

# URGENT CARE QUALITY

Topic: Onboarding

What are 3 projects to improve quality of care in this area?

1. Training - Competencies for the Trainer
2. New grad Fellowships - Skills Gap Analysis
3. Quality Metrics for Clinicians

What is most feasible and why?

Training blue print for all disciplines

# CLIMATE AND HEALTH

Onboarding

Topic:

What 3 steps could we take to get Urgent Care involved in this area?

1. communication

communication

2. gap analysis

Standards

3. Education  
culture  
knowledge gap

culture  
denial retaliation

What is most feasible and why?

#2 easy to develop & existing partners

see back

- 1) Research/Evidence to support the short & long term benefit of an effective onboarding process
- 2) Guidelines/consistency on gap analysis / gap analysis operations  
clinical culture
- 3) Effective gap analysis

# CLINICIAN SUCCESS

Topic: PAY - Physicians

What 3 ways can you improve clinician success in this area?

1. Simple & Transparent & Align with organization.

2. Align ~~the~~ w/ organizations values

- volumes

-

3. Coaching interaction when collecting Data in the Room

What is most feasible and why?

# URGENT CARE QUALITY

Clinician is the product  
- For Profit → ? Profit sharing.

Topic: Clinician Pay

What are 3 projects to improve quality of care in this area?

1. Bonus Structure
  - Basic Qualifiers
    - Charts completed.
  - Quarterly
    - Volume (Decoupled)
    - NBS
    - Clinical Quality
    - Abx Stewardship
  - Daily Volume
    - 36 pts / day
    - 41 pts / day
    - Profit sharing
2. Yearly Review of Bottom & Ceiling
  - Cost of living
  - Geography dependent.
  - Where is the data of comparison coming from?
  - ? RVU / hrs.
  - ↓
  - ? Underbilling
3. Benefits
  - High Deductible plans, Paternity leave, Maternity leave, IVF,
  - Help clinicians understand that this is important to look into when considering overall pay.
4. Loan Forgiveness

What is most feasible and why?

o FINANCIAL EDUCATION

# CLINICIAN SUCCESS

Diversity Equity + Inclusion  
Topic: DEI

What 3 ways can you improve clinician success in this area?

1. Continuity & Research → education & understanding
  - practice research internally
  - health equity standards
    - accreditation
2. Acknowledgment & Definition → patient success
  - WA defined goals & expectations
  - common grounds/goals
  - depoliticize - open to all
  - transparency - outcome driven
3. Recruitment from nontraditional → AR
  - organizational philosophy
  - pathways to leadership

What is most feasible and why?

research & goal driven outcomes ~~to come~~

# CLINICIAN SUCCESS

Topic: Burnout

What 3 ways can you improve clinician success in this area?

1. Have UCA be the institution that our members can access burnout programs through (↑ data, ↑ participation), removed local institutions need for approval
2. Training for coaching strategies for leaders to translate well to providers/staff being lead "coaching the coaches"
3. Institutional / system training to reduce and avoid operational burnout to avoid impact/trickle to clinical side

What is most feasible and why?

Pilot program @ UCA + Better Together for small groups to participate funded by UCA - data to prove value to individual institutions

# CLINICIAN SUCCESS

Topic: Burnout.

What 3 ways can you improve clinician success in this area?

1. Change the mindset that Burnout is bad. It's a symptom of a disease that needs to be diagnosed & treated.

2. ~~Education~~ Education of Identification  
Some people may not know they are suffering as in healthcare it's an expected norm.

3. Be the change you want to see, and set boundaries with those that oppress you - Start small.

Example: employer calling you on your day off - expecting 24/7 on. Small changes

What is most feasible and why?

#3 small changes.

prioritization practices



# CLINICIAN SUCCESS

Topic: Clinician Safety / Workplace Violence

What 3 ways can you improve clinician success in this area?

- a. Work place Culture ↑ / b. Pt. Encounters
- Safety net to communicate an openness to speak up  
Follow-up on concerns / Feedback on success/failure
    - Policies-Procedures
  - Team Building Exercises / Build Culture
    - Communization
  - Huddles / more inclusive of entire team
    - Support from System.

What is most feasible and why?

Huddles locally and more expansive across system.

# CLINICIAN SUCCESS

Clinician ~~Success~~ Safety.

Topic:

What 3 ways can you improve clinician success in this area?

1. Panic Buttons / Safety Buttons / Cameras.  
Teaching Tools for deescalation / give examples.
2. ~~Annual~~ Annual drills gun violence.  
Biannual drills.  
- Buddy system → part of onboarding.
3. - Concierge Model - patient is always in motion so never feels alone and in constant motion so no frustration.

What is most feasible and why?