



## IPC's Commitment to Excellence

IPC is the nation's leading national physician group practice focused on the delivery of hospital medicine and related facility-based services. IPC providers manage the care of patients in coordination with primary care physicians and specialists in over 900 facilities in 25 states across the U.S. We provide care to over 1 million patients annually while maintaining high standards of quality care, aligning with the mission and objectives of the facilities where we serve.

### A Solid Record of Performance

With approximately 2,000 affiliated providers, IPC is the nation's largest independent practice group focused on the delivery of hospital medicine and related facility-based services. Our extensive experience in both acute and post-acute facilities has enabled us to build a solid reputation for quality, innovation and operational excellence. An impressive track record of performance is achieved by continually aligning with both the clinical and business goals of our client facilities – the basis for a stable and lasting partnership.



### A Commitment to Quality

At IPC, delivering excellent quality of care to every patient is a core value of our company. IPC recognizes the importance of defining, measuring and achieving quality and performance metrics. IPC-Link® generates a broad portfolio of online reports that track key metrics such as length of stay, readmission rates, patient satisfaction scores and CMS core measures. We continually review these quality metrics with our facility partners to ensure that program objectives are being met and that issues are identified and addressed in a timely manner.

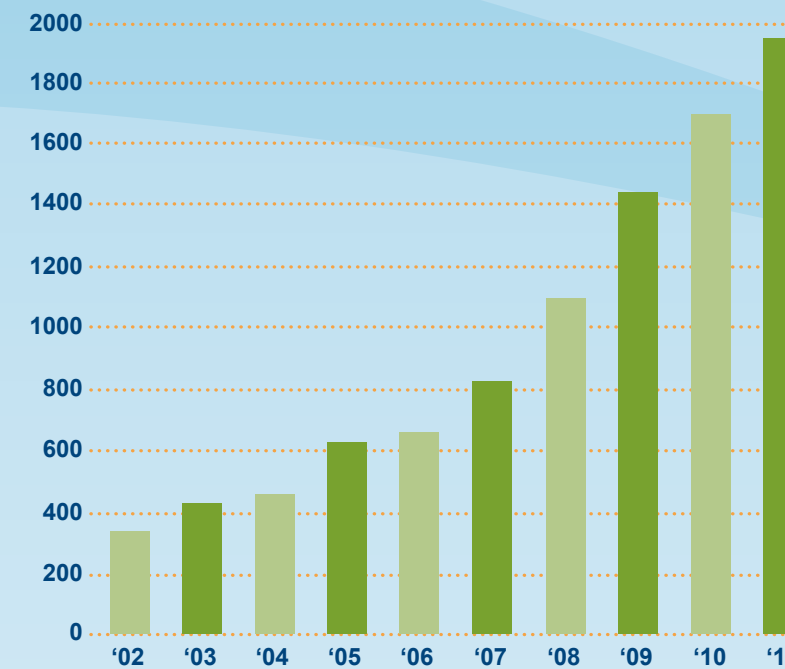
### Patient Transition of Care

Safe and effective transition of the discharged inpatient to a primary care physician is central to the IPC mission. Through our IPC-Link® information management system, patient admission and discharge notifications are automatically faxed to the patient's primary care physician and/or specialist. IPC operates its own Transition of Care Center, which attempts to contact every patient within 72 hours of discharge to discuss and document the patient's condition and successful transition back to home. The IPC clinical staff will intervene on the patient's behalf if assistance is warranted, resulting in lower readmission rates and increased patient satisfaction.

### Training and Education

IPC believes that hospitalist training and education is a critical and rapidly evolving priority. IPC has extensive programs to meet the needs of its hospitalist providers at each stage of their career. For example, our new-hire training program teaches appropriate billing and coding, medical records documentation, risk management and healthcare economics. IPC also offers CME programs designed to maintain and enhance skills in other key areas such as clinical leadership and communications. Additionally, we sponsor regional and national leadership conferences for our providers to promote the informational exchange and sharing of best practices with their IPC peers.

IPC Hospitalist Workforce  
2002-2011



### Recruiting and Staffing

IPC's dedicated staff of recruiting professionals maintains a nationwide presence to effectively source candidates for each of our local practice groups. IPC also maintains contact with many residents across the country who are considering a career in acute or post-acute inpatient care. Our recruiting activities include national print and internet advertising, exhibiting at professional conferences, speaking at select residency programs and coordinating efforts with our hospitals' recruitment departments. Our providers and administrative staff work closely with the IPC recruiting team to ensure the best possible fit for each candidate into a local practice group.

### A True Continuum of Care

IPC practices in a broad range of facility types including acute care hospitals, skilled nursing facilities, nursing homes, assisted living facilities, rehabilitation hospitals, psychiatric hospitals and long term acute care hospitals. This enables IPC to provide a true continuum of care to our patients in the markets we serve. The overriding goal is to improve the quality of patient care and patient satisfaction while generating operational efficiencies and cost savings throughout the inpatient care delivery system.

### IPC-Link® Technology

Designed by and for IPC and now in its fourteenth year of service, IPC-Link® is a proprietary, web-based practice management system that organizes the entire practice around post-discharge transition of care, real-time clinical communications and reporting on key quality and performance metrics. More than just a highly accurate tool for charge capture, IPC-Link® helps providers track important patient management data, communicate with referring physicians, and track key statistics critical to inpatient care. IPC-Link® serves as the hospitalists' one-stop resource for online CME, email, company news, reference materials, benefits administration and much more.



### IPC Drives Results

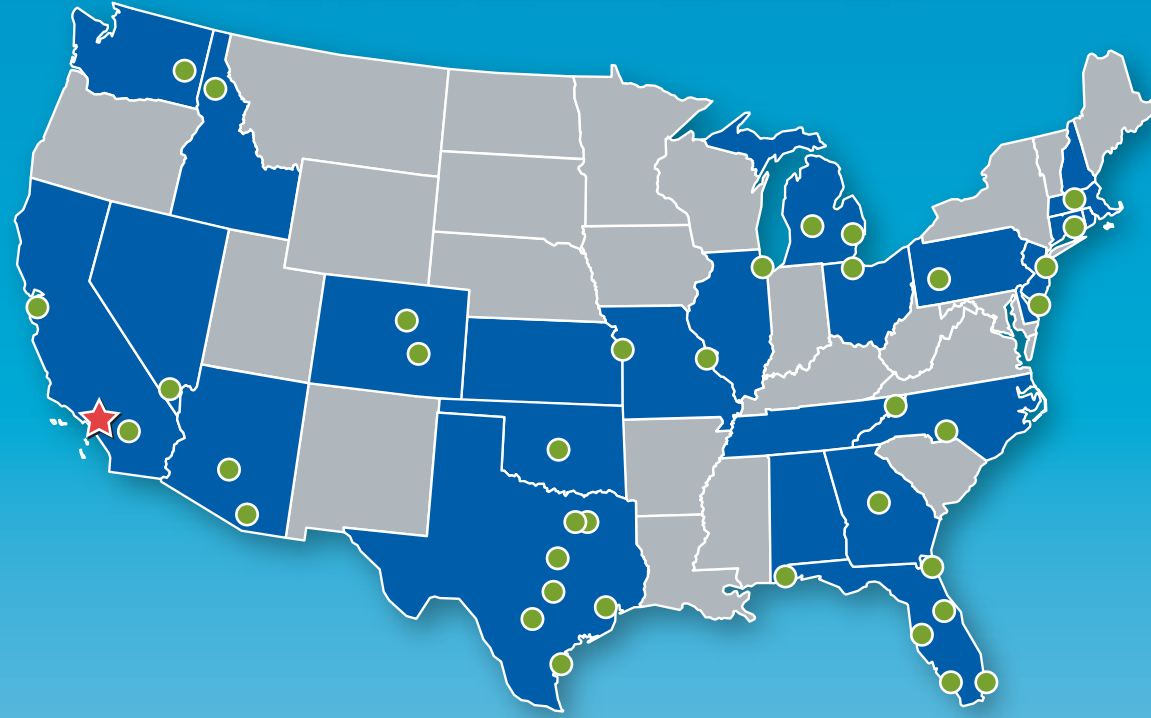
Our innovative technology, scale of operations and solid financial resources have enabled us to establish strong acute and post-acute practices across the country. IPC's client facilities enjoy the benefits of customized and cost-effective programs, focused on the most important issues and metrics for their facility.

Contact us today to learn more about how IPC can partner with your facility or existing practice, to deliver the services and results that best meet your needs.

Phone: 888-447-2362  
Email: [partner@ipcm.com](mailto:partner@ipcm.com)  
Web site: [www.hospitalist.com](http://www.hospitalist.com)



*IPC provides facility-based services in hundreds of facilities from coast to coast*



## Shared Knowledge

Since 1995 IPC has built an impressive base of clinical experience and intellectual capital related to the practice of hospital medicine. The collective knowledge of our hospitalist providers allows us to draw from 'road tested' solutions to most any performance challenge facing hospitalists today.

IPC shares its collective knowledge through a proprietary web portal known as "SHINE" (Sharing Healthcare Innovation for Nationwide Excellence). SHINE allows our practitioners and management a way to share best practice experiences from the hundreds of facilities we serve. The information is organized by key topic (e.g. patient satisfaction, readmissions management) and is overseen by an IPC 'domain expert' who has extensive experience with the particular topic. The domain expert also authors thought pieces on the topic and gathers the most relevant external literature on the topic, so our providers can easily access the latest and greatest information and insights. The interactive nature of SHINE also allows any provider quick access to the domain expert for additional ideas and guidance.

## Physician-Facility Alignment

At IPC we view physician-facility alignment as a mutually beneficial partnership between our providers and the facilities where we practice. This ensures that IPC creates optimal value for the facility while delivering high quality care for the patients. We build this partnership through a joint commitment of time and resources, shared interests and aligned incentives consistent with the goals, objectives and core values of each facility.



## Clinical Leadership

At IPC we understand that leadership is critical to the success of a physician's practice. So at IPC we provide opportunities to gain leadership skills. Those who demonstrate an ability to lead, motivate and mentor other physicians are considered viable candidates for practice group leadership positions within the company.

IPC offers a variety of leadership programs including:

- IPC's exclusive Fellowship in Hospitalist Leadership offered by the University of California at San Francisco
- IPC-sponsored national leadership conferences
- Monthly regional meetings/training sessions
- Weekly practice meetings
- Advanced Practice Group Leader training
- Participation with external leadership programs
- Participation in committees at their facility



## UCSF Fellowship in Hospitalist Leadership

IPC has formed an exclusive partnership with the University of California, San Francisco (UCSF) Division of Hospital Medicine and its Center for the Health Professions to develop a unique clinical leadership training program for IPC Practice Group Leaders. Graduates of this fellowship program, the first organized program of its kind in hospital medicine, are equipped with the skills to lead and manage positive change in providing quality patient care for the hospitals they serve.

The primary goal of the Fellowship program is to focus on defining, designing, and leading improvement projects relevant to and aligned with the strategic goals of the facilities where IPC provides inpatient care. In addition to learning core leadership skills, participants receive training in quality improvement and patient safety. An important feature of the program is the Quality/Operational Improvement Project. Fellowship enrollees will select a key area in their own hospital, and, working with UCSF program mentors, develop and implement a plan to improve it, with measurable results. The enrollees participate in a variety of learning modalities, including core program seminars, executive coaching sessions, webinars and on-site meetings.



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4605 Lankershim Blvd. Suite 617 • North Hollywood, CA 91602 • 888-447-2362

# The IPC Advantage



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