Owned and operated by Board Certified Pediatricians with emergency medicine training, Little Spurs Pediatric Urgent Care went above and beyond to achieve UCA Accreditation.

As the largest pediatric urgent care organization in Texas, Little Spurs made a commitment to find a way to stand out from other organizations. They strived to be the first local pediatric urgent care organization to become accredited by the Urgent Care Association (UCA), and they accomplished that shortly after attending the UCA Accreditation Workshop.

“In August of 2018, I took my Chief Medical Officer and Chief Administrator to the Workshop and we attended every single lecture and exposed ourselves to everything,” says Tom Spurgat, MD, Founder and CEO of Little Spurs Pediatric Urgent Care. “The courses and lectures from the Accreditation Workshop were great. We got all our questions answered and attending the workshop made us realize how important getting accredited was for us and our patients.”

Visits at Little Spurs include a wide range of common urgent care pediatric injuries. They treat over 130,000 patients annually across 12 Texas locations. Staff includes pediatricians, pediatric nurse practitioners, physician assistants, and front office team members who are all trained to perform at the high level of standards and care expected of them by Dr. Spurgat and the patients they serve.

Dr. Spurgat was always on the lookout for a governing body that could provide Pediatric Accreditation, but the other organizations he researched didn’t fulfill the pediatric obligations to the level that the Urgent Care Association’s Accreditation program did. “UCA spent quite a bit of time creating the pediatric accreditation program and they did it right.”

As he reviewed the UCA Accreditation process, Dr. Spurgat took initiative to change one of the requirements based upon his experiences in pediatric urgent care. He worked closely with the UCA Accreditation Task Force and was able to get the requirements updated. This is one example of how the UCA Accreditation team listen and welcome feedback from organizations in order to improve the program.

When it was time to move forward with UCA Accreditation, he knew that in order to be successful he would need to get buy-in from everyone at Little Spurs, and really dive deep into all of their policies and processes.
“We decided to take a good, hard look at ourselves and how we treated our patients,” Dr. Spurgat says.

Dr. Spurgat involved his entire team – all administrators and managers from 12 clinics around Houston and San Antonio – and closely reviewed each of their manuals, policies and procedures. “We realized how poorly everything was written and we decided as a team to scrap all of it and start over,” says Dr. Spurgat.

Dr. Spurgat was thankful for the templates that UCA offers when a center is going through accreditation. The templates helped them rewrite their manuals and assisted them in knowing what should and shouldn’t be included in each.

However, they expanded what was already started by UCA. They created an online library with groups, categories and folders where their entire team could edit and review materials within the same program. “The UCA Accreditation team was extremely helpful and helped us get our thoughts together,” he says.

The team at Little Spurs also encouraged their employees and providers to attend refresher courses on tasks they may not perform often enough to remember, and to review the patient safety standards so every clinic was following the same guidelines.

“When it comes to our patients, we expect all of our employees to be able to treat any situation that may come into their location,” Dr. Spurgat says.

Before Little Spurs had their official UCA Accreditation survey, their internal “accreditation team” went to every clinic and performed their own review of each location. The UCA Accreditation Workshop they attended in 2018 helped them prepare so they knew what to look for at each site. They made sure every clinic knew what to expect for the real survey, and assured that providers were involved in the process so they had a sense of ownership.

Dr. Spurgat admitted that they were a bit nervous once they scheduled the official UCA Accreditation survey, but it ended up being a very rewarding experience.

Another reason Little Spurs wanted to become accredited was to assist them in contracting with a local insurance company in San Antonio who requires accreditation. “But we didn’t just get accredited. We got ourselves organized and we now have the ability to move forward with what was once just a dream to stand out from our competitors,” Dr. Spurgat explained.

“The accreditation process helped us raise the bar on the quality of care we provide and taught us many lessons to ensure that we met the strictest of standards UCA sets out.”

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“Displaying that UCA Accreditation seal demonstrates our commitment toward providing patients with urgent access to quality care of the highest level.”

The staff and physicians at Little Spurs have embraced all the changes and the quality improvement. “Was it a lot of work? Yes, but UCA made the process easier and they can’t make it too easy - we wouldn’t be proud of having the UCA Accreditation seal if it was easy.”

To learn more, visit ucaoa.org/accreditation or call 877-698-2262