

CASE STUDY

Academic Medical Center APP Care Model Design

Empower every member of your care team to maximize performance

See how we helped a
large academic medical center with 700+ APPs
improve the practice and utilization of this critical workforce



CHALLENGES

- Variation in APP practice within clinical departments and throughout system
- Unengaged workforce not practicing at top of license, scope or education
- Misalignment and lack of clarity in care team roles
- High APP turnover
- Patient access limitations



APPROACH

- Focused on Hospital Medicine, Oncology, and Cardiology specialties based on readiness for change
- Developed a collaborative physician/APP care model to maximize APP utilization and improve patient access
- Established standard APP work expectations across specialties and practices
- Targeted APP compensation increases in specialties with below-market compensation and high turnover



OUTCOMES

- Patient access improved by nearly 10%
- APP encounters for inpatient team grew by 500%
- Hospital Medicine APPs increased critical care billing by 100%
- Aligned care team roles and performance based on standard expectations
- APP turnover decreased due to higher engagement and ability to practice at top of license

The system is currently expanding this work across other specialties

Unlock the full potential of your APP workforce!



[Contact us to get started.](#)



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