deeply engrained culture of patient-centered care. Input from the practice PFAC and responding to patient suggestions helped inform the current approach to pre- and post-operative education, to scheduling – access to appointments based on patient surveys of how long they want to wait for an appointment, and same day access via “911”-visits to help patients avoid unnecessary use of the emergency department. Because they are small, they know their patients well and provide tailored support to individual patients to accommodate for unique patient learning styles, preferences, language, and health literacy. The entire staff has been trained in numerous patient engagement methodologies including goal setting, action planning, motivational interviewing, and patient agenda setting to address what’s important to the patient.

Sustaina is one of the first specialty practice in Colorado to actively engage behavioral health professionals on site to meet the mental health needs of their patients. While early in this process, it is a tangible demonstration of their commitment to patient centered care.

The Practice Aims High with Bold Targets:

Sustaina Center aims to be highly patient centered and in the top 5 % on health outcomes and high value care. The systems they have implemented include a very strong commitment to having their team work to the top of their scope, handling routine medical issues such as UTI, vaginitis, and testing for sexually transmitted infections (see PowerPoint). Comprehensive pre and post-operative checklists were created with significant patient input, to address all aspects patients need to consider when having surgery – financial, social, and psychological supports (see the checklist on the PowerPoint from CLS).

Sustaina Center has worked hard to simplify Care Coordination agreements. They have committed to create clear yet simple to use tools for multiple providers to provide reliable, safe, and seamless care to patients. With the patient’s view always in mind, Sustaina’s goal is to make transitions between providers safe, respectful and cost efficient for the patient – and create benefits for the practices and the healthcare system behind the scenes.

As Sustaina brings the above together, the patient’s experience is elevated. The tools provided to each patient by Sustaina allows her to continue to live her life ‘her way’ using more knowledge and shared decision-making with her Sustaina team. These tools include checklists for confirming her insurance benefits and understanding the importance of a “reference number” to confirm her benefits. She is given checklists to prepare for surgery – including things to have ready at home, people/resources she will need to help her continue her family care (both eldercare and childcare), her finances, and her own needs to recover faster.

Patients referred to Sustaina also benefit from a streamlined care agreement with her other providers – where primary care, other specialties, and soon, surgery center all work with Sustaina to provide higher value with a better experience for the patient and her family. With

mental health services starting soon, Sustaina Center can become a one stop health center for busy women ‘on the go’ – her services are streamlined and she has a team of medical providers and places that work together to help her sustain her health and finances on her terms.

Implementation of New Ideas Quickly Using Sound QI Methodology:

As a small practice, Sustaina can adapt new ideas and implement new quality improvement processes faster and easier. As the practice evolves and becomes more agile with adopting quality improvement, Sustaina has proven results that has attracted higher insurance contracting and improved employee recruitment.