

# Subspecialty Care & Diagnostic Services

**Sonia Leonard**  
**Operations Supervisor for Subspecialty Care &  
Diagnostic Services**



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# Specialty Clinics

- Provided by a network of volunteer specialists onsite and external
- 32 onsite volunteer specialists/16 different specialty clinics
- Hundreds of external volunteer specialists and practices
- Everyone donates a little, the load is shared
- Some volunteer weekly or once per quarter



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# Onsite Specialty Clinic

- Onsite – Daytime and Saturday morning appointments
  - Average of 300+ visits/month
  - 16 Onsite specialty Clinics
  - 32 Volunteer Specialists

<b>Allergy and Asthma</b>		<b>Minor Surgery</b>
<b>Cardiology</b>		<b>Nephrology</b>
<b>Chronic Conditions - Hypertension</b>		<b>Neurosurgery</b>
<b>Dermatology</b>		<b>Orthopedics</b>
<b>Endocrinology</b>		<b>Pain Management</b>
<b>ENT</b>		<b>Podiatry</b>
<b>Gastroenterology</b>		<b>Urology</b>
<b>Gynecology</b>		<b>Wound Care</b>



# Subspecialty Care & Diagnostic Services

- FY18 (July 1, 2017 – June 30, 2018)
  - Diagnostic Orders – 4,839
  - External Consults – 2,605
  - Onsite Consults – 3,826
- Since July 1, 2018
  - Diagnostic Orders – 1,018
  - External Consults – 540
  - Onsite Consults – 1,034



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# Subspecialty Care Staff

- Eight full-time team members
  - 4 Coordinators
  - 4 Referral Clinic Scholars
  - 2-4 semester interns



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# Lessons Learned

- Make it convenient – first impression
  - Contact Info for your Clinic – phone, fax, cell
  - Parking – Valet parking option
  - Accessibility/Entrance
  - Name Badge
- No one wants to be left out
  - Upcoming events
  - Contest judges
  - Mentor aspect



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# Lessons Learned cont'd

- Recruitment (more to come with the Community Engagement Initiatives Talk with Randy, )
  - Physicians talk to physicians
  - Golf tournament
  - Collaboration with other societies and organizations
  - Hand Surgery Day
- Get creative with Referrals
  - Chart Reviews
  - Health Information Exchange
  - Narrow in on experience (Chronic Care Hypertension, Thyroid Care, and Pain Management)



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# Lessons Learned cont'd

- Monitor Referrals
  - Overusing specialists in the community
    - Easier scheduling process
    - No limitations
- Show Appreciation
  - Visit practices monthly
    - Gift bags with swag, plaques
    - Name on digital rolodex in Welcome area
    - Address Issues/Concerns





# Lessons Learned cont'd

- Utilization of Limited Resources
  - What can the PCP handle in-house?
  - Collaboration
  - Revisit workflows
  - Ask current providers to help; increase patient volume
  - Only send when necessary
  - Hold patients accountable to keep appointments
    - Monitor no call no show percentage rates
    - Automated reminder phone calls



*Questions?*



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