

## “Joy in Practice” Transformation

We all know there is a better way. Certain practices routinely outperform the norm; providers, patients and staff are happy, the group delivers proactive population care, and to top it off, everyone earns more money. It may sound like a panacea, but not to those who have acted on a desire to redesign their practice and live a better life.

### Outcomes

The Sigmamed “Joy in Practice” Transformation guides a team of clinical and support staff in developing the processes and habits of high-functioning practices as outlined in the 2013 AFM report, “In Search of Joy in Practice...”. The results of this team-building process include:

- Happier Providers and Staff
- Improved Patient Satisfaction Scores
- Enhanced Revenue and Lower Costs
- Care Processes Optimized for the Health of your Community

In this kind of practice patient wait times are minimal, results are quick, refills predictable, follow-up automatic, inboxes manageable, the EMR isn’t a burden, and everyone goes home on time. In happy practices everyone has a smile and truly enjoys working together.

### How it Works

- Interview providers to learn what makes them unhappy and impedes their workflow
- Form an interdisciplinary team to identify and eliminate obstacles to clinic workflow
- Team training in Lean and Agile process improvement tools and thinking
- Team facilitation and mentoring through several Rapid Improvement Sprint Cycles
- Implementation of Huddle Board to visually manage project and promote engagement

### Case Study

Delta County Memorial Hospital is a rural Colorado CAH with 4 primary care clinics. Hospital managers tried unsuccessfully to improve provider productivity for a year and then elected to complete a 5-month Joy in Practice Transformation. Early results include:

- \$1.83 million annual revenue improvement on the top 6 providers alone
- Improved patient access and decreased wait times
- Improved patient, provider and staff satisfaction
- Clinic managers trained to continue working the process and improving results

We can guide you or provide advice on how to embark on a Joy in Practice journey. To learn more contact Jamie Martin, CEO and team builder - (303-717-0806; [jmartin@sigmamed-it.com](mailto:jmartin@sigmamed-it.com)).