



Clinical Redesign of the Care Model: Reduce Cost, Improve Quality, and Enhance Service

THE PROBLEM

Current clinical practice is based on an acute care model that consists of episodic visits, rising costs, and increasing paperwork, compromising the ability to provide the care patients need. This model's shortcomings include:

- Overburdened physicians with insufficient time to provide best-quality care and good answers to patients' questions
- Poor model for preventive care and chronic illness management
- Insufficient visit time to meet the needs of complex patients
- Suboptimal treatment, poor control of chronic illnesses, and patients lacking sufficient self-management knowledge
- Mistakes in prescribing, missed diagnoses, wrong treatment

“The episodic brief visit model of practice must be replaced by a continuous process of care.”
--Joseph E. Scherger, MD, MPH

THE SOLUTION: Redesign Clinical Practice

Lumetra Healthcare Solutions offers professional services that enable your practice to replace the brief visit model with a new vision of office practice that reduces costs, improves quality, and enhances service. The cornerstones of this system are patients' continuous access to care, proactive care, and activated patients.

PHYSICIAN, PATIENT, and BUSINESS BENEFITS

- Technology-enabled ability to interact with 25% more patients per day
- Fewer appointments per day, saved for patients who need more of your time
- Improved quality of care, fewer prescribing errors and missed diagnoses
- Enhanced convenience for physicians and patients through continuous communication access, decreased waiting time, and automated prescription refill
- Increased profitability, e.g. maximize performance-based reimbursement

PHYSICIAN	OLD MODEL	NEW MODEL
Patients Served	36	50
Patient Office Visits	24	12
Schedule	8:00 AM – 6:30 PM	8:00 AM – 5:30 PM

LUMETRA HEALTHCARE SOLUTIONS CAN HELP

As an independent healthcare consulting organization with experience across the care continuum, we are the only source with the know-how to develop a customized, comprehensive modernization roadmap based on your needs and responsive to your goals. Please see our services on the reverse side.

CLINICAL REDESIGN	
<ul style="list-style-type: none"> → Technology System Selection and Implementation for Quality and Service Improvement <ul style="list-style-type: none"> – Decision Support Tools & Knowledge Management – 24/7 access via online communication portals – E-prescribing – Population registry development strategies 	<ul style="list-style-type: none"> → Clinical Workflow Redesign: technological enhancement, increased efficiency, embedded quality, reduced clinical and administrative errors → Medical Home Development, including patient activation → Chronic Disease and Medication Management
Cost Reduction	Metrics
<ul style="list-style-type: none"> → Asynchronous Online Transactions: 40-60% of patients' needs handled online → Addresses More Patients' Needs Daily → E-prescribing: 50-80% reduction in callbacks → Appointment Scheduling at Patient Convenience → Eliminates Redundancy Saves Time & Personnel: Estimated two hours/day time savings 	<ul style="list-style-type: none"> → Data Capture, Analysis, and Reporting, e.g., P4P and Regulatory Requirements → Performance Measurement: Defined metrics applied to key process steps and outcomes in the Clinical and Critical Pathways → Benchmark and Monitor Progress: Track quality improvement opportunities and sustained gains → Predictive Modeling and Performance Optimization
Additional Benefit Realization	
<ul style="list-style-type: none"> → Greater Patient Activation and Self-Management → Improved HEDIS Scores and Other Quality Measurements → Higher Patient and Physician Satisfaction 	<ul style="list-style-type: none"> → Safer Systems with Fewer Errors → Modeling Clinical and Financial Data for Actionable Results → Improved Patient Compliance: 11% more new prescriptions filled three months after eRx implementation

There is no technological silver bullet for the complex challenges medical groups and physician practices face today - technological tools are only as effective as the people using them and the processes in which they are embedded. However, through our integrated services, your clinical workflows, technology systems, data metrics, and quality processes will positively reinforce one another, generating significant improvements in performance and efficiency.

The future of clinical practice is here now, and Lumetra Healthcare Solutions can help you realize it today. Working with Lumetra Healthcare Solutions will create a strategic partnership that leads to your success in this historic transformation of clinical office practice.

FOR MORE INFORMATION, CONTACT:

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