

RIQI/RI-PTN TCPI Exemplary Story: Robert J. Parks, O.D.



Dr. Robert J. Parks: Our exemplary practice is proud of the relationships we have created with our patients and their extended families over the past 30 years.

The Robert J. Parks, O.D. practice has been providing exemplary patient care for the Rhode Island and Massachusetts communities for over 30 years. Each year at our Warwick location, we treat over 2,500 patients, mostly from the surrounding neighborhoods in our area. Given the region in which we are located, our patient population is fairly homogenous. For these individuals, we offer a wide range of eye care services, including eye exams, contact lenses, eyeglasses, and more. Dr. Parks' excellence in providing quality care stems from his strong engagement and experience in his field. He is currently the President of the Rhode Island Optometric Association, a member of the Clinical Faculty of New England College of Optometry, the American Optometric Association and the Rhode Island Optometric Association, and is a Fellow of the American Academy of Optometry. Dr. Parks also serves on the staff of the Boston Veterans Administration Health Care Systems and is one of about 15% of Rhode Island Optometrists who is Board Certified. For more information about Dr. Parks and our practice, please go to our website: <https://drrobertparks.com/>.

As part of his engagement in his field, Dr. Parks proves himself a leader in utilizing the latest technology and treatments for eye exams, as well as the diagnosis and treatment of eye disease. Our small, tight knit team works together to innovate in ways that ensure we continuously improve our care. Central to this is a focus on our patients to best meet their needs and provide them with an optimal experience in our practice.

Engaged, Long-term Staff working Together with an Innovative, Quality Improvement Mindset

Our team at Dr. Parks' practice has been working together for many years. For example, the Optician and Office Manager, Linda, brings more than 20 years of experience. We have extensive knowledge of optical lens designs and frame collections so we are readily able to help patients select the right frame style for their face, shape, skin tone, and lifestyle. Kayla, our Patient Care Coordinator, has been with the practice for over 5 years. She assists patients from their very first phone call and with coordinating all follow up treatment plans. Being that we are small and have this degree of longevity in our staff, we have developed a comradery that includes balance and joy in our practice and function. Together, we engage in applying methods to improve our care. For example, through tracking a number of clinical quality measures, we are able to focus our skills in leveraging technology and other tools to ensure we are providing the best treatment possible. As can be seen in the adjacent table, our current

Robert J. Parks, OD			
Quality Measure	Performance Target	Current Performance	National MIPS Benchmark
Prevention			
Tobacco Use: Screening and Cessation Intervention	100%	93%	83%
Body Mass Index (BMI) Screening and Follow-up Plan	80%	84%	45%
Documentation of Current Medications in the Medical Record ^a	N/A	96%	28%
Disease Management			
Controlling High Blood Pressure ^a	N/A	65%	62%
Diabetes: Eye Exam ^a	N/A	92%	85%

^a an additional measure not included in quarterly reporting for CMS

As seen in the above table, Dr. Parks' current performance on all Clinical Quality Measures we track exceeds the National MIPS Benchmarks.

performance in all of our clinical quality measures is above National MIPS Benchmarks. Particularly for measures, such as the Diabetes Eye Exam, we are proud of our success in the area as this accomplishment is truly indicative of the high level of care we provide in Dr. Parks' field of expertise.

Our practice is also engaged in additional quality improvement efforts that help promote best practice and optimal care for patients. For example, we participated in the Rhode Island Quality Institute (RIQI) Practice Transformation Network's project engaging specialty practices in reducing patient Emergency Department (ED) visits. For this, we

educated our patients that, if they needed to be seen for an acute or emergency issue with their eyes, they can come to us for a same day visit. We made sure to have availability in our schedules to accommodate these appointments. We also hung posters in our waiting room to inform them of this option. Through this effort, we were able to decrease the number of patients who unnecessarily go to the ED for problems with their eyes that are better handled through the expertise provided at our practice. As seen in the adjacent table, for the first three months of our implementation, we avoided 11 ED visits through offering this service. This is representative of a cost savings of approximately \$17,600. More importantly, by providing same day visits at our practice, patients receive better care as clinicians in the ED do not have the same level of expertise in treating eyes as Dr. Parks.

It is also important to add that Dr. Parks' success lies in his approach not only with his own patients, but also with residents: as a leader in his field, Dr. Parks spends time mentoring newer Optometrists. He is continuously adapting to the newest technologies while maintaining old practices that work.

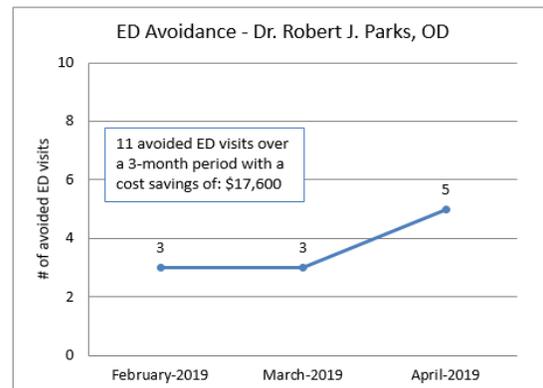
Care that Centers on Patient and Family Engagement

Ultimately, the key to success at our practice lies in the long-standing relationships each of our staff develops with our patients. We really get to know our patients on a personal level, and they return with other family members, as well. The evidence lies in the testimonials found on our website

<https://www.drrobertparks.com/testimonials/>. For

instance, one of our patients described, "Dr. Parks has been my eye doctor for 20 years now, and is terrific. One can never have too many questions for him, and he has a vast knowledge of eye care and problem prevention! His eye exams are the most thorough!"

Another explains, "Dr. Parks is a very knowledgeable Optometrist who can handle any eye problems you have. He also explains (in layman terms) how you should handle the eye problems so you can understand



In the first three months of our involvement in the RIQI PTN project to reduce unnecessary ED utilization, we were able to avert 11 patients from going to the ED for acute eye issues (with an associated cost savings of \$17,600)

the problem. His staff is always cheerful and willing to help you at a minutes notice. If you have a problem after hours, he will call you back.” We take great pride in the feedback we receive from our patients and are grateful for the opportunity to serve them and continuously work to improve the patient centered care and services we provide.

Conclusions

It is clear to see why Robert J. Parks, OD is easily identified as an exemplary practice. Our strong focus on our mission, which encompasses *education, clinical care* and *research*, has guided us to many successes and a strong reputation in our region. We strive for continuous quality improvement and readily engage in innovative approaches that will benefit our patients. Our achievement arguably stems from our interdisciplinary approach and is driven by a core of outstanding leaders that form our team. But, primarily, our achievements center on our enhanced clinical practice that combines over 30 years of experience with a core focus on providing a “Whole Experience” for the patient.