



Raytown Quality Schools

# Raytown Schools Quality Care Clinic Review

Year 9: January 1, 2024 - December 31, 2024

Presented by CBIZ Clinical Consulting Services



# Clinic Evolution

## TIMELINE

August 2015	Raytown Schools Quality Care Clinic Opens
January 2016	Added Occupational Health
December 2017	Added Physical Therapy - Occ Health
January 2018	Added Physical Therapy - Personal Health
February 2018	Launched Clinic Website
January 2019	Added Rx Home Delivery
March 2020	COVID-19 Response Begins
March 2020	Added Virtual Care
August 2020	Renegotiated Contract Extension Begins
May 2021	Added Behavioral Health
November 2021	Premise Health Transition to Epic Technology
April 2024	New Physical Therapist and Behavioral Health Counselor began

# Key Utilization Metrics

## UTILIZATION

- **Overall Participation**
  - 1,016 total unique patients utilized the clinic for personal health
  - 263 new patients utilized the clinic for the first time
  - 82% of eligible employees utilized the clinic
- **Overall Utilization**
  - 4,719 total kept visits
  - 25% were virtual by phone or video
  - 86.8% of provider capacity utilized
  - Average of 4.3 personal health visits per patient
- **Clinical**
  - Diagnoses - 100% of top 10 diagnoses were chronic conditions
  - Medications
    - 1,714 medications dispensed onsite (37% of total prescribed)
    - 2,342 medications dispensed through clinic home delivery program (51% of total prescribed)
  - Labs - 4,443 total labs drawn
  - Referrals - 260 external referrals and 82 internal referrals (for behavioral health, physical therapy, wellness coaching)

# Key Utilization Metrics

## UTILIZATION

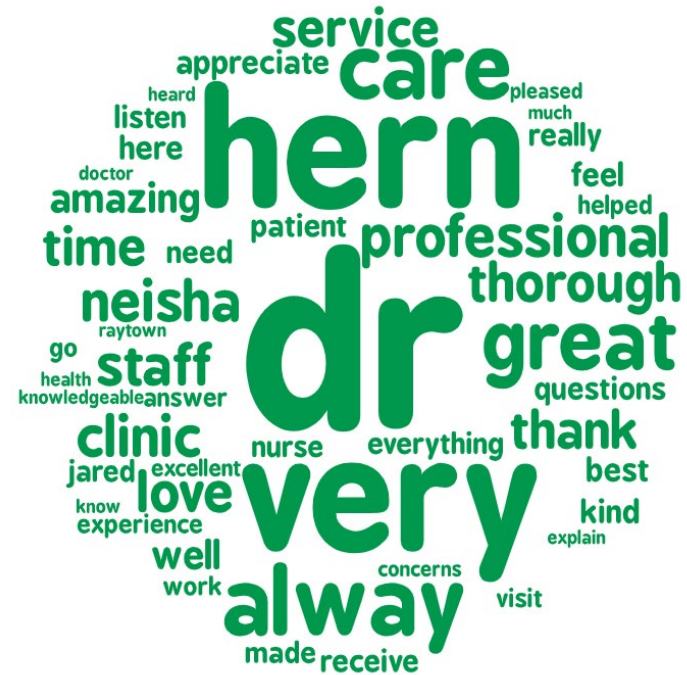
- **Primary Care Visits**
  - 3,851 total primary care visits
- **Behavioral Health Visits** (*May - December 2024*)
  - 184 behavioral health visits
  - 43 unique behavioral health patients
- **Wellness Coaching Visits**
  - 128 total wellness coaching visits
  - 33 unique wellness coaching patients
- **Physical Therapy Visits**
  - 56 physical therapy - occupational health visits
  - 194 physical therapy - personal health visits
  - 38 unique physical therapy - personal health patients
- **Occupational Health / Work Comp Visits**
  - 362 total occ health / work comp visits
  - 161 unique occ health / work comp patients
  - 78 bus driver exams

## Results



## SURVEY RESULTS

- 100% rated services as good or excellent
- 100% indicated their privacy and confidentiality was maintained
- 100% were willing to recommend
- 99.7% indicated they were likely or very likely to return
- 97.9% waited less than 10 minutes to be seen (92.8% had no wait or waited less than 5 minutes)



# Patient Satisfaction Survey

## Free Form Comments<sup>1</sup>



*As usual, Dr. Hern and Neisha provided superb care, I had no wait and Dr. Hern answered all of my questions. It's always a pleasure visiting our clinic! I always receive professional and caring service and consummate healthcare!*

*Dr Hern is wonderful and patient and always so kind, even if she has to deliver crumby news!!!!*

*Dr. Hern and Neisha were very professional as usual, answered all of my questions and was easy to schedule my appointment. I highly recommend this clinic to my colleagues and anyone else looking for quality healthcare!*

*I am so thankful that we have this resource available to us. Having the Clinic has been one of the best decisions Raytown C2 has made.*

*I'm grateful that Dr Hern is my primary physician*

*My clinic visit was over the phone cause of job obligations. The call was on time, exactly. Dr. Kern was wonderful. She prescribed medicine for allergy exacerbation and helped my symptoms. She really cared about my wellbeing. I will use them again..*

*Nesha and Dr. Hern are the best. I love how they are very attentive to your needs. I love going to this clinic.*

*The staff (Neisha D. And Dr. Hern) really care about you and any health issues you may have. The customer service is amazing and it is enjoyable to go to the "Doctor" when you know that you will be treated like family! I cannot express how much these two professionals mean to me!*

*Don't believe you could find more knowledgeable, professional and caring medical staff than you have here at the Raytown Wellness. Dr. Hern and her staff are truly great people.*

*Dr Hern is wonderful and patient and always so kind, even if she has to deliver crumby news!!!!*

*Dr. Hern is very thorough. She took the time to answer all of my questions, explaining carefully the steps required to improve my health. I appreciate her so much and know that her care has probably extended my life.*

*I appreciate getting in so quickly. You guys are great. I am always totally pleased with everything!*

*Jared is very professional and very knowledgeable about his work. I enjoy working with him,,,,Amazing workout*

*Neisha D. was AMAZING! She was able to quickly do my blood draw. She was patient, kind, and caring. She made a yearly task that always feels stressful so much easier!*

*Thank you for adding physical therapy. Jared is caring, professional, and listens to come up with a program that is doable but beneficial to his patients.*

*The staff at RSQCC was friendly, as always. Dr. Hern took time to fully understand my concerns. She was overall caring and thorough in asking questions and in her examinations.*

[1] Survey comments above included are from those who indicated their responses could be utilized in marketing or promotional materials





# | Questions?

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