

Care Model Design

To help improve the quality, efficiency, and effectiveness of health care services, organizations must improve the performance of all members of the care team

Many hospitals and health systems continue to grow their advanced practice provider (APP) workforce as they realize important operational and financial benefits.

However, this growth is often organic and can result in significant variation and inconsistency in the way APPs are utilized across the organization. This may lead to added costs without actual gains in efficiency or access.

Transformation at the specialty level

Organizations must develop strategic models of care in order to effectively integrate and engage this growing workforce by specialty. They must assess both the **opportunity** available based on specific goals and the **readiness for change** at the individual specialty level.

Benefits

Care model design can lead to improvements in:

- Patient access and satisfaction
- Revenue and cost of care
- Team engagement
- Quality outcomes



Opportunity



- Quantitative Assessments
- Benchmarking
- Organizational Performance

Readiness for Change



- Qualitative Assessments
- Interviews/Surveys
- Physician and APP Perceptions

SullivanCotter partners with your organization to:

- Define the role and responsibility of physicians, APPs, and other care team members in clinical specialties or practice settings
- Determine which types of patients physicians and APPs will see individually or in collaboration
- Define the physician and APP clinical and non-clinical expectations
- Identify changes in the current infrastructure necessary to support updated care models

Deliverables

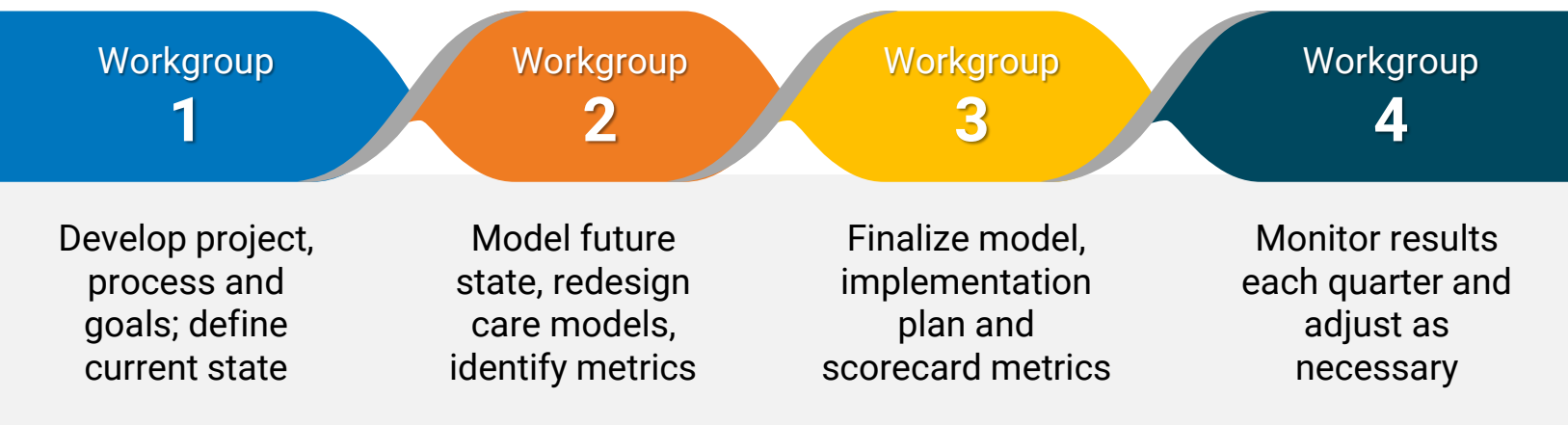
- Defined care models that account for organizational, departmental, and care setting factors
- Metrics scorecard
- Implementation process

Timeline

- **Design:** 6-8 weeks
- **Implementation:** 3-12 months

What is our process?

Each specialty group meets 3-4 times over 6-8 weeks



Case Study: Teams with clearly defined workforce structures and practices realize improved engagement, retention, patient access, and quality of care



*SullivanCotter worked with a **three-hospital system** to assess and redesign care model – which now captures more than **\$4 million in incremental APP revenue** annually.*