

The I3PI Simulation Cycle

Step 1:

I3PI consultants meet with you to assess your concerns and needs and to form a practice improvement team with representation from your managers, providers and support staff. We identify goals. Together the team plans an appropriate assessment from 3 available modules and menus:

Customer Service	Provider Performance	Documentation and Compliance
<p>Menu</p> <ul style="list-style-type: none"> • Telephone inquiry • Wayfinding • Reception • Handling difficult clients 	<p>Menu</p> <ul style="list-style-type: none"> • Communication behavior • Preventive Care Counseling • Management of critical conditions (history taking, physical exam, tests ordered, plan of care) • Patient satisfaction 	<p>Menu</p> <ul style="list-style-type: none"> • Reconciliation of encounter data with note (documentation fidelity) • Reconciliation of note with charge (billing audit)

Step 2:

A first wave of simulated visits is orchestrated using incognito standardized patients trained to collect and compile evidence based performance data. The information is analyzed against known industry benchmarks utilizing I3PI proprietary customer service and clinical performance analysis software.

Step 3:

IP3I consultants review findings and customize interventions in collaboration with practice team

Step 4:

Subsequent waves of simulated visits assess change and document when goals are met.