

## CHCF C19 CHIP Summary

**Name, Degree:** Payam Parvinchiha, MD, MPH

**Professional Title, Organization:** VP Network Quality and Integrated Care, Scan Health Plan

**CHIP Title:** Designing a Mobile Primary Care Clinical Model for Clinicians rather than patients

### **Project Description:**

I wanted to design a care model that was focused on delivering on the needs of clinicians as a primary intention. Too often I've found that in order to meet the patient needs sacrifices and compromises are made regarding the needs of clinicians in clinical program design. The common thinking is that it's incumbent on clinicians to sacrifice for the sake of their patients. Instead, we interviewed clinicians on what were their most pressing needs and build our clinical care delivery program with those insights. We further hypothesize that by delivering on clinician needs our program will deliver exceptional patient outcomes as well.

### **Key Findings and Lessons Learned**

- I started with a proposal to the Scan Board to obtain funding to build a primary care program.
- I conducted numerous interviews with clinicians (NP, MD, RN) documented on Mural whiteboards as part of my CHIP
- We received \$2,000,000 in funding to build our program.
- We hired 25 clinicians with over 200 years of experience delivering mobile primary care – with most reporting that the communicated job description was major reason for joining SCAN.
- We launched our program in January and are actively tracking results.

### **Next Steps:**

- Measure metrics related to clinical staff engagement.
- Develop measurement tool to correlate staff engagement with positive patient outcomes.
- Further refine methodology to understand and improve the model's ability to deliver on clinician needs.