

# CASE STUDY: GREATER GOOD HEALTH x PROVIDER GROUP



*“This is wonderful that we have been able to start sooner than originally planned.”*  
- Riverside Risk Adjustment Executive



## “HIGHLY RESPONSIVE & EFFECTIVE TEAM”

- Met client’s urgent need with implementation within 30 days
- Recruited, trained, and deployed 3 NPs to overlay atop PCP network
- 20% completion of AWWs within first 4-month period
- 86% call success rate
- Resulted in 280% ROI for client

### CLIENT CHALLENGE

RMC, a provider organization who assumes financial risk for its Medicare Advantage patient population, was struggling with a challenging population of patients: hard-to-reach and unengaged, and the PCPs weren't getting the AWWs completed. RMC needed the GGH team to lead patient outreach and scheduling and complete exams. Greater Good Health was engaged to launch an annual wellness program staffed and managed by our team.

### COLLABORATIVE SOLUTION

- To ensure we limited physician abrasion, and supported continuity of care and seamless patient flow, GGH NPs integrate directly with providers’ EMR
- To improve patient and physician engagement, GGH NPs conducted visits inside RMC clinics while also, layering in telehealth
- To drive awareness, GGH team’s coordinate weekend preventive care and flu shot health fairs

### POSITIVE EXPERIENCE

- GGH NPs success fostered stronger relationships between PCPs and their own patients
- The patient outreach plan exceeding expectations for effective patient conversion and visit completion

