

The Orchid Wellbeing-First Model vs. Status Quo Healthcare



People-positive

- Starts with team members that are cared for, trusted, and have the autonomy to do what they feel is best for their patients and community.
- Pull vs push, empowered local teams, a small # of metrics (across our four pillars) used to measure success and guide decision making.

Relational

- Localized when possible to build relationship.
- 60 min new patient visits to get to know our patients and 30 min follow-up visits where patients feel listened to.

Strengths-based

- Where "what matters to you" and "what is something that you're proud of or that brings you joy", are a key part of the way your care is provided
- Integrated with the community - "formal and informal health creators working hand in hand"

Status-Quo

Control-focused

- Flywheel in reverse: starts with money, then pop health, then patient experience, then employee experience. A lack of trust and autonomy.
- Push vs pull, very bureaucratic, tons of quantitative metrics (primarily \$ focused) used to measure success and guide decision making.

Transactional

- Centralized when possible to increase efficiencies.
- 30 or 40 min new patient visits and then very rushed 15 or 20 min follow up visits.

Risk-based

- Where "what's the matter with you" what are your health risks" are the primary determinants for how treatment is delivered.
- Focused solely on traditional healthcare scope of work - "formal health creation".