

Telehealth Quick Take: Health Centers: Providing Service to Communities and Meaning to Providers

Monday, August 7, 2023

Today's Presenters



Shawn Griffin, MD
President & CEO
URAC



Clint Shackelford, EdS
Chief Operating Officer - West
ARcare

Before We Get Started



Message Nick Davis for any ***tech issues***



Use the chat box for ***questions*** and to ***introduce yourself***



Explore the ***resources*** we'll share in the chat box

Agenda

About URAC

About ARcare

Discussion: Serving the Community

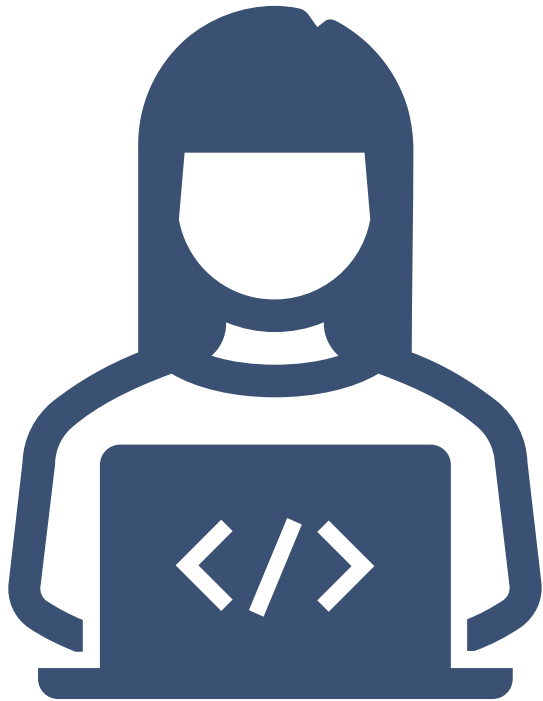
Discussion: Maintaining Staff Loyalty

Discussion: Where Accreditation Fits In

Audience Insights and Questions



Getting to Know You



What type of organization do you represent?

What is your organization's relationship to URAC?

About URAC



**Leader in Specialty
Pharmacy
Accreditation**

URAC's forty-plus accreditations include Utilization Management, Health Plan, Mail Service Pharmacy and Clinically Integrated Network programs, among others



**Leading Accreditor
for Telehealth and
RPM Programs**

Our Clients

Hospitals
Health Plans
Pharmacies

Telehealth Providers
Independent Review
Population Health
Utilization Management
Credentials Verification
Health Websites
Case Management
Disease Management



HISTORY



The vision of one doctor practicing in one small Arkansas town has led to:



Countless community partnerships



70 clinics & 14 retail pharmacies



Stretching across three states



More than 1,300 employees



1,000,000 touchpoints in 2022

A photograph of a woman with long dark hair, wearing a blue denim jacket and sunglasses, holding a baby. The baby is wearing a yellow long-sleeved shirt, blue pants, and a patterned headband. They are outdoors with a blurred background of buildings and a blue sky. The word "MISSION" is overlaid in large blue letters at the top left.

MISSION

HEALTH FOR ➤ ALL

Dr. Collier's vision of making **quality healthcare accessible to every person** propels ARcare forward, opening new clinics every year and expanding into states beyond Arkansas.

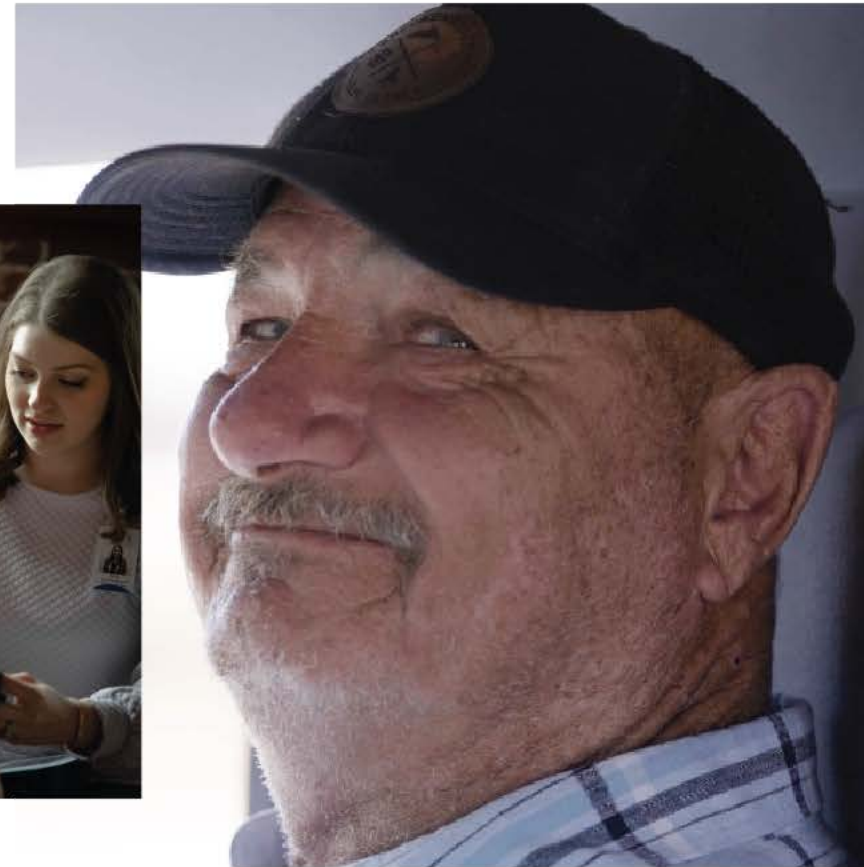
➤ **1,300+**
EMPLOYEES

“I love meeting patients where they are, forming relationships with them, and empowering them to advocate for their needs.”

- Kathryn Stevens, DNP, FNP-C



➤ **100,000**
PATIENTS SERVED
IN 2022



“From the first time I walked in the door, they treated me with respect and dignity...these people are just so full of love.”

- “Mister Jimmy”, ARcare Patient





SERVICES ▶

PATIENT SERVICES

- ▶ Insurance Advisors
- ▶ Transportation
- ▶ Workplace Wellness Program
- ▶ Telehealth
- ▶ Pharmacy

Upcoming Webinars

**Friday,
September 8,
1pm Eastern:
Cohosted with ATA**

- **URAC: Focus on Quality for the Next Generation of Health Care**

**Friday,
September 15,
2:00pm Eastern:
Webinar for Patient
Safety Day**

- **How URAC's Pharmacy Standards Ensure Patient Safety**



<https://www.urac.org/events/upcoming-events/>

