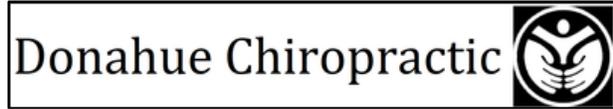


RIQI/RI-PTN TCPI Exemplary Practice Story: Donahue Chiropractic

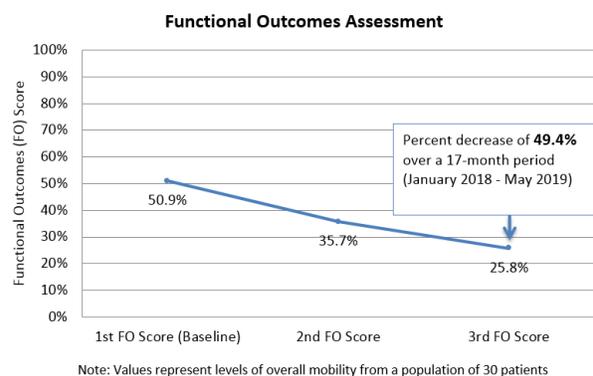


Our staff at Donahue Chiropractic, including Dr. Susan M. Donahue, our Office Manager, Anna Donahue, and Angela Petty (shown here with our resident dog, Yaray), work together to provide holistic care for patients suffering from a wide range of health issues.

At Donahue Chiropractic, in North Smithfield, RI, you get one-on-one treatment with, Dr. Susan Donahue, who uses a *holistic approach* that permeates the care she provides. Our approximately 2,000 patients from the northern Rhode Island area are a fairly homogenous, Caucasian population, ranging in age from pre-natal to geriatric. For these individuals, we diagnose and treat many different spinal disorders that cause musculoskeletal or nerve pain. We treat a wide range of conditions such as headaches, repetitive use injuries, such as Carpal Tunnel Syndrome, degenerative disc disease and all sorts of sprain/strain injuries, just to name a few. As described on our website, <https://www.donahuechiro.com/>, we also offer nutritional counseling, and exercise therapy to support a healthy lifestyle for our patients. In addition to our patient care, we take pride in being active members of our community. Dr. Donahue has served on the board of the *YWCA of Rhode Island, Chiropractic Society of RI* for 5 years and is currently serving as the Race Coordinator for the *Ronald McDonald House of Providence Women's Classic*. Overall, we believe the key to our success is in the excellent care and service we provide to our patients and community, along with strong efficiency in our practice.

Excellence in Patient Care that Enhances Individual Lives and Serves the Community

Using a data driven approach at Donahue Chiropractic, we are able to demonstrate the treatment we provide truly makes a difference for our patients. We offer an array of services to help improve our patients' pain and physical limitations, such as ultrasound, electric stem, therapeutic exercises, the Graston technique, kinesio taping, adjustments, and dry needling. We also offer Balance & Stretch classes to help individuals improve their gait and coordination. By providing this range of services to our patients, we are able to target treatment for each individual to help address their areas of concern. To help understand our patients' current state of pain and physical limitations, we regularly use a Functional Outcome Assessment as part of our intake. The Functional Outcome Assessment is based on a 100% scale. A



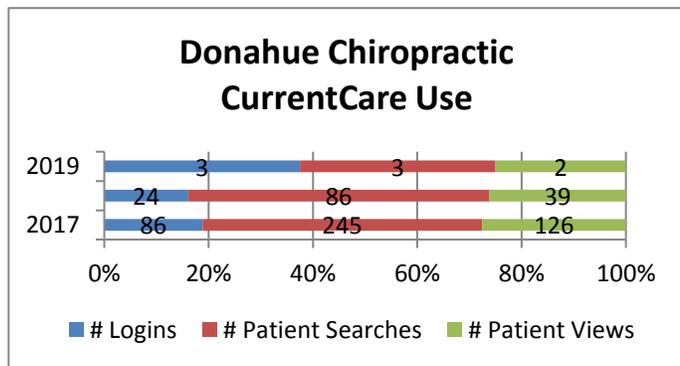
In an analysis of Functional Outcomes Assessment data for our patients, a 49.4% improvement can be seen. Through this data, we see success in reducing pain and promoting mobility for our patients.

higher percentage score indicates higher levels of pain and physical limitations. As we move through the treatment process, we can then reassess and verify that our efforts and approach are successful for each individual we work with. Through tracking our Functional Outcome Assessment data for our patients over time, we have been able to show a *49.4% improvement* in our patient population. This means that, through treatment, patients experience significantly enhanced mobility and decreased pain. For example, one of our patients came in to our office using a cane. After seeing us for just *one* visit, she was able to walk out of our office unassisted, *without cane*. After several more visits, her gait and balance improved dramatically and she has not needed to use a cane since. This is the type of results that we strive for in our patient care.

Being only one of two Chiropractors in Northern Rhode Island, we also work to provide a relaxed and comfortable environment for patients in our community while maintaining the utmost professionalism. When patients walk-in, they are greeted by our friendly receptionist team and Yaray, our resident dog. As you sit in our waiting room, you can see our patients’ faces light up when being greeted by Yaray. We don’t want people to feel intimidated: they are in pain and we want to help them feel as relaxed as possible. Additionally, we also believe in incorporating a personal touch into our practice. When patients are sick, we send them hand-written get well cards. After patients are seen in our office, we call them a few days after to see how they are doing. Our patients are very important to us, so adding a personalized touch to our patient care means we’re providing the best possible care to each patient as well as our community.

Leveraging Data for Practice Efficiency & Coordinated Care

At Donahue Chiropractic, our small staff works closely as a team to maximize efficiency. It is very important to us that we have as much of a complete record for our patients as possible, while reducing the amount of time spent on the phone trying to find this information. One way we do this successfully is by employing CurrentCare, Rhode Island’s Health Information Exchange (HIE). Using CurrentCare, we’re able to review our patients X-Ray, CT, and MRI reports, as well as Continuity of Care documents (CCD), discharge documents, and medications. As can be seen in the adjacent table, we regularly log-in to the CurrentCare Viewer to pull this important data.



At Donahue Chiropractic, our efficiency is enhanced through our use of the CurrentCare Viewer (Rhode Island’s Health Information Exchange). We regularly log-in to view patient records to promote optimal care coordination.

As a Chiropractic practice, we know our patients are receiving care from their Primary Care Physicians and Specialists. It can be difficult for patients to remember their medication lists or recent procedures. We rely on CurrentCare to help us get the information we need to better coordinate care. We thoroughly review each patient’s medication list, and when applicable, make recommendations to our patients to work with their PCP or Specialist to discuss other options.

Conclusions

We attribute our success at Donahue Chiropractic to our excellence in patient care, dedication to our community, and strong efficiency in our practice. Given the need for alternative approaches to treating acute and chronic pain, we take pride in the targeted, data driven, chiropractic care that we provide. As seen through our data, our treatment leads to success and improved health outcomes for our patients suffering from a wide variety of ailments. While we work to leverage technology to enhance our efficiency, we prioritize the importance of providing a personal touch and comfort for our patients and our community.