BRINGING JOY BACK TO PRACTICE: THE CASE FOR CARE DELIVERY TRANSFORMATION

Current State: Physician & Staff Burnout

- More than 40% of general internists report burnout
- 75% of primary care physicians feel unable to provide highest quality care

Practitioners Are Suffering

- Low job satisfaction in general internists
- Increased stress and workload

Staff Are Suffering

- Increasing patient dissatisfaction - demand of paperwork and administrative burdens
- Inadequate workflow and communication systems
- Lack of adequate electronic medical record systems

Opportunity: Potential Impact of Care Delivery Transformation

By improving the practice environment, we can improve the quality of care and patient satisfaction.

Innovations from 23 High-Performing Primary Care Practices

- Implementing electronic communication tools
- Enhancing patient experience
- Providing comprehensive care plans

CPT Technical Assistance

- Establishing the CPT-4 helpdesk
- Enhancing collaboration with practice management software vendors
- Training and education for clinicians

FROM PHYSICIANS

- Physicians experience burnout due to administrative burdens and lack of time for patient care.
- Physicians seek ways to improve efficiency and reduce stress.

OPPORTUNITY: POTENTIAL IMPACT OF CARE DELIVERY TRANSFORMATION

- By improving the practice environment, we can improve the quality of care and patient satisfaction.

PROVIDER

- Physicians seek ways to improve efficiency and reduce stress.
- Physicians need support in implementing new technologies.

PATIENT

- Patients desire improved access to care and better communication.
- Patients seek ways to improve their overall health and well-being.

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