

**Notes from Best Practice Circles**  
**October 18, 2017**

**Best Practice Circle: Clinical Care Focus**

- Eastern Shore RHS- Train operations staff in/around clinic to become familiar with flow to improve understanding of role they play in patient experience.
- Piedmont Access HS– Care Coordinator completes patient orientation to improve/streamline registration flow.
- Daily Planet- Building out professional networks for hiring to improve recruitment and retention.

**Best Practice Circle: Management Focus**

- Capital Area Health Network- cross train finance personnel to improve continuity and efficiency
- Central Virginia Health Services – Moved to online ordering. Improved efficiency for ordering; reduced staff hours used in reordering process.
- Johnson- Compliance team is setting organizational goals and training consistent goals across seven sites to improve.

**Best Practice Circle: Community Focus**

- Rockbridge CHC- Coordinating school-based dental screening and oral health education for local schools twice a year.
- South West CHS- Collaborating with local CSB's to develop Medical/Behavioral Health Integration
- Hampton Roads CHC- Mobile medical vans are used for school-based medical care. Always a problem getting registration forms back from parents – so this year they delivered to the schools in the summer, so they could be included in back-to school packets. Improved completion rates!