



## CLINIC HIGHLIGHTS

### February 2022

The clinics are working hard on team based care via the two year grant we received from the Colorado Hospital Foundation. We have created interdisciplinary teams within West Elk Hotchkiss, Delta Family and Adult Primary Care to find ways for us to streamline the healthcare system for the patient and make every visit packed with value. We are excited to expand the abilities of the clinics to be more proactive and work with patients before they develop a chronic disease or help them stabilize their disease process to get their quality of life back. Our staff and providers are 100% on board and ready for what the future of healthcare looks like with Delta Health's primary care clinics.

Our project goals for 2022 are focused on continuing to grow our patient base and make access easier for our patients. By the end of quarter 2, we hope to have on-line scheduling in the 3 primary care clinics and pediatrics, the specialty clinics will be phase 2. We are also configuring digital check in, so that patients can fill out required forms on their phone or a tablet. One more step in reducing our reliance on paper based information and forms.

We are planning another day of education for our clinic staff- we are looking at a May date to cover the following topics:

- Bar coding documents in Athena
- Billing and coding updates and reminders
- Radiology Changes and updates
- De-escalation training
- AUC checking (Medicare requirement for medical necessity)
- Populating new charts for accurate billing
- Patient Portal tips and tricks
- Customer service- Walk a mile in our patient's shoes

By the end of the year we will have completed PCMH recognition within the 3 primary care clinics (the team based care grant will help us get there!) and we will have a Tele-psych program up and running for the clinic patients.

We are excited to welcome Jessica Smith, FNP to help with walk in appointments two days a week at DFM (Thur/Fri one week and Fri/Sat the other week) and two days a week at WEH (every Mon/Tue). She will allow us to consistently be open on our scheduled Saturdays at both clinics, previously we have relied on PRN providers and that has proven to be less consistent than I had hoped for.

**Vickie Schauster, M.Ed**

*Executive Director of Clinic Operations*