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Policy & Procedure:

Slogan: “I am here to answer your questions and discuss next steps”

Dear Specialist Physician,

We are currently working on the 2017 incentive program and we wanted to give you an update on what to expect.

The program will be effective on 7/1/2017 and be in effect for the remaining 6 months. This year, we plan on including one clinical measure and we are taking great care that the measure is appropriate and challenging for each specialty. We are also making sure that we are able to measure in an accurate and consistent manner.

In 2017, we are including two measures for each Specialty:

- The first will be the clinical quality measure discussed above.
- The second will be a patient experience measure very similar to the 2016 plan where we asked you to make sure that data received on a referred patient was acknowledged and used in the referral appointment. We want you to be able to say “I know why you are here”, every time you walk into an exam room. **This year our theme is “I am here to answer your questions and discuss next steps”.**



2017 Incentive Measures for Specialist Physicians

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The concept is that the right person should be contacting a patient to deliver abnormal test results. A patient should immediately be able to ask questions, understand the test result and discuss what is going to happen next. The reduction of anxiety should be first and foremost in everything we, as a medical community, do.

The measure will be satisfied by completing and submitting a written Policy and Procedure around delivering test results.

Of course, we would like this to be just the beginning. We would like you as a practice to look at all instances of patient anxiety and work to minimize anxiety in every situation.

We wanted to give you an update so you could begin discussing the patient experience. We will be out to you in the next couple of months with the formal 2017 incentive plan.

Thank you for your continued support & involvement in Inspire.

Best Regards,

Marc E. Rothbart

President