Who We Are...
About SMGR

• Comprised of 125 multispecialty providers throughout Sonoma County
• Statistics
  – 230,000 patient encounters annually
  – 220,000 ancillary encounters annually
The Problem Being Addressed...
Docs are TIRED!

• Burnout rates are climbing
  – 2011: 46%
  – 2014: 54%

• Reasons
  – Asymmetrical rewards
  – Loss of autonomy
  – Cognitive scarcity

Repercussions of Burnout

What We Wanted to Improve...
Areas Targeted

- EMR Efficiency
- Meaning at Work
- Culture & Values
- Work-Life Balance
- Social Support
- Level of Control at Work

Communication

Outcome Goals & Metrics

↑ Provider Satisfaction
As measured by the AMGA Provider Satisfaction Survey and group engagement

↑ Patient Experience
As measured by Patient Assessment Surveys

↑ Quality
As measured by state and national benchmarks

↑ Provider Performance
As measured by chart closure, patient messaging TAT and internal referrals
What We Did in Our Group...
SMGR Well-being Plan

**SOCIAL**
- Annual Group Events
- Out-and-Abouts
- Collegial Clinic Competitions
- Significant Others Group

**PERSONAL**
- Buddy Program
- Employee Assistance Program
- Wellness Activities
- Medical Missions
- Charitable Contributions

**PROFESSIONAL**
- Mentor Program
- Provider Recognition
- Provider Discussion Group
- CME
- Epic Café
- Art of Communication
- Leadership Development
Personal Pillar

• Buddy Program
• Employee Assistance Program
• Wellness activities
• Medical Missions
• Group-Sponsored Charitable Contributions
Professional Pillar

- Mentor Program
- Provider Recognition
- Peer Discussion Group/Balint
- CME
- Epic Café
- Leadership Development
Social Pillar

- Annual Group Events
- Out-and-Abouts
- Collegial Clinic Competitions
- Significant Others Group
Some of Our Fun Approaches...
Epic Slaves-Physician Band
All-Group Intro Videos
Our Board of Directors
New Provider Orientation Video
How This Plan has Helped Our Group...
Provider Satisfaction Trends

Acceptance by Colleagues
24th %tile → 72nd %tile
On AMGA Survey from 2013 to 2016

Physician Leadership & Communication
17th %tile → 76th %tile
On AMGA Survey from 2013 to 2016

Overall Satisfaction
47th %tile → 68th %tile
On AMGA Survey from 2013-2016

Provider Engagement
All-Group meeting attendance increased by 17% from 2014 to 2016
Patient Experience

“90th %tile Nationally”
By Integrated Healthcare Association

Top 10 in State
Among 170 medical groups in “Overall rating of doctor”

Top 10 in State
Among 170 medical groups in “Overall rating of healthcare”
Quality Accolades

Ronald P. Bangasser Award
Based on P4P measures of clinical quality, patient experience and meaningful use of IT

Top Performing Physician Group
Highest designation awarded by the Integrated Healthcare Association

Elite Status
Highest possible standard recognized by the California Association of Physician Groups

Right Care Initiative Award
Recognized by the California Department of Managed Care
Performance Trends

**Chart Closure <30 days**
Improved from 1,200 charts in 2013 to less than 30 in 2016

**Patient Messaging TAT<24 hours**
Improved from 78% to 91% from 2014-2016

**Internal Referrals**
Increased 3-fold from 2014-2016
What We Still Need to Improve...
Level of Control at Work

• Flexibility with schedule
• Interpretation of policies
• Staff scope of services
EMR Efficiency & Work-Life Balance

System Usage Overview

System Activity by Workflow (Per Day of System Use)

System Activity in Select Workflows for Donlach M.D., Tabitha (27813784)

System Activity vs Scheduled Time for Donlach M.D., Tabitha (27813784)

System Activity in Clinical Review for Donlach M.D., Tabitha (27813784)

System Activity in In Basket for Donlach M.D., Tabitha (27813784)

System Activity in Notes/Letters for Donlach M.D., Tabitha (27813784)

System Activity in Orders for Donlach M.D., Tabitha (27813784)
Summary: We’ve done things to get better...but we still have a way to go!
Thank You!