

Mosaic Medical

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Mission: to improve the health and well-being of the
individuals, families and communities we serve



Changing the Way We Care

What had Mosaic prepared for?

Patient access planning

Care model innovations

Outside of visit touches

Payment Reform: 80% of Mosaic revenue is non-fee for service.

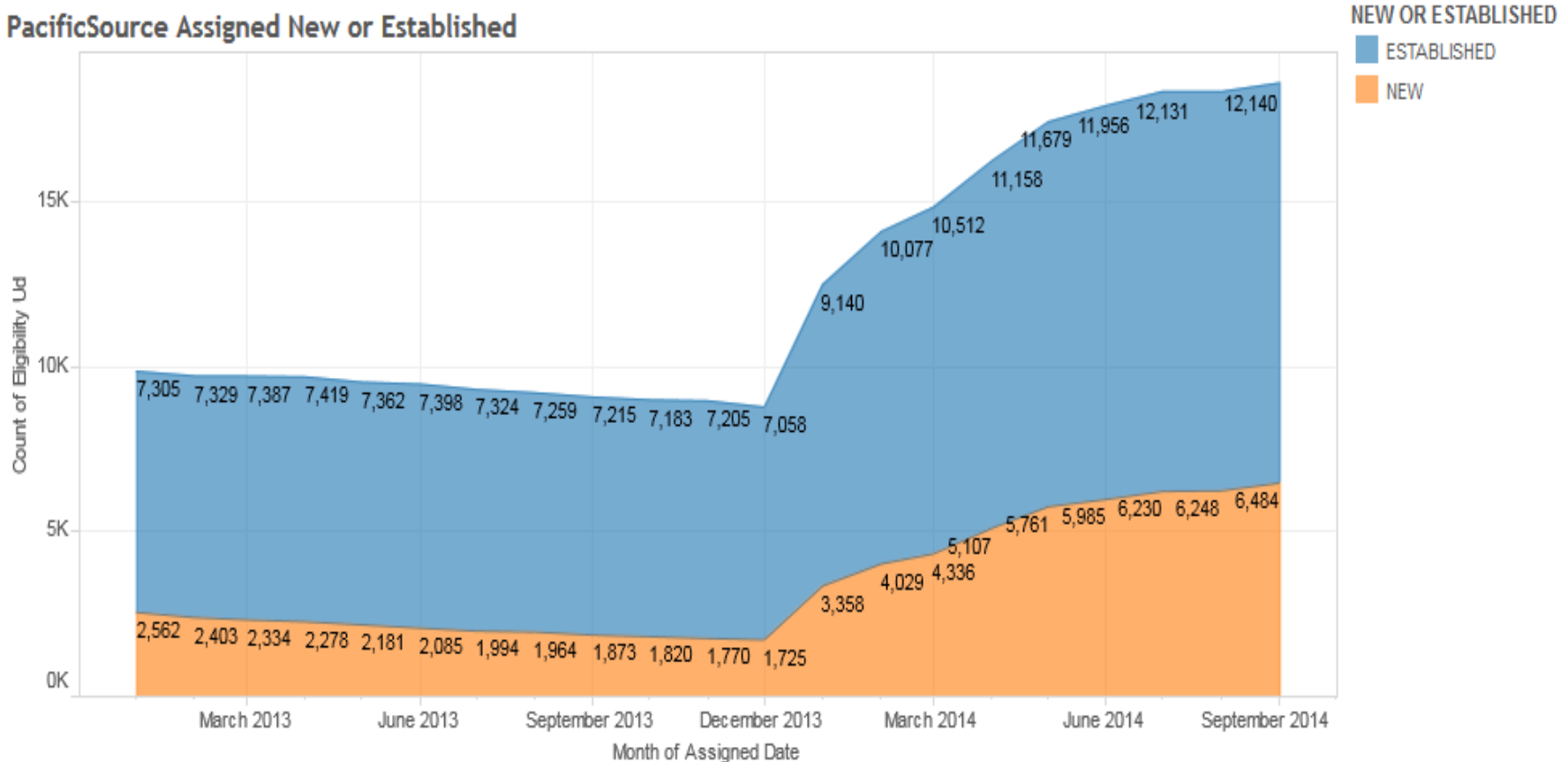


What Happened?

OHP expansion predicted Central Oregon would have **7,350** new patients by December 2014

Actual OHP expansion saw **13,079** new patients by June 2014

PacificSource Assigned New or Established



Were we ready?

| 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|------------------------|----------------|-------------------------------|-------------------|---|-----------------------|
| RNCC Care Management → | | | | | |
| | PCPCH Tier 3 → | | | | |
| | | EMR Go Live Team Based Care → | | | |
| | | | BHC Integration → | | |
| | | | | <u>Building Blocks for Primary Care</u> → | |
| | | | | Telehealth → | |
| | | | | Pharmacy Integration → | |
| | | | | PAC → | |
| | | | | CMOC → | |
| | | | | | Panel Mgmt Specialist |
| | | | | | Telemedicine |

Mosaic Highlights

What we did falls in to two categories

Staff engagement

- Team based care
 - Role clarity
 - Workflow standardization
- Data Analytics and full EMR utilization
- Accountability training

Patient engagement

- Patient Advisory Councils
- Patient Portal
- Telehealth (home Remote Patient Monitoring)
- Telemedicine (specialty care)



Mosaic PAC's



Madras



Prineville

“Your team based approach treats more than just my physical needs” - Ed



Redmond

“I am not just a number at Mosaic Medical, the people at your clinic recognize me and know me by name” - Becca

Patient Engagement



Telehealth

“If you live rural like we do, and have had challenges getting to town, it’s definitely a good program to be on,”

“I can’t imagine my life before **MyChart**, it has changed the way I think about my health”



Main Nursing Support

“Sometimes when I don’t feel good, I can take my blood pressure and, ‘Oh, It’s OK, so that’s not what’s causing it,’” but, “It’s the security of knowing that there is something you can do if something is wrong.”



Challenges

- Uninsured Patients
- Provider Recruitment
- Access to Care
- Chronic Pain
- Behavioral Health



Building Blocks

The 10 Building Blocks of High-Performing Primary Care

Bodenheimer, T. Ghorob, A. Willard-Grace, R. Grumbach K.

Ann Fam Med 2014;166-171. doi: 10.1370/afm.1616.

<http://www.annfammed.org/content/12/2/166.full>

The Building Blocks of High-Performing Primary Care: *Lessons from the Field*

Prepared for, California HealthCare Foundation

April, 2012 (*Analysis of Seven High-Performing Clinics*)

Rachel Willard, MPH; Tom Bodenheimer, MD

<http://www.chcf.org/publications/2012/04/building-blocks-primary-care>

