CASE STUDY

Enabling strategic growth: Health system holistically transforms its medical group to improve patient access

The vision

To improve patient access and drive growth, a health system in the Northeast sought to integrate its employed and community physicians into a single combined medical group. But differing infrastructures and challenges to generate data insights made it difficult to move forward in a meaningful way. Leaders knew they needed organizational alignment and a clear, holistic strategy for unification.

Co-creating the solution

The health system partnered with Chartis to develop key integration strategies. These included a new governance-driven leadership structure to unite providers, an updated compensation model to align with productivity, new scheduling templates across key specialties to boost capacity, and a service center expanding support across all ambulatory locations to create a common patient experience. The team empowered leaders with executive coaching from experienced physicians and dashboards to monitor performance against legitimate benchmarks. Making change management and commitment to a shared vision top priorities set the health system up for success.

Believe in better

Armed with actionable insights and a playbook for iterative, holistic transformation, the health system continues to improve efficiency, workplace culture, and provider engagement. The new foundation rooted in collaboration across disparate medical groups has aligned staff around a vision for providing timely patient access that enables future growth. The combined medical group will pave the way for ongoing financial sustainability.

Meaningful outcomes

Integrating employed and community physicians into a single combined medical group will provide numerous benefits, including:

$27.9M
projected recurring annual financial value

1000+
visit reasons standardized into matrices for scheduling algorithms

30%
increase in calls handled by the access center instead of individual practices

Building to better

To leverage a combined medical group for strategic growth, health systems should:

- Engage key clinical and administrative stakeholders to promote buy-in
- Holistically align access, leadership structure, clinical operations, and physician compensation
- Modernize performance management systems for data-driven insights

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CHARTIS

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