Performance Measurement
for Rural Primary Care Practices

Nebraska CAH and Clinic Conference
November 14, 2019
Handout
RHC Checklist

- Do you consolidate your clinics?
- Do you meet minimum thresholds?
- Are you linked to the right hospital?
- Do you do 340B? $350 - $450k per 10,000 visits
- Have you maximized specialty care?
- Do you do CCM and TCM?
- Are your valuations defensible?

Lilypad®
Context
Primary Care is the cornerstone of the delivery system but it has been undervalued and ignored in rural

- Federal grants focus more on small rural hospitals
- Increasingly SORHs want to engage RHCs – but how?
- Public reporting exemptions are a net liability
- Not much is known about RHCs – Let’s fix that
Primary care clinics are the nucleus of the new rural healthcare delivery system
Hospitals have different objectives and metrics than primary care practices
CAHs have performance improvement networks – most RHCs don’t
If you are located in one of these states you have access to the POND program right now.
Staffing

Compensation

Performance

Productivity

Quality

NEW
Lilypad partners with the **National Organization of State Offices of Rural Health**, individual State Offices of Rural Health and national rural researchers to offer this unique performance improvement program.
To gain access to these reports and tools the required data must be entered into the POND web application.
How to Interpret the SHC Cost Report Scorecard

Summary Statistics

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Shapovalov & Associates

Lilypad is a health information and analytics firm that provides robust and integrated strategies and improvement applications for healthcare provider organizations. We strive to improve healthcare outcomes and optimize financial performance. Our solutions are designed to address the unique needs of healthcare providers and organizations. For more information, visit www.lilypadllc.com.
RHC Fun Facts

Visits per FTE Provider
Cost per Adjusted Visit
Cost per Adjusted Visit

$193.65
$198.13 (PB) $151.35 (Ind)

$206.46
$224.03 (PB) $108.56 (Ind)

$241.87
$253.87 (PB) $166.28 (Ind)

$207.28
$216.43 (PB) $136.08 (Ind)

$162.30
$171.33 (PB) $125.43 (Ind)

$193.65
$198.13 (PB) $151.35 (Ind)

$162.30
$171.33 (PB) $125.43 (Ind)
Strategies
Improvement Requires Information

• How does the Clinic currently perform?
• What are the relevant measures?
• Who manages the data?
• How are decisions made?
• How are initiatives managed?
Reporting Infrastructure

- **Operations Dashboard**
  - Monthly Operations
  - 10 Metrics

- **Practice Scorecard**
  - Quarterly Strategy
  - 10 Metrics

- **Physician Scorecard**
  - Quarterly Value Performance
  - 6 Metrics per
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