



RAYTOWN SCHOOLS QUALITY CARE CLINIC  
**Clinic Year 7 Performance Review**

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# Raytown Schools Quality Care Clinic Evolution



August 2015	Clinic Opens
January 2016	Added Occupational Health
August 2016	Year 2 Begins
August 2017	Year 3 Begins
December 2017	Added Physical Therapy - Occ Health
January 2018	Added Physical Therapy - Personal Health
February 2018	Launched Clinic Website
August 2018	Year 4 Begins
January 2019	Added Rx Home Delivery
August 2019	Year 5 Begins
March 2020	COVID-19 Begins
March 2020	Added Virtual Care
August 2020	Year 6 Begins
August 2020	Renegotiated Contract Extension Begins
May 2021	Added Behavioral Health
August 2021	Year 7 Begins
November 2021	Premise Health Transition to Epic Technology



# Key Utilization Metrics

- **Overall Participation**
  - 1,013 total unique patients utilized the clinic
- **Overall Utilization**
  - 4,755 appointments scheduled
  - 4,463 appointments kept
  - 25% of appointments were virtual by phone or video
  - 43% of appointments were preventive or for chronic conditions
  - Average of 4.4 visits per patient
- **Medications**
  - 2,383 medications dispensed onsite
  - 2,015 medications dispensed through clinic home delivery program
- **Behavioral Health**
  - 415 behavioral health appointments scheduled
  - 381 behavioral health appointments kept
  - 97 unique behavioral health patients
- **Health Coaching**
  - 89 total appointments kept
- **Physical Therapy**
  - 166 physical therapy appointments scheduled
  - 160 physical therapy appointments kept
  - 37 unique physical therapy patients

# Patient Satisfaction

- 99.7% rated services as good or excellent
- 99.8% indicated their privacy / confidentiality was maintained
- 99.7% were willing to recommend
- 97.6% waited less than 10 minutes to be seen beyond their appointment time (90.5% waited less than 5 minutes)
- 99.7% indicated they were likely or very likely to return





# Patient Satisfaction

- **As always this staff shows that they care about you and your wellbeing. The most genuine Dr. and staff I have dealt with in my 60 years on this planet. They always answer any questions I have with a complete factual answers. And always with a smile!**
- *Dr. Hern is always helpful and provides excellent care to her patients. I always know she has her patients interest in mind.*
- *Dr. Hern is always so compassionate and understanding. She listens and allows patient feedback in their care.*
- *Dr. Hern is amazing! She is curious and always wants to find the root cause of the problem. She is a true scientist and wonderful physician.*
- **Dr. Hern is the best and nurses Neisha and Meghan are top notch!! They all spend time listening to concerns, helping and suggesting, and truly care!! I am leaving Raytown Schools, but Dr. Hern and staff are one of the hardest things to give up!!!**
- *Dr. Katie Hern has endlessly been on point beginning on my first visit! She is professional, patient, breaks down all medical terms to assure you know exactly every diagnosis and medication. She is determined to provide you with her upmost knowledge to keep you healthier by follow ups and extra phone calls to ensure you receive her all doing fine in no time! She is an extraordinary doctor! One of a kind~ I'm blessed she's mine...*
- *Everyone is always so friendly. Dr. Hern listened to me and answered all of my questions and concerns. She also shared great health tips for me and genuinely seemed to care about me as a whole person and not just the numbers.*
- *Great clinic. Convenient, friendly, both myself and my wife trust their work. We feel lucky to be a member of the clinic patient group.*
- *I always find staff at the clinic to be friendly and outgoing. Dr. Hern is always very candid regarding overall health and providing information in a way that is informative. I always find her to be candid but without the condescension which I've experienced at other medical practices.*
- *I always have excellent service from all the staff at this clinic. Medical services are no longer dreaded.*
- **I am beyond grateful that behavioral health has been added as a service. I believe a short course of treatment will not only be beneficial for my health, but will enable me to support those I supervise more effectively. Grace upon grace.**
- *It was nice to have the option of a phone visit rather than an in person visit. Thanks for all you do!*
- *I enjoy coming in and seeing Dr. Hern. I feel that she goes above and beyond not only in trying to treat you, but also explaining everything in a way the patient can understand and takes the time to educate the patient. I also feel that Dr. Hern tries to get to the root of the issue, and solve the core issue, instead of just prescribing medications to treat secondary symptoms.*
- *I have never been in and out of an appointment so fast! I loved that there was no wait and the nurse was so super nice. This was my first visit and I'm happy to use the clinic again.*
- *I was so very thankful to be able to speak to Dr. Hern today about the pain in my sinuses. She was very thorough and asked lots of questions to give me a diagnosis! I appreciate her taking the time to get me better for Thanksgiving! She never once dismissed my concerns & she is always very honest with me on the treatment plan. I appreciate that she gives me a time frame as to when I should feel better & what to do if that time frame passes.*
- *Kelly and Megan have been outstanding throughout my recent health scare. I appreciate the time, thoroughness and kindness they have shown me. I have also been to the hospital and to see a cardiologist and the care I have received here has been the best in comparison.*
- *Megan is awesome. I am very hard to get a blood draw from. Many nurses have failed. She always gets it and is always pleasant about it. She has an amazing memory to. She remembered from the last time what worked and what didn't.*
- *Meghan is always a happy, friendly, and accommodating. Her blood draws are perfect. I can never feel the stick.*
- *Meghan is the BEST! She makes every visit fun and comfortable. I appreciate her slick skills at drawing blood. Her passion to make you visit smooth and easy is a blessing. Thank you for having great caregivers!*
- **Meghan is wonderful! I wish all health care was set up like this clinic. Professional staff, easy scheduling (although sometime it is difficult to find an open appointment) and 20 minutes or more for appointments means no waiting! Thank you.**
- *Niesha is always friendly and compassionate. Dr. Hern is amazing! Everyone is very professional and truly listens to the patients.*
- *Nurse Neisha is amazing. I do not think I have commended her enough. She is so friendly and she works really hard. I truly appreciate seeing her there every time I go to the clinic.*
- *Probably the best experience I've had at a doctors office. Didn't even have time to sit down because they were ready for me as soon as I walked in. Everyone was super friendly and nice. Will be going again.*
- *Really highly satisfied (and I'm a tough customer!). I'm very picky and I think the world of Meghan. She is very kind, professional, thoughtful and thorough. Can't say enough good things about her!*
- *Staff are always so friendly and helpful. The Clinic makes it such an easy process and employees appreciate it.*

Note: The comments above were not marked by the respondent for opting out of including in any materials.



# Estimated Employee Savings

	Clinic Year 7 Amount	Notes
<b>Visit Savings</b>	<b>\$117,285</b>	<ul style="list-style-type: none"><li>• <i>Non-preventive visits</i></li><li>• <i>\$114 per paid office visit, \$30 clinic visit fee for HSA plan</i></li><li>• <i>\$35 copay amount for PPO plan</i></li><li>• <i>Excludes virtual visits during COVID-19 emergency period</i></li></ul>
<b>Rx Savings</b>	<b>\$4,148</b>	<ul style="list-style-type: none"><li>• <i>Non-preventive medications</i></li><li>• <i>Lowest Rx tier of \$12</i></li></ul>
<b>Total Savings</b>	<b>\$121,433</b>	

**\$772,493** Total Estimated Employee Savings Since Opening  
(Opened 8/5/2015)





# Questions?

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