

# Case Study

## Optimizing Utilization of the APP Workforce



The focus on team-based care will require health care organizations to optimize the performance of all members of the care team.

Learn more about how a leading academic medical center assessed opportunities for care team optimization and redesigned their APP workforce.



**Academic medical center** ranked among the top 20 hospitals nationwide by US News and World Report

**Continued growth** in the number of employed advanced practice providers

Looking to improve care delivery through more **effective utilization of APP workforce**

### Challenges



- Poor perception of **APP utilization**
- **Increasing APP expense** with no increase in offsetting revenue
- **Poor engagement** coupled with **high turnover**
- History of organic **care model design**

### Approach



- **Assessed utilization** of current APP workforce and developed a data-driven, intentional approach to improve optimization and team performance
- **Engaged the care team** and redefined care models in a way that supports ability to expand access and generate additional revenue in support of financial sustainability
- **Extracted lessons learned from care team optimization** and implemented a plan to improve patient access, experience and safety across organization

### Outcomes



- **Enhanced care models** across multiple departments to help maximize APP utilization and engagement
- Achieved **17% increase in overall APP patient visits** with no new positions added
- **Reduced overall APP turnover by 22%** from 2017 to 2019
- **Increased patient visit slots by 47%** in the infusion treatment area by creating same-day oncology patients visits

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