

# CASE STUDY: RESTORING PRIMARY CARE WITH APP-RUN TELEHEALTH MODEL

## CHALLENGE

Clinicians were feeling the strain before COVID-19, but the pandemic made their difficulties impossible to ignore. Burnout and administrative tasks caused one leading healthcare client to temporarily suspend primary care services at multiple locations in one community – an unsustainable loss for patients – until LocumTenens.com stepped in to help.

The Arizona facilities conducted exit interviews to understand why their primary care physicians (focused on geriatrics, a specialty that is increasingly difficult to staff for) were leaving en masse, and discovered the reasons to be burnout exacerbated by the pandemic, as well as administrative tasks slowing down the tempo of care, preventing them from spending sufficient time and energy with patients.

## SOLUTION

LocumTenens.com custom-tailored a solution combining technology and advanced practice providers (APP) to ease the burden and streamline the work. The plan included:

- A telehealth program that increased access to necessary care.
- 12 board-certified family nurse practitioners to tackle prescriptions, daily charting and patient check-ins.

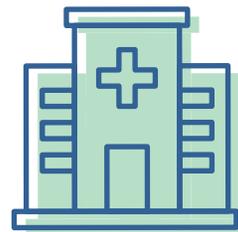
This 6-month telehealth program was launched in July 2022. Staffed solely by APPs, it provided a critical onramp to restore primary care services for the community.

## STATISTICS



# 12 APPs

credentialed in Primary Care and provided by LocumTenens.com



# 6 CLINICIANS

moved to a permanent position at the facilities

## BENEFITS

This complex solution highlights the innovation needed to keep up with the demands of both patient communities and clinicians in order to stay ahead of labor challenges.

- Utilizing APPs to fill in gaps and extend the coverage model enables more patients to be seen and receive highly effective care.
- Telehealth, when applied effectively and pragmatically, is a plus for clinicians and patients alike.

## RESULTS

This 7-month program saw several positive results.

- This rapid infusion of clinicians to the team allowed the client to scale quickly while continuing the search for permanent clinicians.
- Clinician retention increased during the program, as providers felt more supported by their facility's administration and less burned out.
- Implementation of the program allowed the client to focus on internal recruitment due to the support that the day to day operation received.
- The virtual nature of the telehealth program enabled the client to support multiple locations within their health system with APPs.
- At the end of their contracts, six of the APP clinicians were brought on full time.
- Additionally, with the success of the program, LocumTenens.com is looking to replicate and scale this model and program – adding it to the toolkit for other clients with similar needs.