

RIQI/RI-PTN TCPI Exemplary Practice Story: Segal Podiatry

Dr. Kenneth M. Segal, D.P.M. and our staff at Segal Podiatry work to provide data driven, patient centered care for patients in the Providence Rhode Island area



Segal Podiatry is a single provider podiatric practice led by Dr. Kenneth M. Segal, D.P.M. We have been at our Providence, RI location for over 39 years and provide foot care services to approximately 2,500 patients. As we are situated in an urban environment, our population is notably diverse. In addition to our independent practice, we also provide our full range of foot care services to long-term residents in Skilled Nursing Facilities as well as Assisted Living Facilities throughout our state.

For our patients, we offer a wide range of services, such as non-surgical treatment of the foot and ankle, custom orthotics, diabetes foot care, fall risk assessment, plantar fasciitis treatment, stress fractures, Morton's Neuroma, tendonitis, plantar warts, Haglund's Deformity, heel pain and much more. It is important to note that, as described on our website, <https://drksegal.com/>: "we are dedicated to using the most advanced technology and the latest research to ensure great podiatric care for all of our patients". We work to provide the best care possible for our patients and strive to improve through using data and quality improvement techniques. Overall, we believe the key to our success has been our excellence in patient care and customer service in our community, as well as our strong practice efficiency.

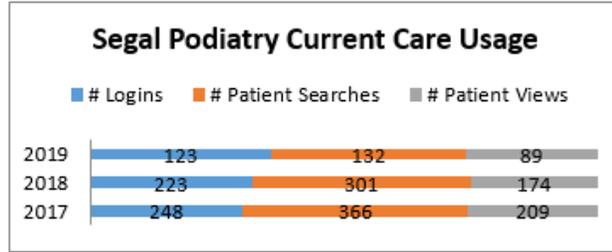
Patient & Family Engagement, Partners in the Community

At Segal Podiatry, our patients are more to us than just patients: many have become like family over the years. In some cases we treat an entire family over *generations*, and they keep returning to us for the tailored and flexible care we provide. We consistently work to improve this care and employ opportunities to advance the services we provide. For example, since launching our Electronic Health Record (EHR) in October 2016, we have been able to grow with the demand for technology with our patient population. In October 2018, we implemented e-tools, including electronic scheduling, appointment reminders, and a patient portal. Patients are now able to receive email alerts of their upcoming appointments, as well as access their visit summaries right on our portal. Year-to-date, we have 160 patients who have enrolled in our patient portal and we continue to grow that number each quarter.

Additionally, as part of our patient focused mentality, we strive to provide a gentle and caring atmosphere at our office. We have highly trained staff and have innovative and nonsurgical treatment options that we offer at our facility. As we describe on our website: "Whether you have been suffering from foot and ankle health issues for some time, or if you have developed a new injury that is causing you pain, we can ensure your comfort and satisfaction at your visit with Dr. Kenneth Segal."

Leveraging Data for Practice Efficiency & Coordinated Care and Improved Quality

A big part of our success at Segal Podiatry lies in our practice efficiency and coordinated care efforts. A key part of our achievement in this area has been related to our use of Rhode Island’s state Health Information Exchange (HIE), CurrentCare. With CurrentCare, we are able to get up-to-date clinical information on our patients. As can be seen in the adjacent table, our practice staff regularly login, search for and view patient records in the CurrentCare Viewer. By doing this, we spend less time on the phone looking for information so we can spend more time with our patients. As a podiatric physician practice, we frequently need to review imaging results, lab results, and medications prior to seeing our patients. Using CurrentCare, we’re able to find up-to-date X-Ray, CT, and MRI reports, as well as lab results and medications. This helps us fill in the gaps in our patients’ records so we have a more complete picture in providing treatment.



Our staff at Segal Podiatry regularly use CurrentCare to find data needed to fill gaps in our patients’ records. The table above provides information regarding the number of records search for and viewed in the CurrentCare Viewer, the RI HIE secure data repository.

Dr. Kenneth Segal DPM			
Quality Measure	Performance Target	Current Performance	National MIPS Benchmark
Prevention			
Tobacco Use: Screening and Cessation Intervention	100%	96%	83%
Body Mass Index (BMI) Screening and Follow-up Plan	13%	26%	45%
Screening for Clinical Depression and Follow-Up Plan	65%	66%	28%

At Segal Podiatry, our current performance on our clinical quality measures exceed national MIPS Benchmarks for Tobacco Use: Screening and Cessation Intervention and Screening for Clinical Depression and Follow-up Plan. We will continue to strive for improvement, particularly in the BMI Screening and follow-up measure for which we have not yet achieved this success.

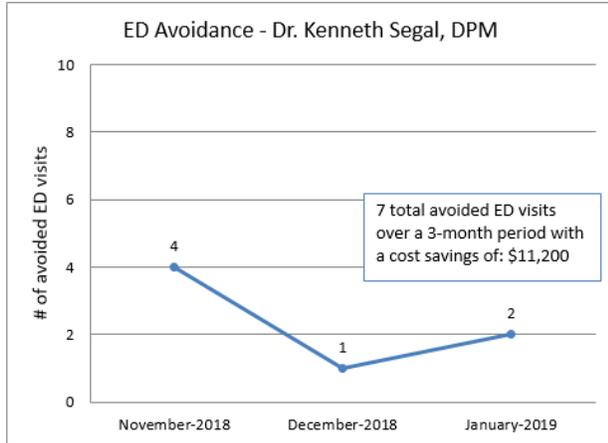
Through our work with the Rhode Island Quality Institute (RIQI) Practice Transformation Network (PTN), we have also made strides in using data to improve care. For example, we have demonstrated success as seen by the clinical quality measures we report. In particular, for our current performance on the measures we report, including *Tobacco Use: Screening and Cessation* and *Screening for Clinical Depression and Follow-up*, we were above the National MIPS Benchmarks. We also submitted for MIPS and are proud of our strides in this area. Our clinical quality measure data is reflective of the excellence in

care that we provide for our patients. We plan to continue in our efforts to improve our workflows and find similar success in additional clinical quality measures, as well.

Through our participation in the RIQI PTN’s improvement project to avoid Emergency Department (ED) utilization, we also grew in our understanding of quality improvement. In particular, we qualified to participate in this project as it was focused on engaging *specialty* practices to target reducing unnecessary patient Emergency Department (ED) visits. For this effort, we implemented the following interventions:

- We educated patients to come to our office instead of the ED if they needed to be seen for an acute or emergency issue they might be having with their feet
- We ensured there was availability in Dr. Segal’s schedule to accommodate same day appointments.
- We hung posters (such as depicted in the example below) in our waiting room to remind patients that they could come to us for this assistance and care.

As seen in the table below, in the three months in which we tracked this data, we avoided a total of 7 ED visits by promoting same day/urgent visits in our office. This is representative of a cost savings of approximately \$11,200. As we are better equipped to handle and treat these patients, given our long standing relationships, knowledge of patient history and, of course, expertise and specialty knowledge that Dr. Segal has in his field, we are confident that this proved to be a better experience for our patients than if they had gone to an ED.



Foot Emergency? Skip the Emergency Room & Call Us! 401-421-3338

We know the history with your feet & have the tools to properly diagnose you. If you are experiencing any of the following issues, you should seek medical attention from us:

- Infections
- Pain or trauma to the foot or ankle
- Ingrown toenails
- Warts/ Bunions
- More

We are happy to offer same-day appointments for all your feet emergencies.
At **Segal Podiatry**, the health of your feet is our #1 priority!

Participation in the RIQI PTN ED Avoidance Project led our practice to support patients in avoiding 7 unnecessary ED visits in a three month period with a cost savings of \$11,200. Above is the data collected as part of our engagement in this project. Also included is an example of the posters that we added to our waiting room to help make sure patients were aware of this opportunity.

Conclusion

At Segal Podiatry, we believe the key to our continued success in our practice lies in our dedication as a partner in the community, our commitment to patients & families, implementing new technology, and maximizing practice efficiency. Together, these components have kept us in practice for over 39 years. We continue to advance and improve our practice through using data, including filling gaps with CurrentCare and assessing our clinical success by tracking our quality measures. As we move into the future, we are confident we will continue to exceed in meeting the needs of our ‘family’ of patients.