

Exceptional Quality, Exceptional Care

As an organization, SCP Health knows it is not enough to just deliver patient care, we must deliver exceptional care. We continually look for new ways to ensure we are delivering that exceptional care, approaching quality performance from a comprehensive perspective and with the goal of equitable care to all.

As we enter our fourth year of COVID, we know the pandemic continues to have a significant impact on our performance – from nursing and clinician workforce shortages to seeing an ever-increasing number of complex patient conditions.

However, by leveraging our experience in working across networks to manage volatility without sacrificing quality or outcomes, we have continued to adapt to evolving needs quickly, no matter the facility size or setting.

We are finding new ways to align provider costs with revenue realities, without cutting quality, and with an emphasis on collaboration. By creating staffing models where physicians work collaboratively with nurse practitioners and physician assistants, we allow more patients to receive the care they need without overworking clinicians. Increasing clinical integration, particularly in our partnerships where we work with both emergency and hospital medicine service lines, we create better interdepartmental workflows and more streamlined care.

Patients desire a more connected care experience, leading to the creation of the Patient Experience Institute where our clinical leaders develop training modules and put together information and resources for both our clinicians and our hospital partners.

As patient expectations and needs change, so must we. As the market demands change, so must we. As laws and regulations around reimbursement change, so must we. What must never change is our commitment to our patients and the quality of care we deliver.



“The key to quality is consistency. We prioritize delivering exceptional care across all types of clinical care teams, all care delivery models, and in all hospitals – no matter the size or the setting. We will continue to positively impact quality, adapting and innovating to meet the changing needs of our patients and our partners.”

Beverly Gladney, MD, Executive Vice President,
Chief of Clinical Quality and Education



MIPS
94%
EXCEPTIONAL
PERFORMANCE



SEPSIS
95%
COMPLIANCE IN PHYSICIAN
DIRECTED SEP-1 METRICS



LWOTS (EM)
2.2%
VS 4%
NATIONAL AVERAGE



**ALL CAUSE
READMISSION (HM)**
7%
VS 15%
NATIONAL AVERAGE