

CareMount Medical, PC

CareMount Medical is a multispecialty medical group in the Hudson Valley of New York. We have over 550 Providers, 43 offices, and are the largest physician owned and run group practice in the State of New York. CareMount has been accepted as a NextGeneration ACO for 2018 through CMS, and is a Level III Medical Home for patient care. All providers share a common EMR (NextGen), and CareMount manages a high quality lab, imaging center, anesthesia and pathology departments, ambulatory surgery center, and 8 Urgent Care Centers.

We recognize the changes in medicine have placed clinicians on the front lines of patient care under great stress, and at risk of burnout. CareMount has been working on reducing provider burnout through several major initiatives over the past several years:

1. Virtual Scribe program. Providers document the patient encounter, and a skilled health care worker – in most cases a physician, converts the narrative into a patient structured note in NextGen. This has allowed our providers to get home earlier at the end of the day to spend time with their family, rather than spend several additional hours entering structured data in NextGen.
2. Practice Transformation. We have completed two Rapid Deployment Initiatives at two separate Primary Care Sites, and have trained our own employees to carry the benefits of transformation to other areas of the organization. Working in Teams, and allowing each employee to work at the top of their license takes significant pressure off of the provider and encourages everyone to work together for the benefit of the patient.
3. Mental Health Initiative. We have partnered with a Mental Health Association to provide all employees of CareMount a confidential place to discuss their personal challenges paid for by the organization (The first 5 visits paid for by CareMount).
4. Department Chair appointments. In order to give the providers a voice regarding patient care, clinical guidelines, and quality care, we have financial support for Department Chairs (and Vice Chairs for our larger Departments). Monthly meetings of the Departments allow providers to get together to know each other better, discuss clinical care issues, and learn to work together as a unified Department.

We are committed to doing more, and several initiatives we are considering include more flexible work hours, establishing a Wellness Committee, and more open communication with our physician CEO and CMO.