

Your Pediatric Practice: 2022 and Beyond

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L.A. Care
HEALTH PLAN®



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- Practicing pediatrician and leader in San Diego community pediatrics for 36 years (retired 2018)
- A founder and immediate Past President of Children's Primary Care Medical Group
- A founder and leader of Children's Physician Medical Group, a pediatric-only IPA in San Diego and Riverside Counties
- Primary care leader in the formation of the Rady Children's Health Network, a clinically integrated delivery system
- Member Board of Directors, Valley Children's Medical Group, Madera, CA (2017-present)
- Senior Consultant, SullivanLuallin Group

After our time together, I hope that you will take away the following key points:

- Your practice is very important to your patients and the communities you serve
- The pediatric office experience, or “Cycle of Service” is essential to optimizing the health of your patients, and to the success of your practice
- A well-run, efficient, caring office providing high quality care brings greater:
 - Patient satisfaction
 - Staff satisfaction
 - Physician satisfaction
- Effective communication between all in the practice (patients, staff, providers) is critical
- A well-trained and empowered office staff is a key to a successful practice

Before we go further:

- Once again, your practice is very important to your patients.
- The pandemic has been disruptive to everyone.
- The 1000 or so member practices of LA Care provide care to over 2,000,000 patients.
- These member practices are of many sizes and in many locations.



What parents want in a pediatric practice:

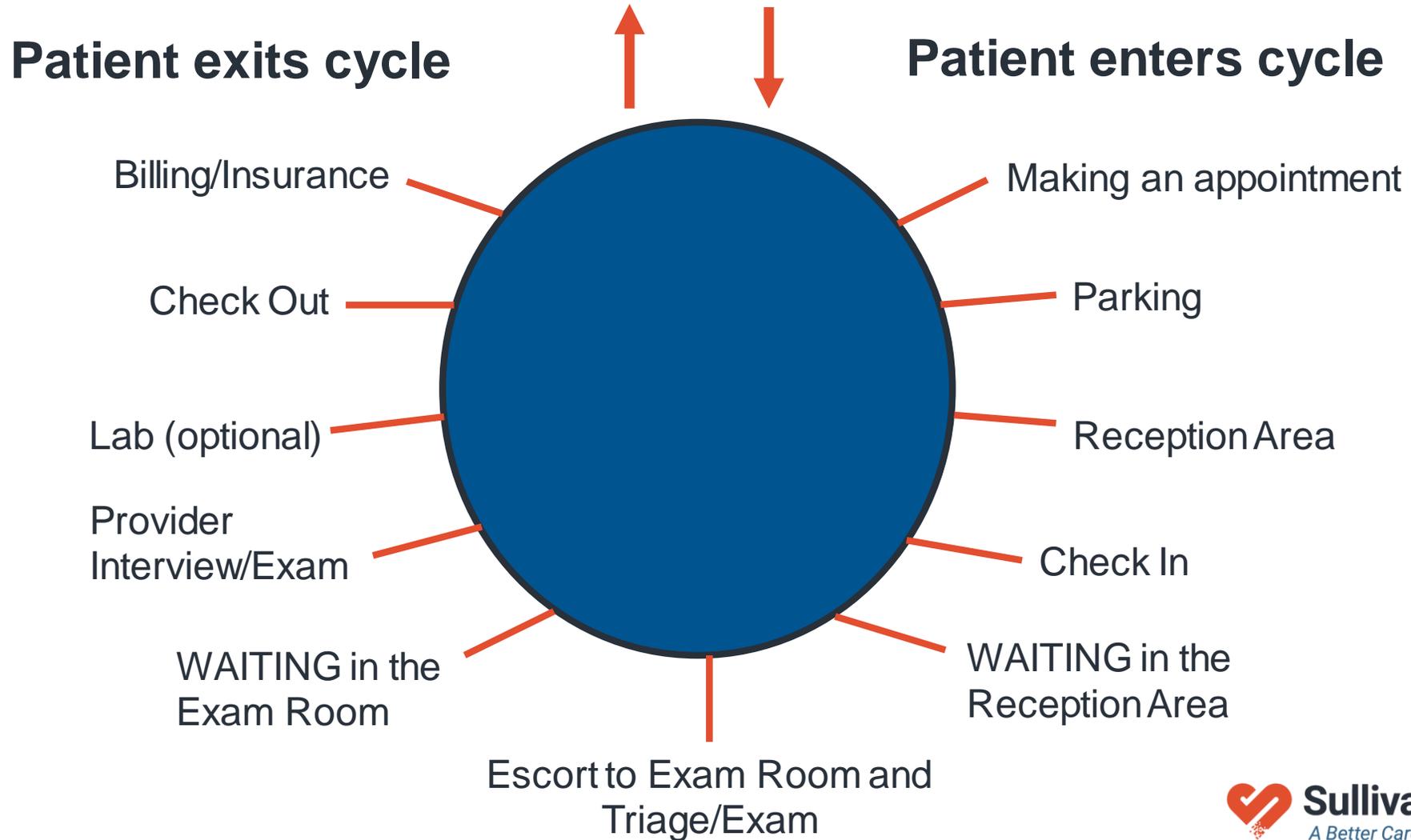
- High quality care that is:
 - Safe
 - Efficient and consistent (the team should respect and like each other)
 - Caring
 - Competent
 - Convenient
- Access and availability, after-hours and weekend care
- Rapid response to appointment requests, follow up questions, test results
 - Follow up is critical: calling a patient/parent timely with lab or x-ray results is important and appreciated
 - Offices should have a system in place where all labs, x-rays and referrals are tracked-and followed up

What parents want (cont.):

- Providers, nurses and staff who know their children, AND whom like their children
- Team based care, with continuity
- A source of trusted, evidence-based information available to all patients and parents.
- A setting that is welcoming to all age groups
- A setting where expectations are set, and met

It is far easier to keep existing patients, and grow from their expanding families and word of mouth than it is to recruit totally new patients

Cycle of Service at L.A. Care Health Plan



The cycle of Service (cont.):

- Every person involved with the Cycle of Service needs to clearly know their jobs, know each other's jobs, and the contribution that each person makes to the visit.



The cycle of Service (cont.):

- Clear
- Consistent
- Goal oriented
- Respectful
- Caring, compassionate and empathetic
- Professional
- AND, accountable to every other team member for the tasks assigned



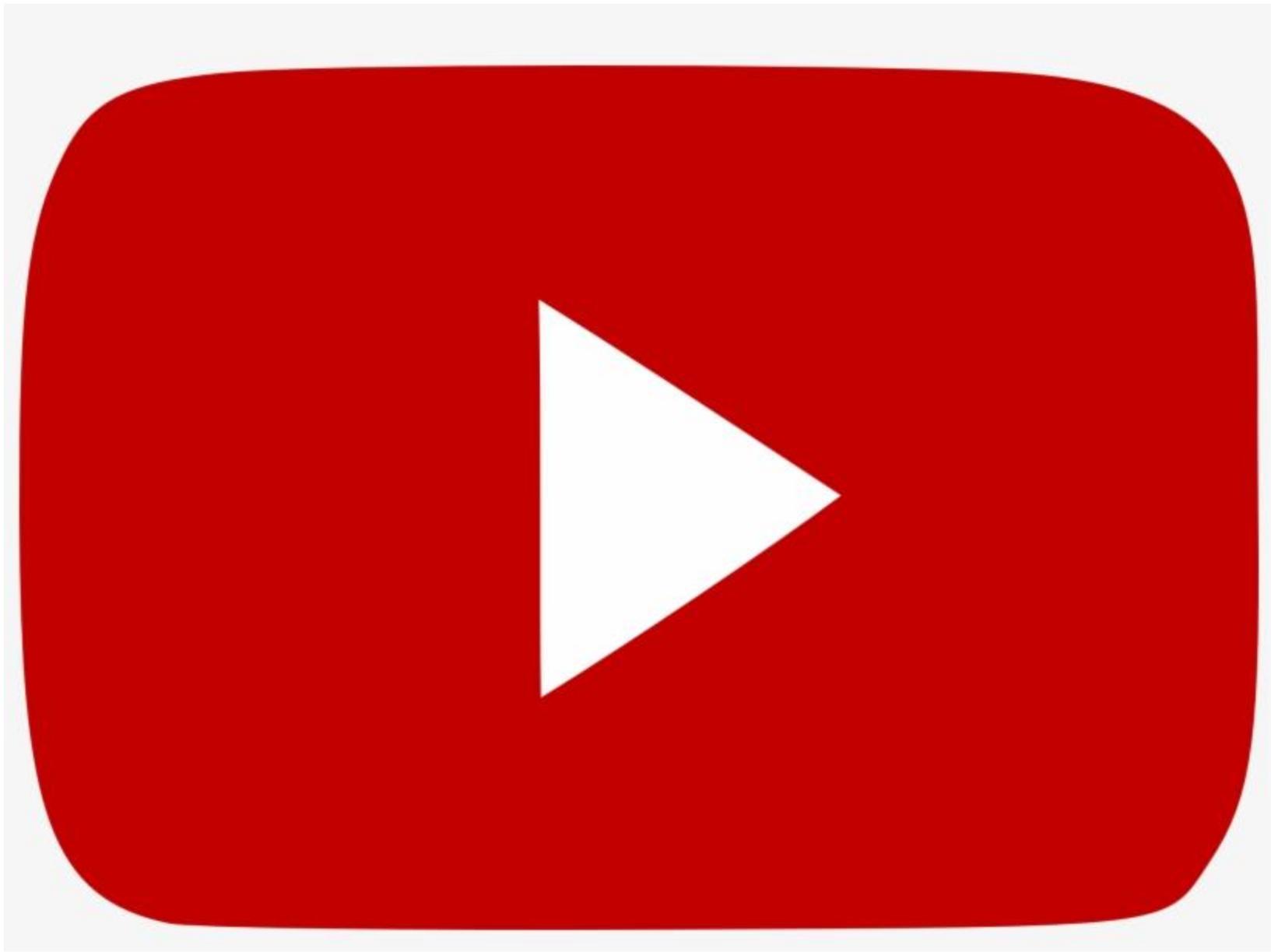
A couple of things to keep in mind, each day:

- A poor performance at one “touch point” can sink the entire visit for the patient/parent
- When children are ill, parents are stressed, and excellent performance at each “touch point” will have a healing effect (for everyone!)
- Empathy for patients and their families is so critical! Putting yourself “in the shoes” of your patients makes a difference

**Remember, your
bad day is not a
parent or patient’s
problem!**

The reality of pediatric practice in 2022

- No practice is perfect-and the deficiencies may not be apparent to those working in the practice
- Change can be daunting, especially in a busy practice
- Many practices, especially the smaller ones, are operating the same as they have for many years, in spite of the many changes in health care and the expectations of patients



Harnessing the power of the Team:



Team= providers and staff

Where to start:

- Team meeting (regularly scheduled and all attending)
 - Safe environment
 - All encouraged to talk, and listen
 - All input is considered and valued
 - Questioning is encouraged
 - Strive to challenge the status quo
 - Everyone is in the same boat, and rowing in the same direction: practice improvement
- Staff, in general, really do care about the practice and will rally when asked and led





Power of the Team (cont.):

- Cycle of Service: carefully examine each touch point and identify weaknesses or areas of opportunity
- Set priorities, pick areas, and get started:

PLAN: Investigate the current situation, understand nature of the problem, develop potential solutions (Action Plan)

DO: Implement your action plan, collect data, document problems, observations and lessons learned

STUDY: analyze the effect of the intervention: did it work?

ACT: act upon the learnings

The Team Huddle:

Meeting of the care team prior to the start of each day

- Huddles save time and prepare for the clinical day that is going to unfold.
- They allow for proactive planning and immediate problem solving
- They facilitate better bidirectional communication within the Care Team
- The team huddle can be comprised of several participants but requires at minimum the clinician and one other member involved with the preparation of and/or rooming of patients for the day.
 - Clinician
 - Medical Assistant(s)
 - Panel Coordinator
 - Nurse(s)
 - Health Educator
 - Others? (anyone who can contribute to a more efficient day)

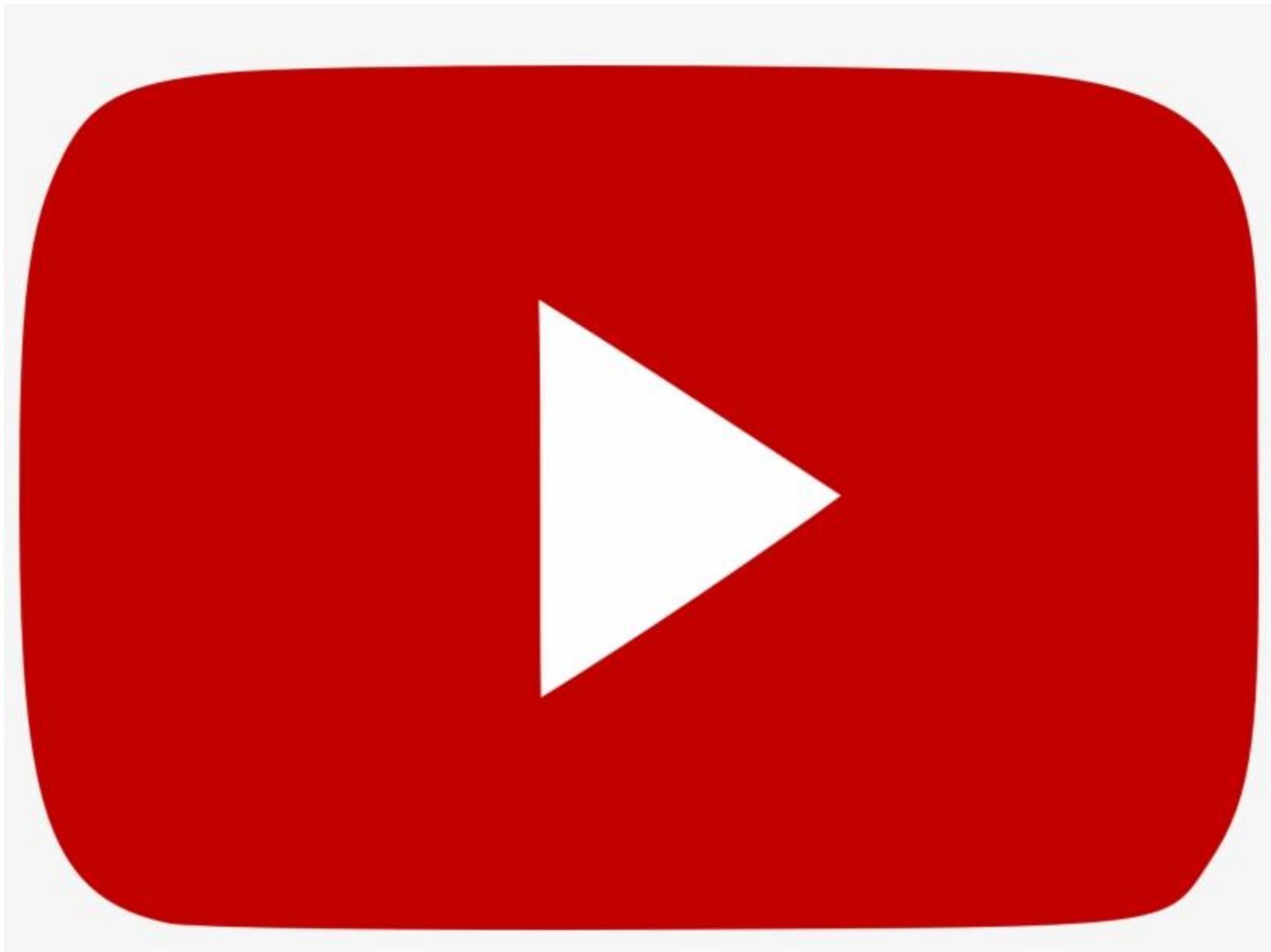
The Team Huddle (cont.):

It is important to establish a daily huddle regardless of how many team members that you have. This should be woven into the fabric of expectations of what you do every day.
Consistency is key!



Questions??





Thank You!



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