

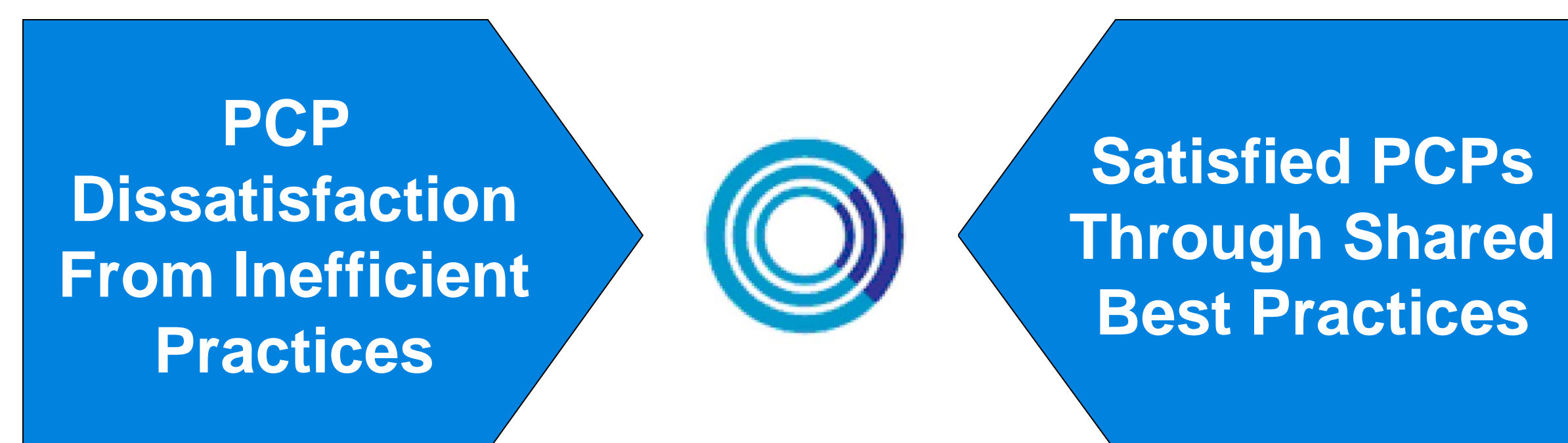
California Health Improvement Project (CHIP)

Improving Primary Care Provider Satisfaction

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Problem Statement and Underlying Causes

Primary Care Providers (PCPs) are dissatisfied as they have had to adjust to enormous changes including adoption of electronic health records (EHRs), stricter documentation standards, improving quality measures, stringent coding practices, increased complexity of patient care, and redesigning care models. However, few tools have been given to PCPs to deal with these changes. Training is often designed and led by non-physicians and focused on functionality, rather than being led by clinicians and focused on efficiency. This leads to PCP dissatisfaction which increases the likelihood of PCPs leaving the practice of primary care.



Project Description

“Productivity Enhancement Together” (PRONTO) is a series of workshops for Facey Medical Group PCPs to share ideas on improving efficiencies regarding the EHR and other areas of patient care, address work-life balance and gather Best Practices that will be shared with other PCPs. 6 PCPs will attend 4 workshops to discuss EHR issues, practice management, team leading and personal leadership. Best Practices will be gathered and shared as a handbook for new physicians.

Goal and Objectives

Goal: Increasing PCP satisfaction by addressing EHR issues, practice management, team leading and personal leadership.

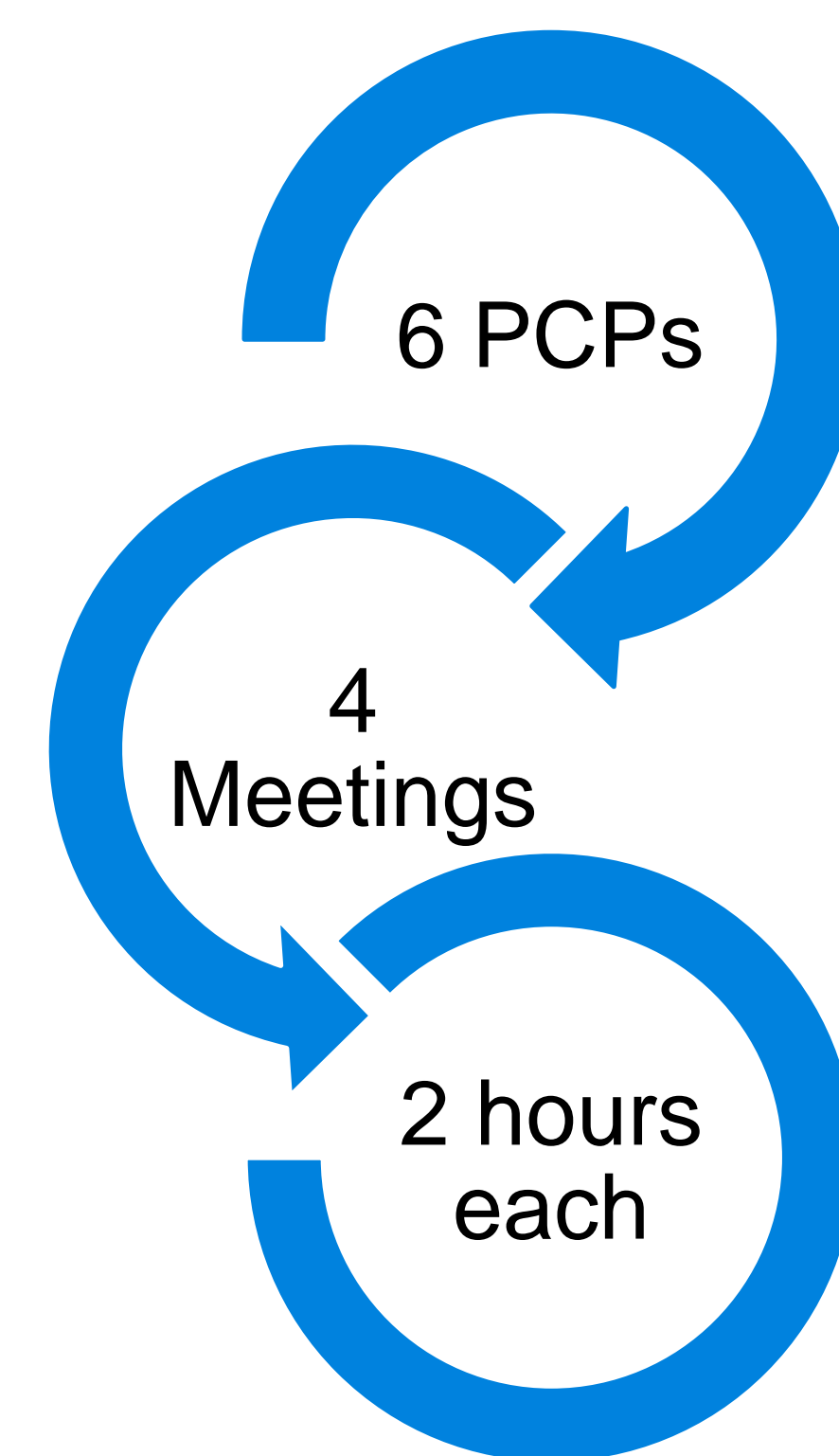
Output-oriented Objective: As a result of these workshops, at least 25 Best Practices will be distributed to 62 PCPs by September 2014.

Outcome-oriented Objectives:

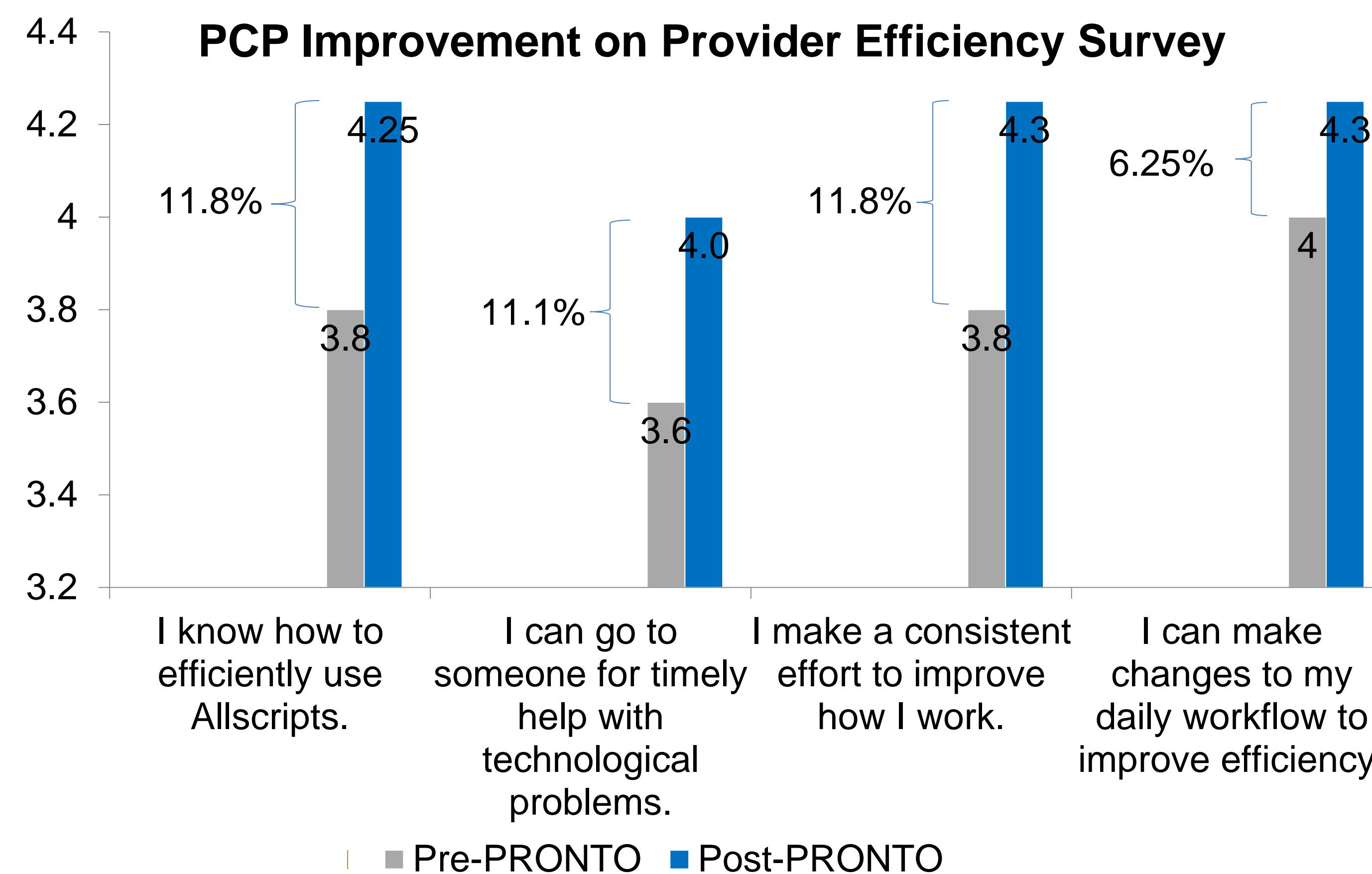
- A) Reduce the average workday for the PCPs participating in PRONTO by 10 minutes by utilizing Best Practices discussed during 4 workshops between March and August 2014.
- B) Improve Provider Satisfaction Survey scores by 10% for all PCPs in the department by September 2015.

Outputs & Outcomes

Outputs Achieved



- Topics covered
 - ✓ Allscripts EHR optimization
 - ✓ Workstation optimization
 - ✓ Workflow tools
 - ✓ Patient schedule management
 - ✓ Delegation to staff
 - ✓ Email, patient form, and paper inbox management
 - ✓ Team leading
 - ✓ Work-life balance



PRONTO Best Practices Handbook: The Best Practices shared by PCPs during the PRONTO sessions will be compiled into a handbook that will be shared with the adult PCPs across the department.

Outcomes Achieved

Using the Best Practices, 4 of 4 surveyed PCPs participants “Strongly Agreed” or “Agreed” that they were able to save 10 minutes of work a day.

The PRONTO Best Practices Handbook will be distributed to the rest of the PCPs in our department. PCPs with dissatisfaction from inefficient practices will participate in workshops. Provider satisfaction improvement will be measured.

Lessons Learned

- ➔ PCPs collectively have Best Practices that can address the frustrations of many other individual PCPs. Sharing these Best Practices can help PCPs work more efficiently and improve PCP satisfaction.
- ➔ PCPs enjoy teaching and learning from each other.
- ➔ Focusing on Best Practices during meetings is important because discussions about inefficient practices can easily devolve into an unproductive string of complaints rather than problem-solving.
- ➔ PCPs who are most dissatisfied would benefit the most from incorporating Best Practices. However, these PCPs may likely be resistant to change. It is important to demonstrate the value of participation in these workshops before they invest their time.
- ➔ Hands-on training environments such as a computer lab and opportunities to directly observe other PCPs workflow in the clinic would be beneficial to reinforce Best Practices and increase identification of practices that can be improved.

About My Organization

Facey Medical Group and Foundation is a premier healthcare team dedicated to providing innovative medical services in a caring and professional atmosphere. Each of us is committed to service, innovation, and quality care, while serving the needs of our communities. 90 years ago, Dr. Frederick Facey chose to hang his “single shingle” as a general surgeon in the San Fernando Valley in north Los Angeles County. This solo practice has grown to over 170 providers in 9 locations. Facey Medical Group is an employed-staff physician model. Over half of our 62 adult PCPs are currently in Patient-Centered Medical Homes, with the remainder scheduled for implementation in the near future. We are a multi-specialty group with HMO enrollment of near 100,000 lives. Facey is now partners with Providence Health & Services whose vision is “Together, we answer the call of every person we serve: Know me, care for me, ease my way.”



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