

TRANSFORMATION

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I'M THE TALL ONE



PRIMARY CARE IS CHANGING

- Meaningful use
- PQRS
- ACOs
- Quality Blue
- Family Medicine for Americas Health
- Repeal of SGR



“I can’t take care of all my patients now. How am I going to do this?”





Harpers Ferry Family Medicine

- Patient Visits: 33,000+ (2014)
 - Population: Jefferson County, WV 55,000+
 - Insurance: Commercial (~53%), Medicaid/Medicare (~45%), Other (~2%)
 - Pediatric visit: (~30%)
- Type of site:
 - Rural Family Medicine Residency (West Virginia University School of Medicine – Eastern Division)
 - Rural Health Clinic
 - Part of UHP (~70 provider multispecialty group)
 - Linked with University Healthcare (Berkeley & Jefferson Medical Centers) (Part of West Virginia University Hospitals Systems)



HOW WE'RE CHANGING

- Since partnering with T-CHIC in 2011 our major innovations
 - Care coordinator
 - Quality Improvement



THE IHI TRIPLE AIM

- Improving the patient experience of care (including quality and satisfaction)
- Improving the health of populations
- Reducing the per capita cost of health care



CARE COORDINATOR

- Initial projects
 - Hired through T-CHIC 2011
 - First goal was to go out in community and meet with all pediatric organizations
 - Tried to use for real time care plans
 - Spent a lot of time helping pediatricians



CARE COORDINATOR

- Current projects
 - Maintains QI data
 - Tracks developmental screens, new born screens and well visits no shows.
 - Contact ER visits
 - Organize visits for identified care gaps
 - Received citi training to help conduct research projects
 - Member of medical home committee – works on protocols
 - Provides care planning for abnormal developmental screenings and high risk hospital follow ups

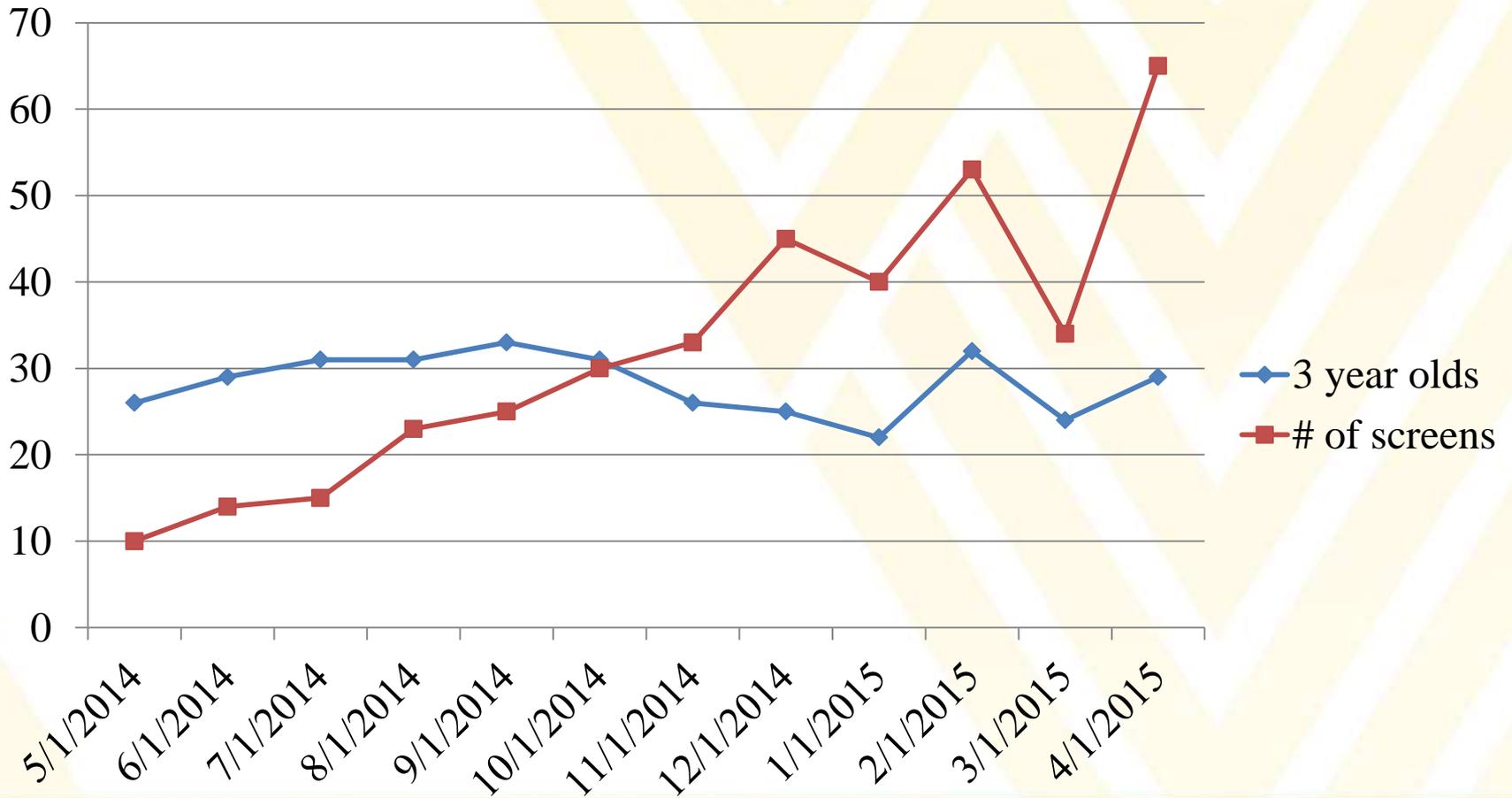


QI PROCESSES

- Clinic based
 - PCMH team - Clinic director, PA, Clinical Supervisor and care coordinator
- Group based
 - QI Nurse
 - QI committee – combines with hospital QI committee for half of meetings
- Academic based
 - Residents must conduct QI project annually
 - Poster day

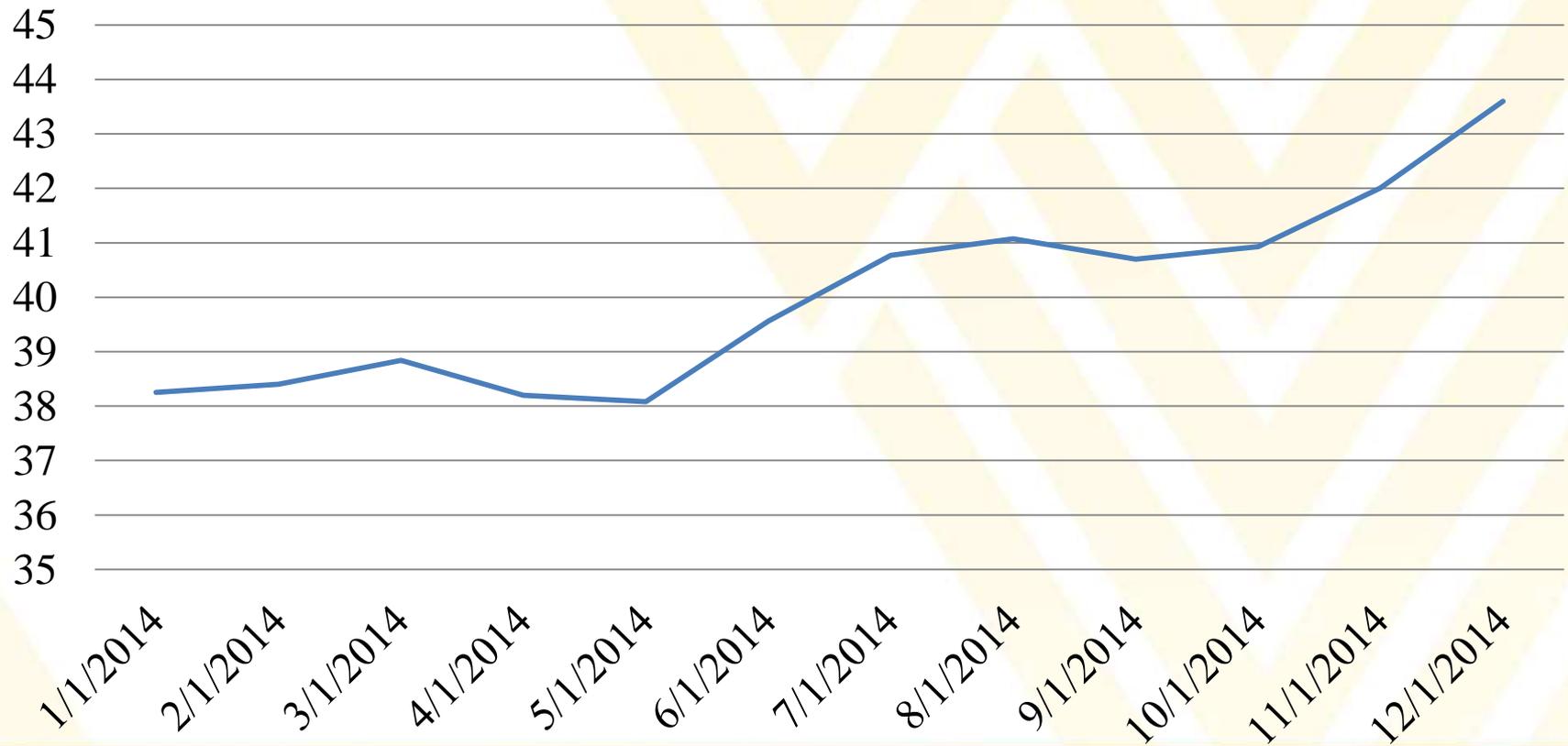


DEVELOPMENTAL SCREENING



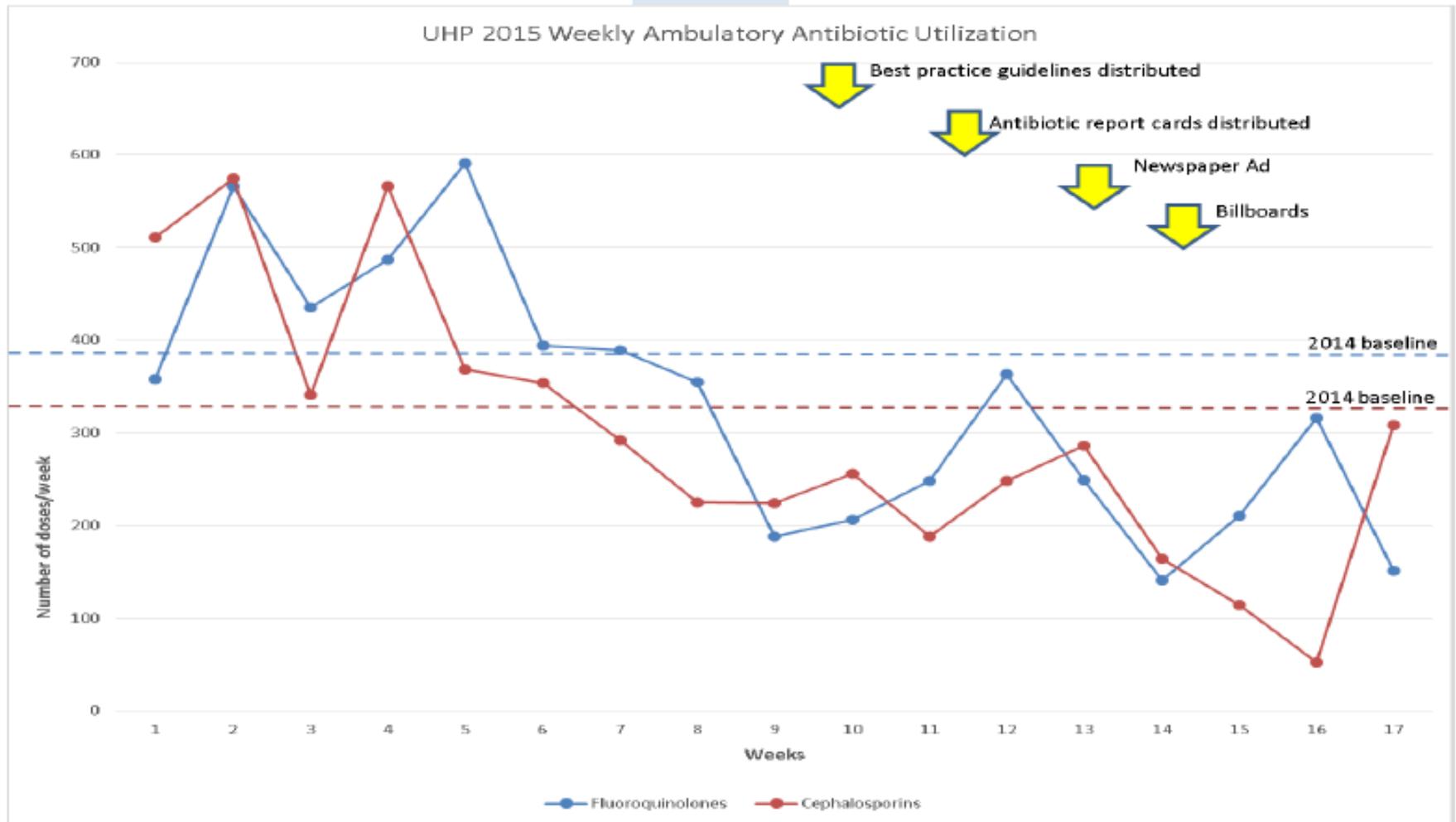
HPV VACCINATION

Percent women between 13-21 with immunization



UHP Fluoroquinolones/3rd Gen Cephalosporins Usage Report 5/4/15

Authorizing Provider	2014 Quinolone Total Rx	2014 Quinolone Total #Doses	2015 Quinolone Total RX	2015 Quinolone Total #Doses	2014 Cephalosporin Total Rx	2014 Cephalosporin Total #Doses	2015 Cephalosporin Total RX	2015 Cephalosporin Total #Doses
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LESSONS LEARNED

- Start with smaller projects to introduce ideas
- Work flow change is harder for physicians than changing medical practice
 - Care plans
- Engage as many people as possible in the process – use learners when available



WHERE ARE WE GOING

- Adding 5 additional care coordinators throughout our UHP primary care clinics
 - Original care coordinator to serve as care coordinator coordinator 😊
 - Positions are currently posted
- Partnering with local university to offer course to be a health coach



WHY?

- There's money in it
- It makes our students more competitive
- The Quadruple Aim



QUADRUPLE AIM

- Improving the patient experience of care (including quality and satisfaction)
- Improving the health of populations
- Reducing the per capita cost of health care
- Improve the work life of those who deliver care



A FAMILY MEDICINE STORY

T.S.

- 23 YO
- Downs Syndrome
- Hypothyroidism
- CVA
- Heavy periods

R.S.

- Obesity
- Depression



A FAMILY MEDICINE STORY

- They moved to area after T.S. finished HS
- No family
- No services
- I was treating disease but not the problem



10 MINUTES WITH CARE COORDINATOR

T.S.

- Joined local work program
- After 2 years moving into supervised apartment with roommate

R.S.

- Has free time
- Goes to gym
- Lost 23 lbs
- Off SSRI

