

# “Bringing High Quality Care to Every Patient, Every Day”

by Vicki Moody

The great Willie Mays once said “It isn’t hard to be good from time to time; what’s tough is being good every day.”

So, what does professional sports have to do with healthcare? Much like those pro athletes, the physicians and staff at State of Franklin Healthcare (SoFHA) are working diligently to provide the highest quality care to all their patients.

“To be effective”, Dr. David Moulton, Medical Director of Clinical Integration, said “we knew we must put systems in place to track the health of our patients with chronic illnesses and identify opportunities to improve their care. Doing so would enable patients to function at their highest level.” In 2012, all SoFHA clinics applied for and achieved the highest recognition as a Level 3 Patient Centered Medical Home through the National Committee for Quality Assurance. Large practices can choose to attest for only one clinic location and still promote they are NCQA recognized. However, SoFHA knew that to be successful every clinic needed to be involved in the process. All SoFHA clinics have remained a level 3 Patient Centered Home since 2012.

In the early days of the program, Dr. Moulton, along with a team of select physicians, developed evidence-based clinical protocols for diabetes, congestive heart failure and chronic obstructive pulmonary disease. Several other protocols followed thereafter. These physicians recognized that success would only come if all physicians within SoFHA shared the vision and understanding of a new way to provide care. And, while SoFHA’s average physician age is 50, when most providers start looking toward retirement, the whole physician body accepted the re-engineering of their work processes with enthusiasm.

A commitment to quality medicine requires investing in additional resources-staff and systems- to create a team approach to care. While the physician/patient relationship is still at the core, adding employee resources gives the physician additional support to properly execute the patient’s care plan. While the program began with one dedicated RN back in 2010, the interdisciplinary team has grown tremendously. Now, SoFHA’s clinical transformation team includes physician leaders, 14 case managers (RN’s and LPN’s), a social worker, a nurse practitioner who does home visits, a nutritionist, information technology employees, and dedicated administrative staff. Weekly and monthly meetings keep the team moving forward with new initiatives.

Today, SoFHA’s vision encompasses efforts to help improve



the health of the entire community. Partnering with other organizations has been instrumental in bringing a national care model to this region. State of Franklin, along with 4 other large physician groups, is a member and founding partner of Qualuable Medical Professionals. Qualuable is an accountable care organization (ACO) focused on improving the quality of health provided to Medicare patients. In 2015, Qualuable was ranked among the top 20 ACOs in the nation for providing quality health care.

Because of their success with programs targeting the senior population, SoFHA, along with Mountain Region Family Medicine, was selected to participate in an accountable care organization for a large private insurance payer. This collaboration, called Primary Care Partners, rated in the top 3 in the nation for quality in its first year of existence. Consistently, SoFHA ranks among the top performers with their Medicare Advantage plans as well.

While accolades and rankings are nice, it is the message behind those achievements that resonates most with this physician group. Talk to any one of the physicians who work on these efforts, and you will soon see their enthusiasm and genuine concern for their patients. “Ultimately”, said Dr. Moulton, “our program has evolved to encompass multiple physician groups and multi-specialty physicians. We are very proud of our achieve-



ments. However, we don’t want to just look good, we want to BE good. Being good helps our patients and our region.”

State of Franklin Healthcare is an independent, physician-owned and physician-led primary care organization treating patients in the Northeast Tennessee area. With over 100 providers, their specialties include Internal Medicine, Family Practice, OB/GYN, and Pediatrics. For further information, please visit their website at [www.sofha.net](http://www.sofha.net) or call 423-794-5500.

## your HEALTH

## our focus

### PRACTICE LOCATIONS:

#### 301 Med Tech Parkway

**Blue Ridge Family Medicine**  
Suite 120 • 423-794-1800

**FirstChoice Family Practice**  
Suite 140 • 423-794-5530

**FirstChoice Internal Medicine**  
Suite 280 • 423-794-5550

**FirstChoice Pediatrics**  
Suite 160 • 423-794-5560

**Johnson City Internal Medicine**  
Suite 240 • 423-794-5520

**Johnson City Pediatrics**  
Suite 180 • 423-794-5540

**State of Franklin  
OB/GYN Specialists**  
Suite 200 • 423-794-1300

**SoFHA Walk-In Clinic**  
Suite 110 • 423-794-5590

#### 303 Med Tech Parkway

**Family Physicians of Johnson City**  
Suite 100 • 423-282-5611

**Medical Specialists  
of Johnson City**  
Suite 200 • 423-794-3040

**Pinnacle Family Medicine**  
Suite 150 • 423-282-8070

#### Other Locations

**Riverside Pediatrics**  
1503 West Elk Ave., Suite 12  
Elizabethton • 423-547-9400

**SoFHA Physical Therapy**  
313 Princeton Ave, Suite 3  
Johnson City • 423-282-5435

**SoFHA Sleep Center**  
4 Limited Centre, Suite 103  
Johnson City • 423-794-5890

### Partnering with you for better health

The physicians and staff at State of Franklin Healthcare Associates (SoFHA) have a plan: They want to get to know you better. Our team of more than 100 healthcare providers is dedicated and highly trained—but also believes that sharing and talking with you is one of the most important steps to take in achieving better health. We’ve found this collaborative approach leads to better outcomes, ensures safety, improves quality of care and even reduces costs.



## State of Franklin HEALTHCARE ASSOCIATES™

### Now accepting new patients

Visit us at [www.sofha.net](http://www.sofha.net), call 423-794-5500, or contact any of our practice locations, listed at right.