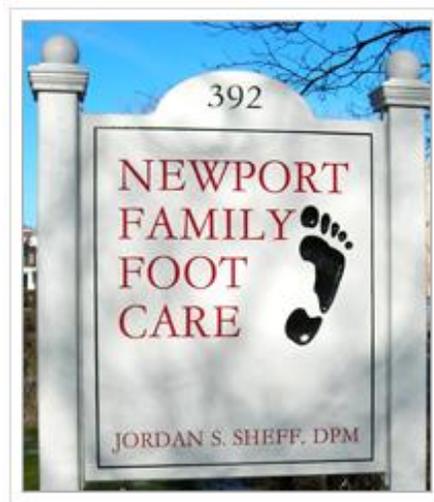


## RIQI/RI-PTN TCPI Exemplary Practice Story: Newport Family Foot Care



*At Newport Family Foot Care, we live by our **Mission Statement**: we are committed to: listening to those we are privileged to serve, earn the trust and respect of patients, their primary care doctors and the community, exceed your expectations, ensure a creative and compassionate professional environment, strive for continuous improvement at all levels.*

At Newport Family Foot Care, we are proud of the patient centered care we have consistently provided since opening our office in Newport, RI in 1998. While our practice is small, we know we have a big impact on the individuals we serve, as well as our community. We are a single clinician practice, with Dr. Jordan S. Sheff, D.P.M. at the center of the care we offer. Dr. Sheff is Board Certified in foot surgery and in podiatric primary care and is a member of the Newport County Chamber of Commerce.

As described on our website (<http://newportfootcare.com/>): “We are dedicated to your comfort and our goal is to help you maintain healthy feet.” The welcoming atmosphere we foster for our approximately 4,500 patients is key to our approach. Many of our patients are older, with 50% being over the age of 65. We want them to know that we value and respect and every one of them. Along with routine foot care needs and sports medicine, we treat bunions, diabetes, heel pain, neuromas, pediatric foot problems, toenail disorders and warts. Our services include: Amniotic Stem Cell Therapy, custom orthotics, laser therapy, nail surgery, and other related surgeries. We live by our Mission Statement: *At Newport Family Foot Care, we are committed to: listening to those we are privileged to serve, earn the trust and respect of patients, their primary care doctors and the community, exceed your expectations, ensure a creative and compassionate professional environment, strive for continuous improvement at all levels.* With this purpose, we have developed a practice that puts our patients at ease while empowering them through information and understanding. Additionally, we have worked with the Rhode Island Quality Institute (RIQI) Practice Transformation Network (PTN) to advance our use of data in our practice. We are improving on our clinical quality measures and successfully participated in the RIQI ED Avoidance Improvement Project. Our work in these areas align with our goal of continuous improvement.

### **Promoting Respect and a ‘Family’ Approach to Optimize Patient Care**

At Newport Family Foot Care, Dr. Sheff and our dedicated staff are dedicated to helping patients feel welcome and comfortable. We are proud of the ‘family’ atmosphere we promote and we work to always treat our patients with respect and help them feel comfortable and at ease. As a part of this, we make a strong effort to keep appointments on time and on schedule. We never like to keep patients waiting as we understand how valuable their time is. In addition, at our office, we have purposefully created an atmosphere that is comfortable

and homey. As described on our website, “most patients are happily surprised to find that they have not walked into a stark, ordinary and mundane treatment facility. Instead they have the feeling that they have walked into someone’s living room” We know that the environment we maintain can help alleviate stress for the individuals being treated at our practice, therefore, we pride ourselves in providing a friendly, warm atmosphere.

At our practice, we also make an effort to provide services for patients that address their needs without having to go to outside facilities. For example, we have on-site digital x-ray facilities, equipment needed for treatment involving lasers, and the capacity to perform a computerized gait scan analysis. Additionally, we have Doppler equipment needed for lower extremity studies of circulation. By having these tools immediately available in our office, our patients do not have to be inconvenienced by having to schedule additional appointments at other offices and facilities. Furthermore, we have a number of innovative procedures to address common foot conditions and we are able to perform minor procedures within our office. Having these options available is helpful in accommodating the needs of the individuals we serve.

Further, it is important to note that we prioritize supporting patients in their understanding of their health. On our website, we explain that “we believe informed patients are better prepared to make decisions about their health and wellbeing.” With this goal, we provide opportunities for patients to be informed about topics relating to foot care. This includes numerous on-line resources with educational materials about podiatric ailments and treatments. We also promote opportunities for patients to access scheduling and helpful information and expectations for patients planning a first visit. Whether in person or through our website, our priority of engaging our patients and our community are positively impacted by our in person care along with the digital resources we make available.

### Moving Into the Future: Using Data to Improve and Advance Quality

Advancing the use of data and Quality Improvement strategies are also important activities at Newport Family Foot Care. We are learning that better reporting leads to better care for patients. In particular, we have newly started using the Polaris Registry to track our Quality Measures and we reported for MIPS in 2018. As seen in the adjacent visual, we are specifically using a dashboard that provides tracking and run charts to keep us informed of our success in the area of our clinical quality measures. While our current performance on the measures we report to the RIQI PTN are still under National MIPS Benchmarks (as seen in the adjacent table), we are proud of the advancements we have made in understanding how to use data in clinical practice and we work to improve our workflows. As we engage in developing strategies to leverage data and technological tools, we will continue to focus on improving in this area.

We have also gained in our understanding of quality improvement through our participation in the RIQI PTN’s Emergency Department (ED

Newport Family Foot Care Performance Chart			
Quality Measure	Performance Target	Current Performance	National MIPS Benchmark
Prevention			
Tobacco Use: Screening and Cessation Intervention	15%	80%	83%
Disease Management			
A1c Good Control <8	51%	75%	64% <sup>a</sup>
Diabetes: Foot Exam <sup>b</sup>	N/A	30%	39%

<sup>a</sup> comparative benchmark based on data from RI-PTN practices  
<sup>b</sup> an additional measure not included in quarterly reporting for CMS

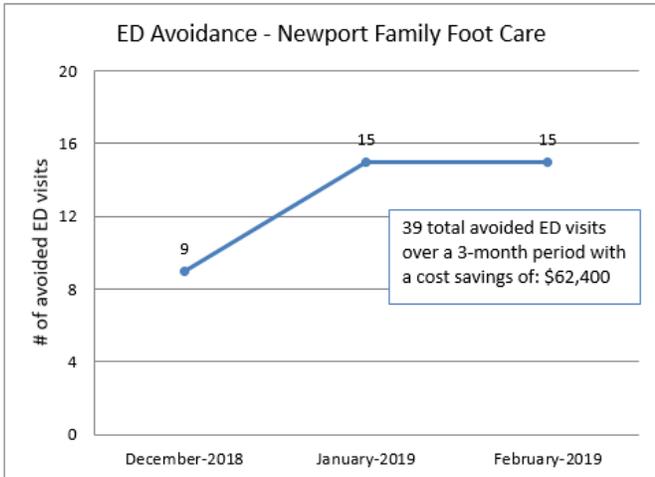
*At Newport Family Foot Care, we are engaged in using data and technology to advance our care. While our current performance on the clinical quality measures we reported to the RIQI PTN do not meet the National MIPS Benchmarks, we are using this information to develop ways to improve. By using our Dashboard to track measures, such as the Diabetes Foot Exam measure (as shown below), we are confident in our application and improvements in this area of practice and care*



Avoidance Project. Our targeted interventions for this included:

- Educating patients to come to our office instead of the ED if they needed to be seen for an acute or emergency issue they might be having with their feet
- Including availability in Dr. Sheff’s daily schedule to accommodate these appointments.
- Hanging posters in our waiting room to remind patients that they could come to us for this assistance and care. The picture below provides an example of a poster that was used as part of this initiative.

As can be seen by our data, we were very successful in our ED Avoidance Project efforts. Over a three month period, we documented the avoidance of 39 unnecessary ED visits at a cost savings of approximately \$62,400. These results can be seen in the table below. Most importantly, by providing this service, we are confident that we were able to give our patients better treatment than they would have received at an ED. For patients going to the ED for foot ailments that can appropriately be handled by our office, they would likely have significant wait times and they would not benefit from Dr. Sheff’s specific *expertise* in treating podiatric issues. Additionally, it is also important to keep in mind that ED providers do not have the same access to the specific equipment and testing needed for advanced podiatric care. By providing same day visits, we were therefore better able to serve our patients while also promoting enhanced continuity of care that they receive by coming to us. We *know* them and have their history in our records. Given this, we are therefore better suited to serve their specific, individual needs.



*Participation in the RIQI PTN ED Avoidance Project led our practice to help patients avoid unnecessary ED visits. During the 3 months we tracked data, we documented 39 instances in which a patient received same day care in our office, thus avoiding treatment at an emergency room. This ED avoidance leads to a cost savings of approximately \$62,400. Also above is an example of the posters that we hung in our waiting room to ensure patients were aware of this opportunity.*

**Conclusion**

At Newport Family Foot Care, we are proud of our relationships with our patients and our community. Our patient centered care is sustained by our dedicated staff. We work to promote respect and a supportive environment for the individuals we serve. We are also pleased with the strides we have made in using data and improvement science to bolster our services and patient care. In particular, our success in the RIQI ED Avoidance Project is indicative of our growth in this area.

While we look to a future of further improvements and growth, we know that this will serve to enhance the already excellent care we provide. We know we make a difference in our patients’ lives. For example, Dr. Sheff has a patient with uncontrolled diabetes who was uncompliant. Unfortunately, this patient needed to have two toes amputated. However, since this surgery, this patient has gotten his diabetes under control and is back to playing golf. Ultimately, knowing that we are able to help people improve their lives in this way makes all the difference.