

# Why You Should Care About Provider Fit

## And How to Improve It

### Bad Provider Fit is Impacting the Quality of Care in Healthcare Organizations across the Country

Many clinics, behavioral health organizations, and hospital systems are plagued by behavioral health providers who don't provide high-quality services to their patients, create tensions within treatment teams, and negatively impact the reputation of their healthcare organizations.



However, due to the national shortage of psychiatrists, many organizations feel like they don't have any other options except to continually lower their standards to ensure they have a provider working for them.

**These organizations are being held hostage by bad providers.**

### Good Provider Fit Means More Than Just Having "Qualified" Providers



It can be challenging to gauge whether someone practices good medicine.

But, when you're looking to hire a provider, it's important that you take steps to ensure they will be clinically and culturally aligned with your organization. Pay attention to what you know (and can measure) about a provider:

**Provider Experience**

Don't hire a provider unless they have experience with your patient population and treating your most common diagnoses.

**References**

Be vigilant about checking their references (the more, the better). At Iris Telehealth, we eliminate many providers at the reference stage because we're committed to identifying the exceptional providers -- not providers who are just "fine."

**Personality**

Look for someone who is kind, patient, flexible, and believes in your organization's mission.

**You should love & be excited about any provider you hire.**

**Look for providers who are:**

**Experienced**

**Kind**

**Patient**

**Flexible**

**Mission-Driven**

**Well-Regarded**

### The Benefits of Good Provider Fit Trickle Down to All Aspects of Your Organization



**Good Provider Fit Benefits Your Clinic**

Bad provider fit poses financial risks, reputational risks, & worse patient outcomes. But, when you work to ensure good provider fit, you'll see positive results in your wait times, no-show rate, patient engagement, and your team's overall happiness.

One Texas clinic decreased wait times from **1 year to 5 weeks** with Iris providers.



**Good Provider Fit Benefits Your Treatment Team**

Focusing on good provider fit can ensure that your staff likes working with your doctor and improves overall morale and efficiency within your organization.

**Good Provider Fit Benefits Your Patients**

Patients respond well to consistency of treatment and quality of care. Ensuring good provider fit will mean better continuity of care for your patients -- and better patient outcomes overall.

One clinic in Maryland experienced **97%** patient satisfaction with their Iris Telehealth providers.

### Actionable Steps You Can Take To Improve Provider Fit

**Don't settle**

If your job posting has been open for six months to a year, don't hire someone out of desperation, resist that urge. Your clinic and your patients deserve a great provider.

**Develop your standards - and stick to them**

Map out what your ideal candidate would look like. If a candidate doesn't meet those standards, don't hire them.

**Loop in your team**

Have your finger on the pulse of your organization and its culture. Then, as you're considering new members, involve key members of your team every step of the way.

**Leave no stone unturned**

Be extremely thorough as you're reviewing providers for your position. Look closely at likability, flexibility, and culture fit.

**Don't limit yourself by your clinic's location:**

If you have difficulty finding qualified, local candidates, consider telepsychiatry vendors who can connect you with qualified providers across the country.

**“ Iris stands by their values and approaches their partnerships with dedication and a commitment to service. From making sure that their providers 'fit' with the organization's needs to regular check-ins to offer support, they have helped AMHC meet its mission to the communities we serve. ”**

**Jennette Hitchcock**  
COO of AMHC

Iris Telehealth is a leading provider of telepsychiatry services for community mental health centers, community health centers, hospitals, & health systems across the U.S.

We strive to deliver clinically-sound and financially-sustainable telepsychiatry in order to help our partners meet their behavioral health goals and save their communities. If you're interested in learning more about how we screen clinicians, reach out to us at [www.iristelehealth.com](http://www.iristelehealth.com).