



CASE STUDY: ANNUAL WELLNESS VISITS FOR SENIORS

“One of my patients was very hesitant about the Annual Wellness Assessment due to a horrible experience with another provider. I assured them their experience would be different this time around due to the care I saw GGH provide the rest of my panel. That patient ended up seeing GGH and said I was right.”

-Primary Care Physician, NAMM

CLIENT NEED

NAMM is a risk-bearing IPA in Southern California with 86 PCPs over 40 clinics across 27,000 square miles. In the middle of COVID, NAMM required support to delicately transition a long-standing incumbent vendor and asked Greater Good Health to complete annual wellness visits for over 11K Medicare Advantage patients.

COLLABORATIVE SOLUTION

- Constant and consistent communication was key to ensure minimal disruption and abrasion of the physicians in this network
- GGH NPs integrated directly into the providers' EMR and population health system
- GGH can embed support staff in PCP offices ensuring continuity of care and seamless patient flow
- GGH offers outbound outreach calls to assist with scheduling patient visits
- GGH offers multiple modalities and flexible: in-clinic, in-home, telehealth
- GGH team coordinates weekend health fairs and flu clinics driving member engagement
- Positive experiences with GGH NP's is fostering stronger relationships between providers and patients
- Expanded with client beyond risk adjustment to TOC home visits to support hospital to home high risk patients



Greater Good Health deployed 10 NPs to support the completion of 11,000+ annual wellness exams in 2022. NPs cared for patients in-clinic, in-home, and virtually. With over 50 hours of operational collaboration with the client, GGH improved access to care and continuity of care for this IPA.

Secured complete and accurate documentation of assessments in turn securing future investments in patient care.