

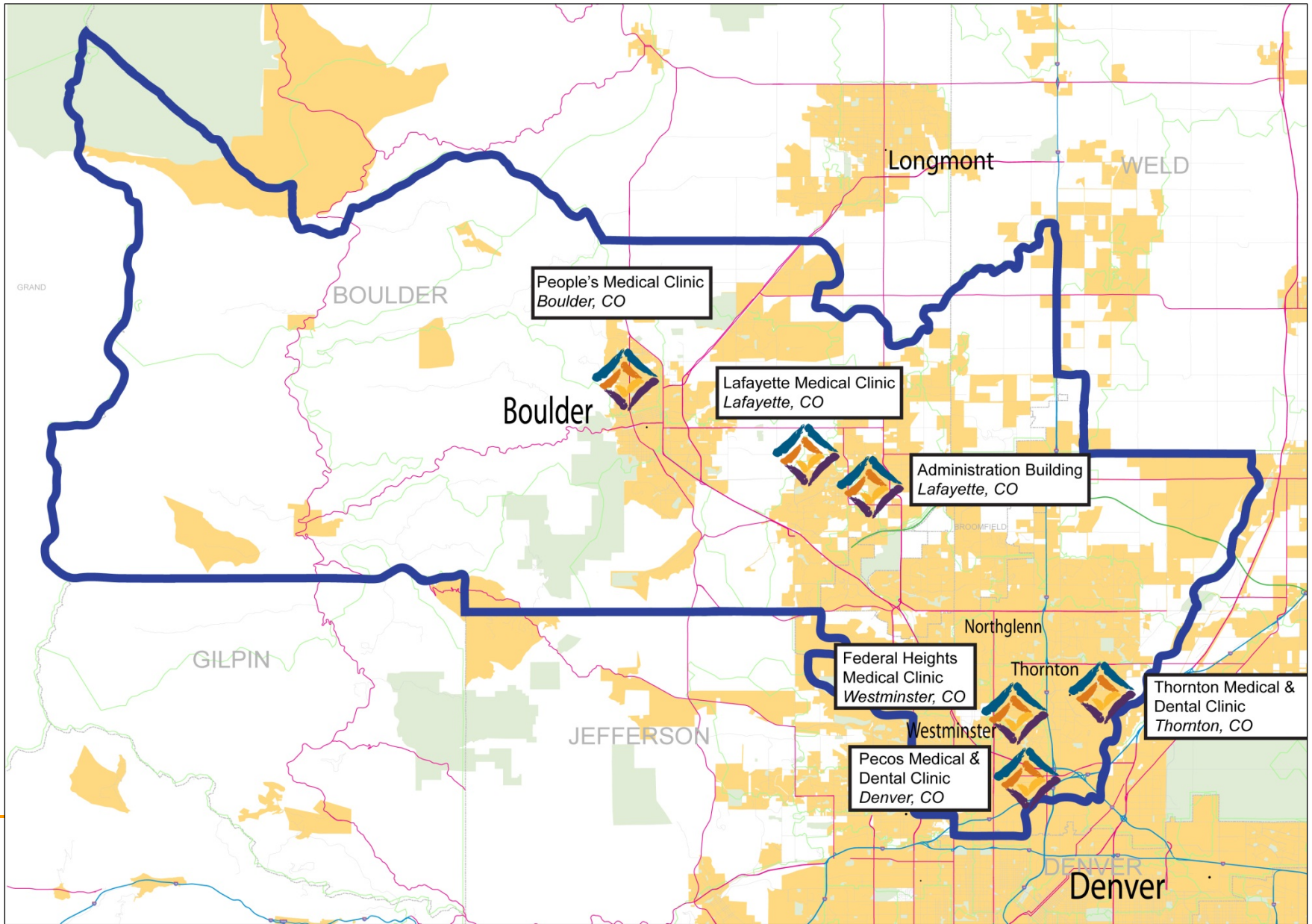


# Clinica Family Health Services



**Health Care for the Community**

# Clinica FHS Service Area and Locations



# Clinica's Patient Demographics

40,962 patients in 2012

205,293 visits

**45 Medical Clinicians, 6 Dental, 13 Behavioral Hlth**

- **44% 18 and younger**
- **26% women of child-bearing age (20-44 yrs)**
- **3,027 pregnant women & 1,592 deliveries in 2011**
- **3% over the age of 65**
- **97% patients living at or below twice the poverty level**
- **71% below poverty**

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# Clinica's Patients' Payers

- 43% Uninsured and low income –  
Most < Pov
- 44% Medicaid
- 6% State Child Health Plan
- 4% Medicare
- 3% Privately Insured

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# Key PCMH Initiatives (The Big 6)

To improve patient centered-population based management.

**#1 Continuity**

**#2 Access**

**#3 Improved care delivery model**

**#4 Improved office efficiency**

**#5 Improved IS design**

**#6 Patient activation and self-management**

# #1 Continuity of Care

- Everyone assigned a PCP/Pod team
- Measure continuity every three months
- Measure panel size and manage un-assigned every month

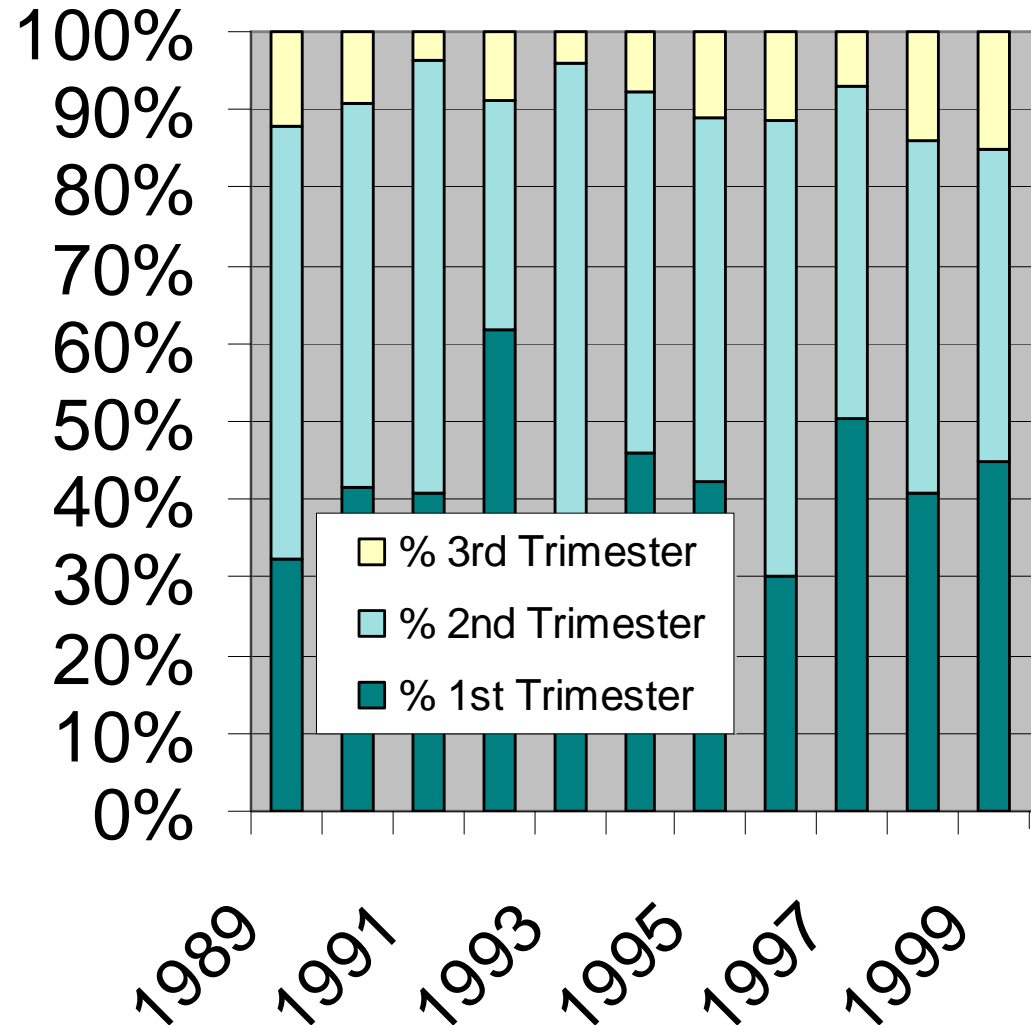
# Why it matters?

- Data shows that improved continuity results in:
  - Fewer visits to the emergency room
  - Improved patient satisfaction
  - Improved rates of preventive services completion (pap, mammograms, vaccinations)



# #2 Access to Care – Advanced Access

## TRIMESTER AT ENTRY FOR PRENATAL CARE





# #3 Care Model - Group Visits

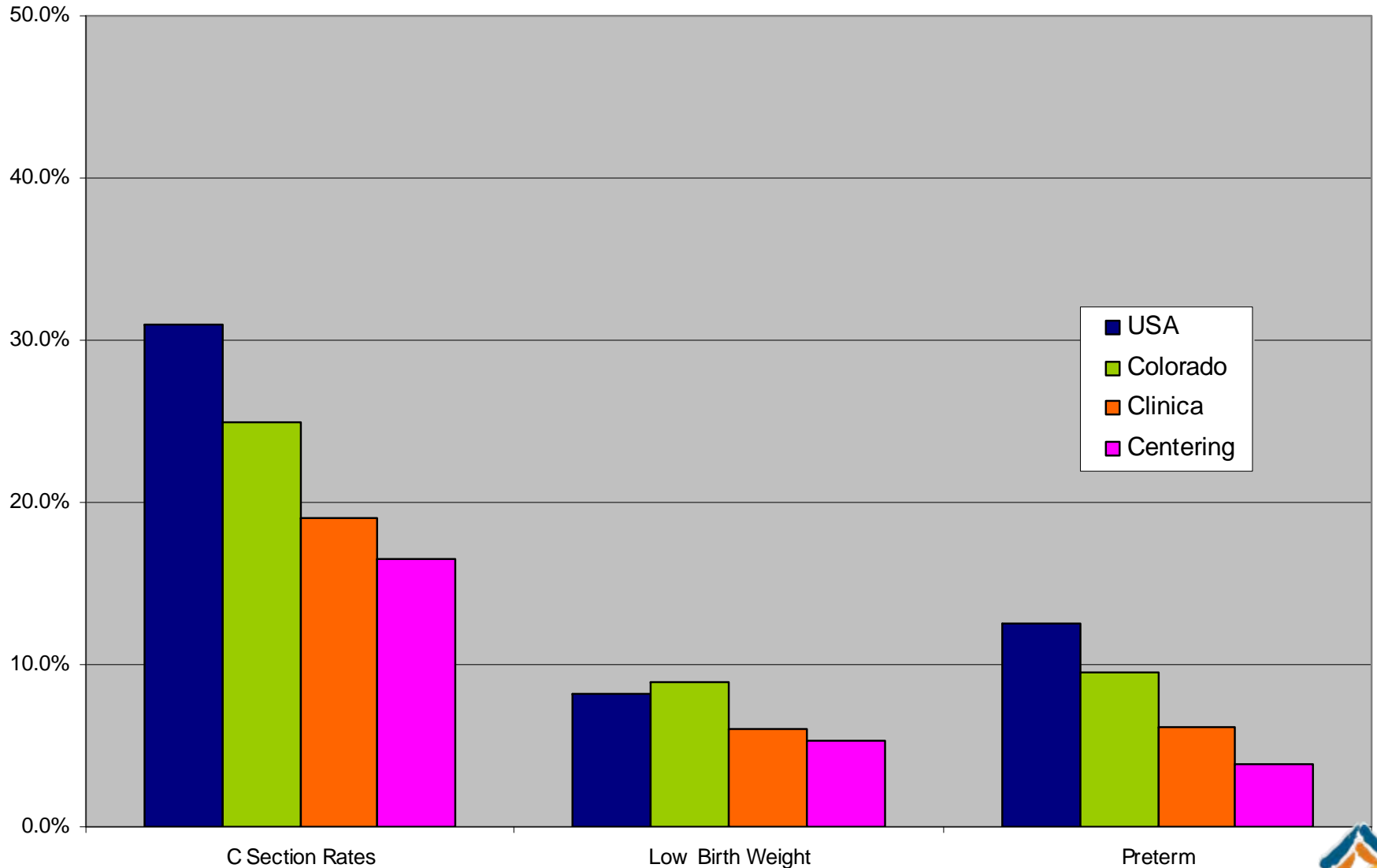
- Facilitated group process for patient activation
- Care setting in space designed for groups
- Patients invited on basis of chronic disease history and utilization patterns
- The goal is patient activation
- Patients remain in same group for continuity



# Teen Parent group

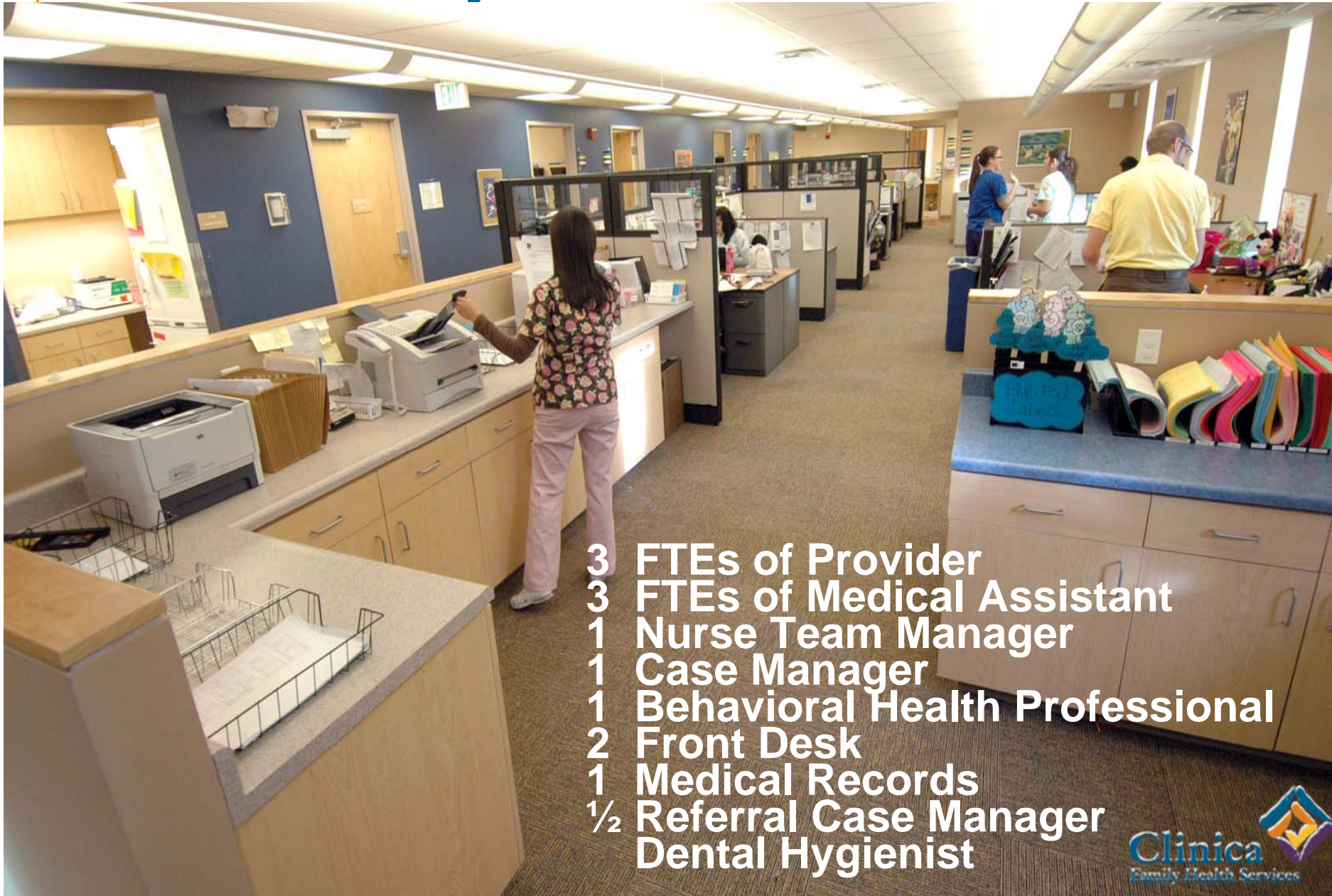


# Improving Pregnancy Outcomes:





# #4 Efficiency - Team Based Care



- 3 FTEs of Provider
- 3 FTEs of Medical Assistant
- 1 Nurse Team Manager
- 1 Case Manager
- 1 Behavioral Health Professional
- 2 Front Desk
- 1 Medical Records
- 1/2 Referral Case Manager
- Dental Hygienist

# Care Planner for Huddles

Person Nbr	Patient Name	Provider	Phone Number	Age	Last Visit	Next Appt	
			(Home)	40	08/24/2011 Alper, A	Appt on 09/08/2011 at 11:40 am for PM with Alper, Amy Appt on 09/22/2011 at 10:00 am for PM with Alper, Amy	
<b>Alerts</b>				<b>Vitals</b>			
Past Due - Universal SBIRT Screen				BP	Height	Weight	BMI
				120/70	66.0	177.2	28.60
				8/24/2011	8/24/2011	8/24/2011	8/24/2011
<b>Active Medications</b>				<b>Active Problem List</b>			
<b>Brand Name</b>	<b>Start Date</b>	<b>Stop Date</b>	<b>Qty</b>	<b>Date</b>	<b>DX Code</b>	<b>DX Description</b>	
SEROQUEL	4/26/2011	4/26/2012	120		296.42	Bipolar 1, currently or recently manic, mod	
NEURONTIN	6/30/2011	4/1/2012	270		724.2	Low back pain	
MS CONTIN	8/24/2011	9/24/2011	90	4/7/2011	278.0	Obesity	
<b>Labs</b>							
LDL	Creatnine	Potassium	Glucose				
77	0.95	4.4	93				
1/7/2010	1/22/2010	1/22/2010	1/22/2010				
<b>Self Management</b>							
Last SM Date							
3/3/2011							
<b>Tobacco - Current Tobacco User</b>							
Asked	Last Counseled	Counseling Document					
5/19/2011	4/26/2011	Tobacco Flowsheet					





# #5 Information Technology



# Patient Centered Registry

## Planned Care Registry Outreach

Print Date: 5/10/2012

<b>Melissa</b> <b>DOB:</b> 1994 <b>Age:</b> 18 <b>Phone:</b>	<b>PCP:</b> Russell, Amy <b>Last Visit:</b> 05/04/2012 Bulkacz, A-OB <b>Payer:</b> Pending Medicaid	<a href="#">Edit</a>	<b>Date Reviewed:</b> <b>Comments:</b> <b>Call Attempt:</b> <b>Call Status:</b>	Schedule OB Appt by 06/01/2012 PN Plus Status Undetermined
<b>Maria</b> <b>DOB:</b> 1957 <b>Age:</b> 55 <b>Phone:</b> 857-xxx-xxxx (Home)	<b>PCP:</b> Russell, Amy <b>Last Visit:</b> 05/01/2012 Bulkacz, A-RE <b>Payer:</b> Medicare Clinica New FQHC <b>Next appt:</b>	<a href="#">Edit</a>	<b>Date Reviewed:</b> <b>Comments:</b> <b>Call Attempt:</b> <b>Call Status:</b>	1 Admission(s) in last 30 days - Last Admission on 04/26/2012 1 Discharge(s) in last 30 days - Last Discharge on 04/29/2012 1 ER Visit(s) in last 30 days - Last Visit on 04/26/2012
<b>Rosa</b> <b>DOB:</b> 1976 <b>Age:</b> 35 <b>Phone:</b> 720-xxx-xxxx (Home)	<b>PCP:</b> Russell, Amy <b>Last Visit:</b> 01/27/2012 Russell, A-BRF <b>Payer:</b> Clinica N Sliding Scale <b>Next appt:</b>	<a href="#">Edit</a>	<b>Date Reviewed:</b> 5/4/2012 <b>Comments:</b> Phone number out of service, sent letter. <b>Call Attempt:</b> 2nd Call <b>Call Status:</b> Sent Letter	Past Due - Last BP >= 140/90
<b>Rosa</b> <b>DOB:</b> 1958 <b>Age:</b> 53 <b>Phone:</b> 720-xxx-xxxx (Home)  <b>Language:</b> Spanish <b>ACO:</b> N <b>Pregant:</b>	<b>PCP:</b> Russell, Amy <b>Last Visit:</b> 12/16/2011 Russell, A-DIA, 12/16/2011 Stevens, R- <b>Payer:</b> Clinica N Sliding Scale <b>Next appt:</b> Appt on 05/18/2012 at 10:00AM for DIA-Complete DM Recheck with Russell, Amy	<a href="#">Edit</a>	<b>Date Reviewed:</b> <b>Comments:</b> <b>Call Attempt:</b> <b>Call Status:</b>	Past Due - BP >= 140/90 Past Due - Eye Exam Past Due - Foot Exam Past Due - LDL Lab Past Due - A1c 7 - 9 Past Due - Microalbumin Past Due - SM Goal Past Due - Last BP >= 140/90 06/16/2012 - DM Visit

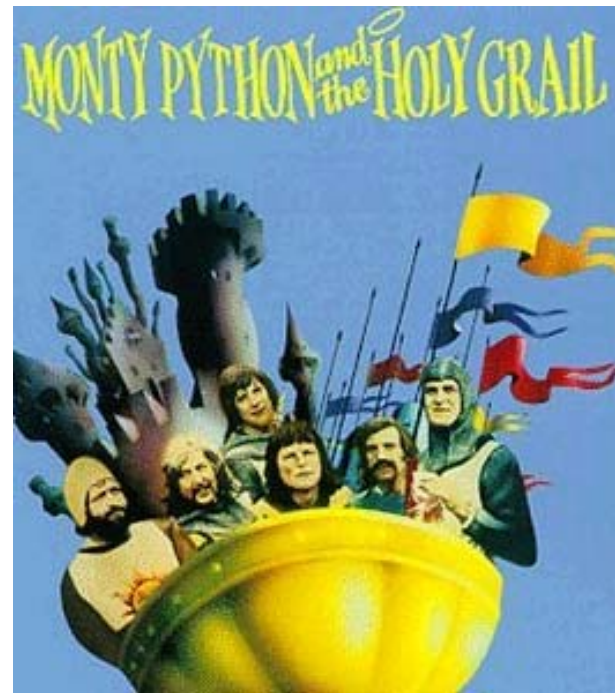




# #6 Patient Activation

What Self-Management Support Is not:

- Didactic patient education
- Waiting for patients to ask for help
- Sage on the stage
- You should...
- Finger wagging
- Lecturing



# It's not just the PCP

## It's the TEAM

- Relationships are the key for patient activation
- Everyone assigned a PCP/Pod team
- Measure panel size and manage unassigned every month

# Key Redesign Initiatives (The Big 6)

## #1 Continuity

## #2 Access

## #3 Improved office efficiency

- Patient centered redesign of work flow
- Collaborative co-located team approach to patient care
- Everyone works at the top level of their license

## #4 Improved care delivery model

- Choice of group care or one-on-one visits DM, WCC, ADHD...
- Telephonic care, secure email, patient portal...

## #5 Improved IS design

- Care teams do the right thing: when the patient is in the clinic and when they are not
- Outcomes are real time and accurate

## #6 Patient activation and self-management