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## **Flip the Clinic**, a project of the Robert Wood Johnson Foundation

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Health leaders from Lehigh Valley-based Children's Integrated Center for Success (CICS), a behavioral health and primary care treatment center for children and adolescents will head to Denver November 9-11 for the *Flip the Clinic Summit*. Together with other national teams, the CICS team – composed of several members of the CICS clinical staff, leadership from Connected Health Resources, and a CICS patient and parent – will engineer powerful changes to revolutionize the health care experience.

“We joined Flip the Clinic a year ago as part of our efforts to create a new experience for our patients when we founded CICS and we are eager to continue this work at the Summit,” said Chief Executive Officer of CICS, Amy Edgar.

Flip the Clinic worked with local-area participants in September to help them advance and pilot their ideas. These pilots are called “Flips,” and patients and health care systems across the nation have generated 74 of them. Flip the Clinic Lab participants walked away with the tools and resources they need to implement real-world health care change and at Flip the Clinic Summit, teams of participants from practices and community organizations across the country will leave with the tools and resources to implement not just a moment of change but to truly Flip their Clinic.

The Flip the Clinic Summit will cap off a monumental year of community-based efforts for *Flip the Clinic* that includes seven *Flip the Clinic* Labs, launched 74 flips and convened 430 participants. The typical doctor's visit hasn't changed in decades and it's primed to be flipped on its head. *Flip the Clinic* is a project that helps patients and health care practitioners co-create simple, pragmatic, inexpensive changes within the health care system that improve the patient-clinician relationship and create more joy in the health care encounter.

“Through one Flip, we found out that if we, as the clinic, asked patients if they wanted a copy of their visit notes and lab results at the time of the appointment, 100% of our patients said yes,” Amy shared. “This showed us the outcomes in other studies on record sharing were achievable in our community and we are now taking steps to expand our CICS systems to better share that information.”

That Flip, Flip 55, was recently recognized by the White House at the *Champions of Change for Precision Medicine*. Flip 55 empowers patients to access to their electronic medical records, and has been championed by over a dozen health care systems cross the country, including CICS.

As the only nurse-practitioner led practice in Pennsylvania, Amy and her team are used to being different. “Too often, the care is missing from healthcare and our team at CICS is ready to flip our clinic so we better deliver on our promise to help every child, every time.”

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