

BEST PRACTICES TO SUSTAIN RESULTS ACROSS A LARGE SYSTEM PARTNERSHIP

CASE STUDY

PARTNERSHIP BACKGROUND

SCP Health has sustained a long-term partnership with a 13-facility, not-for-profit system in Kentucky. Together with system and facility leadership, we drive high performance, smooth clinical operations, and meaningful clinician engagement in Emergency Medicine (EM) programs across all sites.

STRATEGY

Learning on deep experience in operational improvement and provider management, SCP evaluates the partners' exact needs on an ongoing basis and creates an aligned, strategic plan. Various initiatives across the years have included:

- ▶ Establishing strong **processes for communication, accountability**, and other foundational management imperatives
- ▶ Creating a **provider compensation model** that is outcome driven, yet competitive in retaining and attracting talent
- ▶ Providing onsite **mentoring and online development tools** for clinical leaders
- ▶ Diversifying clinical teams and creating **collaboration between physicians and NP/PAs**
- ▶ Collaborating on **telemedicine options** for the system's workforce
- ▶ Implementing **independent practice models** at three facilities

To uphold unity, collaboration, communication, and growth, SCP holds regular meetings with various facility and system leaders, including:

- ▶ 90-day calls between facility/system medical leadership and SCP's Client Service Vice President to **review short-term progress and set new 90-day targets**
- ▶ Monthly performance reports for facility Medical Directors and CEOs, accompanied by monthly calls to **review initiatives and evaluate performance**
- ▶ Two-day, semi-annual SCP-led conference hosted at a system location for **training, learning, and unification**; attended by EM providers, clinical leaders, facility CEOs, and the system president

While strategies and data analysis go a long way to building a successful relationship, the true keys to the sustainability and excellence of this SCP-system partnership have been well-established collaboration and mutual respect. The bonds the two organizations have formed over the years enable SCP to work closely alongside facility and system teams to support and enhance any goal, initiative, or project.

IMPACT

This system has consistently experienced significant benefits across its 13 EM programs, including:

- ▶ Streamlined, unified operations
- ▶ Advanced quality of care and performance
- ▶ Data-driven decision making and transparent, collaborative communication
- ▶ Organized goal-setting processes and innovative strategic plans
- ▶ Excellent clinician education and strong leadership development

Despite the financial and operational burden of the COVID-19 pandemic, the system continued to record impressive average metrics:

- ▶ LWOT: 1.81%
- ▶ Door to Discharge: 171 minutes
- ▶ Door to Provider: 25 minutes
- ▶ Provider Recruitment: 97.4% staffed

Impressive Average Metrics Throughout COVID-19



LWOT:
1.81%



DOOR-TO-PROVIDER
25 MINUTES



DOOR-TO-DISCHARGE
171 MINUTES



PROVIDER RECRUITMENT:
97.4% STAFFED

