



CLINIC HIGHLIGHTS

March 2022

I felt that it was a good time to reflect on the work we are doing in the clinics and share my vision for the next few years.

I would like our clinics to be known for ease of access, with access to on-line scheduling and digital check in in place by summer 2022. I would like our clinics to be welcoming and colorful, and our staff to be friendly and helpful. I want people to say, "Go to Delta Health, all their clinics are so well run and efficient, they always take such good care of me there and I can always get an appointment when I need one!" I want to continue to offer telehealth visits as an option for care and continue to find ways to meet our patients where they are in their healthcare journey. I want to fully embrace value based payments because we will be providing patient centered care therefore we will be able to capitalize on extra per member per month payments and incentives for keeping costs down and providing high quality healthcare. We will continue to partner with the discharge planners at the hospital to get patients seen post hospital visit and get those patients without a primary care provider set up with a provider. We have the foundation in place and now it is time to build on it. Moving from good to great is not an overnight process, but we continue to work toward our goals and I we will continue to see progress year over year.

Clinic Project Updates:

- George and his crew are getting the supplies for the pain clinic lead lined room for the C-Arm, they should be starting the construction phase in the coming weeks.
- Admin and George's team are working on ways to cut the cost of the 70 Stafford remodel so that we can get that completed and Delta Family moved up there by Aug 31st.
- Alpine Women's Health are working 3 days a week inside the pain clinic.
- The primary care clinics are making progress on getting On-line scheduling and digital check in up and running.
- We have clinic education days on May 24 & 27, we will cover topics such as advanced Athena training, de-escalation training, HIPAA compliance, customer service training and more.

- West Elk Hotchkiss and Delta Family Medicine are due this year for their RHC re-certification, the window opens in June.
- We are continuing to work on PCMH and team based care.
- Telepsych is moving forward, we are currently meeting and vetting the psychiatrist and the psych NP's that would be working with our providers and patients.
- We have completed the standardization of a provider on-boarding process within the clinics, so all new providers will get the same information and training upon hire. Jessica Smith was our first provider to go through the process and reported back that it was robust and she feels prepared for clinic practice and on-call responsibilities.

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