

POND | A Rural Primary Care Benchmarking and Performance Improvement Tool

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Joyce A. Hospodar, MBA, MPA, Senior Advisor, Rural Programs

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Learning Objectives



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- Review evolving health care system changes
- Describe AzCRH's involvement and support of tool
- Identify parameters of tool
- Outline steps to sign-up and participate



Transition of US Healthcare Delivery System



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- Ongoing consolidation of the healthcare industry
- Movement of fee-for-service to fee-for-value
- Development of new/alternative models due to hospital closures
- Enhanced role for rural communities through
 - ✓ Rural Health Clinics/Tribal Clinics
 - ✓ Federally Qualified Health Centers
 - ✓ Rural Independent Private Practices

3

Introducing *Practice Operations National Database (POND)*



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- **Who created POND?** Lilypad, LLC, in partnership with the National Organization of State Offices of Rural Health
- **What is it?**
 - A web-based data collection, reporting, and benchmarking system designed for:
 - Rural Health Clinics (Provider-based and Independent Clinics)
 - Tribal Clinics
 - Federally Qualified Health Centers (a.k.a., Community Health Centers)
 - Health System Satellite Practices
 - Rural Independent Private Practices (independent physicians/advanced practice providers)
- **Why was it created?**
 - Lack of valid and reliable information required to manage these practices effectively



4

Reasons for AzCRH Supporting/Offering/ Promoting POND



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- Begin to manage rural health practices covering finance, operations, productivity, and compensation
- Support Arizona's Critical Access Hospitals who have RHCs/Tribal Clinics
- Enhance partnership with the Arizona Alliance of Community Health Centers
- Establish connections with rural, independent primary care practices

5

Advantages of Tool



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- Fills a critical gap for actionable and practice level data
- Allows entities to optimize 'rural relevant' financial performance, compensation and productivity
- Provides ability to selectively share blinded operational and financial data
- Uses peer benchmarking information to guide improvements in performance
- Assists in recruitment and hospital-physician alignment activities

6

Benefits of Participating



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- No cost
- Secure website
- Private, dedicated account
- Annual data collection (one-time per year)
- Access to dynamic, customized analytics
- Blinded data
- Unlimited access to data collection and benchmarking tools

FREE

7

POND Metrics



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Staffing

Clinical Staff per ...

Non-Clinical Staff per ...

Provider Worked Hours per ...

Performance

Clinic Profit Margin

Expense per ...

Net Revenue per ...

Compensation

Total Compensation per ...

Base Salary per ...

Variable Compensation per ...

Productivity

Worked RVUs per ...

Patient Visits per ...

Patient Panel Size per ...

8

Steps to Sign-Up + Find Out More



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- Review Lilypad website | <http://www.lilypad207.com/>
- Complete sign-up sheet and return to Joyce Hospodar
- Please contact Joyce Hospodar with questions, need for more information, signing up
 - 520.626.2432
 - hospodar@email.arizona.edu



9

Thanks for your attention!



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