



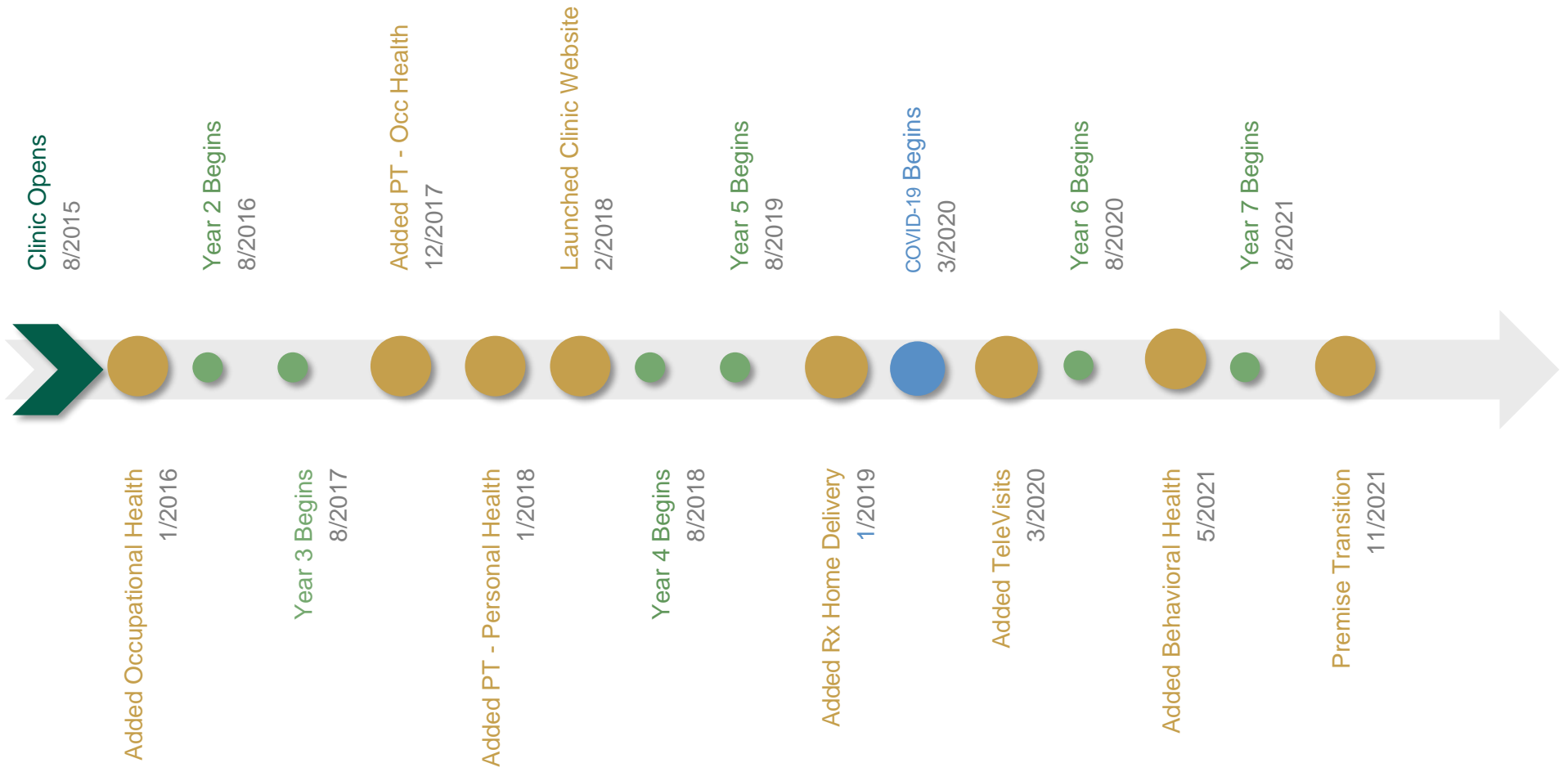
RAYTOWN SCHOOLS QUALITY CARE CLINIC  
**Year-End Performance Review**

Time Period, Year 6: August 1, 2020 - July 31, 2021

---



# Clinic Evolution





# Key Utilization Metrics

- **Overall Participation**
  - 66% of benefit-enrolled members used the clinic
    - 73% of benefit enrolled employees
    - 21% of benefit enrolled spouses/dependents
- **Overall Utilization**
  - 5,101 appointments scheduled
  - 4,899 appointments kept
  - 79% of capacity with kept appointment slots on provider schedule
  - Average of 4.7 visits per patient
- **Behavioral Health** (*Added May 2021*)
  - 90 behavioral health appointments scheduled
  - 89 behavioral health appointments kept
  - 31 unique behavioral health patients
- **Health Coaching**
  - 86 unique patients utilizing health coaching services
- **Physical Therapy**
  - 170 physical therapy appointments scheduled
  - 159 physical therapy appointments kept
  - 50 unique physical therapy patients

# Patient Satisfaction

- 99.4% rated services as good or excellent
- 100% indicated their privacy / confidentiality was maintained
- 99.7% were willing to recommend
- 97.5% waited less than 10 minutes to be seen beyond their appointment time (91.8% waited less than 5 minutes)
- 99.7% indicated they were likely or very likely to return





# Patient Satisfaction

- Another positive experience at RQSCC. Genuinely a better experience than any other medical office I interact with.
- Bridget Jenner is compassionate and understanding. I appreciate her help!
- Dr. Hern is excellent! I take better care of my health since the opening of the Raytown clinic.
- Dr. Hern and her staff are awesome, they answered all of my questions. Dr. Hern diagnosed my problem correctly, ordered an MRI before deciding further treatment. She also reviewed my lab results for my HRA. She is very helpful and caring, and communicates what I need to do better without being judgmental or disrespectful. She regularly demonstrates empathy and understanding in a very caring way.
- Dr. Hern is an exceptional doctor, I trust everything she says and suggest. She always makes me feel like she is truly trying to help me with any health concern in the best way possible for me.
- Dr. Hern was helpful and empathetic during the review of my HRA, I appreciated her listening to me and giving suggestions that were manageable for my overall health and wellness.
- First doctor I've been to that actually listened to me, agreed with me, and took the time to order the tests I need. Very refreshing.
- I love the Care Here Clinic! I wish I could continue going there after I retire! It's clean, the people are so helpful and know what they are doing! The best place!
- It is wonderful that this clinic is offered in the Raytown School District. Saves me time and money. The staff is always friendly and welcoming.
- It was very easy to schedule an appointment, and there was immediate availability for what I needed. Dr. Hern and Niesha were excellent as usual. I am always please with the professionalism, excellence and courteous service I receive every time I come to the Raytown CareHere Clinic. Thank you!
- I have never had a bad experience at the clinic. Dr. Hern is absolutely the best doctor I have ever had. I feel like she has really gotten to know me, takes her time talking to me, and genuinely wants me to be a healthy person. Neisha is amazing as well. Always super friendly and professional. Anyone in our school district not using these providers are missing out!
- Megan is excellent! I have to have a blood draw there is no one else I trust as much as her. I have had lots of blood draws my veins are hard to find I have been poked 4 times before at surgical center they had to call on a nurse that was the best after several failed attempts. So I look forward to seeing Megan she is the best!
- Megan is such a great nurse to have working at the clinic! She is personable, professional, and very kind! I have only been in there a few times and she is able to remember who I am which helps build great relationships with her patients!
- Megan was very professional and personable. The facilities were clean and I felt safe being there. As a new employee, this was my first experience at the Clinic and it was wonderful!
- Neisha is so personable and it makes me feel good when she remembers me from visit to visit. I was really looking forward to meeting Dr. Hern face-to-face and she was so lovely! I have never felt more listened to by a physician, and I feel like I left with a plan and I am looking forward to it! Thank you!
- Today's visit was a televisit with Dr. Hern. She successfully diagnosed my problem and provided the necessary prescription for me to pick up from the clinic on the same day. My expectations continue to be exceeded by the professional and courteous service I receive from the clinic and Dr. Katie Hern.
- What a great benefit for the employees of the Raytown School District. Dr. Hern and her staff are the best!
- We enjoy the personal care provided by Nurse Neisha and Dr. Hern. The clinic is an excellent benefit of working for the Raytown School District.

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



# Estimated Employee Savings

	Clinic Year 6 Amount	Notes
Visit Savings	\$102,544	<ul style="list-style-type: none"><li>• Non-preventive visits</li><li>• \$100 per paid office visit, \$30 clinic visit fee for HSA plan</li><li>• \$35 copay amount for PPO plan</li><li>• Excludes TeleVisits during COVID-19 emergency period</li></ul>
Rx Savings	\$4,900	<ul style="list-style-type: none"><li>• Non-preventive medications</li><li>• Lowest Rx tier of \$12</li></ul>
Total Savings	\$107,444	

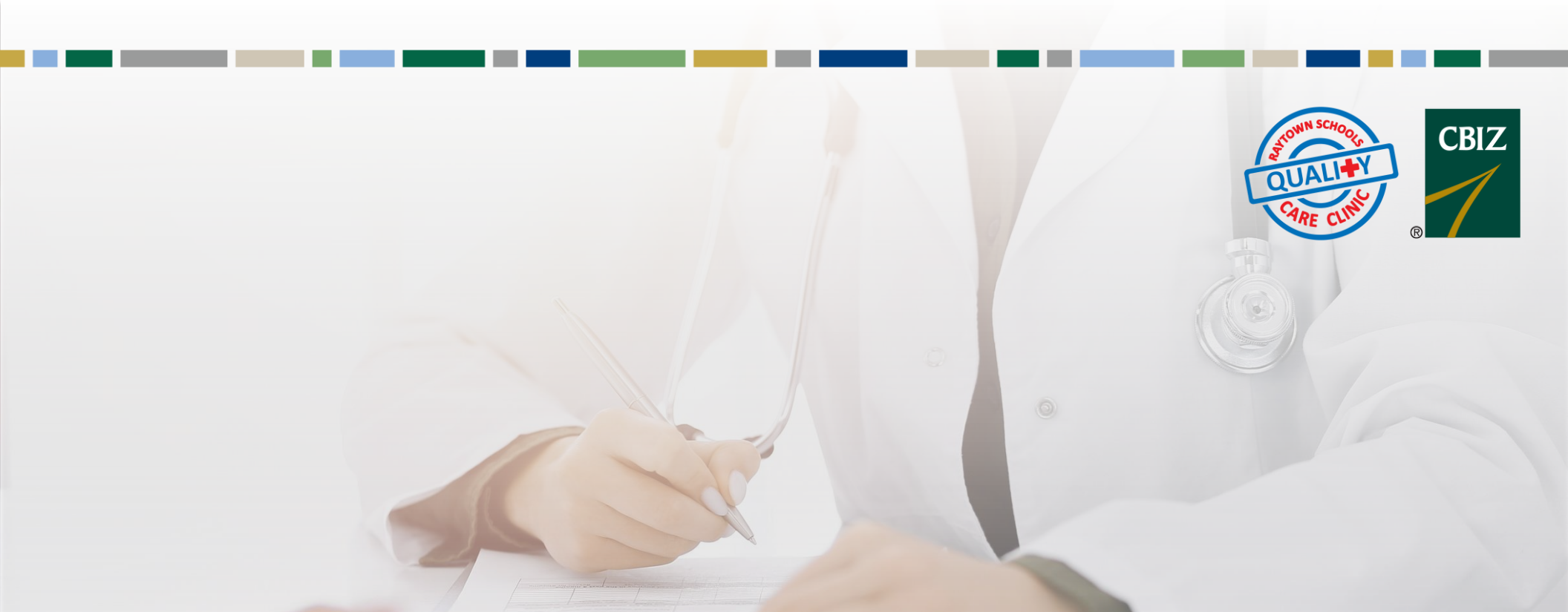
**\$651,060** Total Estimated Employee Savings Since Opening  
(Opened 8/5/2015)



# District's Return on Investment

	Clinic Year 1 Amount	Clinic Year 2 Amount	Clinic Year 3 Amount	Clinic Year 4 Amount	Clinic Year 5 Amount	Clinic Year 6 Amount	Since Opening Amount
<b>Amount Spent</b>	\$851,817	\$812,079	\$863,279	\$924,364	\$936,946	<b>\$933,985</b>	\$5,322,470
<b>Cost Avoidance</b>	\$898,730	\$1,098,247	\$1,981,625	\$1,171,183	\$1,843,535	<b>\$2,622,086</b>	\$9,625,697
<b>Return on Investment</b>	\$46,913	\$296,459	\$1,118,346	\$246,819	\$906,589	<b>\$1,688,100</b>	\$4,303,227
	1.1:1	1.4:1	2.3:1	1.3:1	2:1	<b>2.8:1</b>	1.8:1

*Since opening,  
\$1.80 avoided for  
every \$1.00 spent*



Questions?

---

