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.
## Were we ready?

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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

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

“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
Next steps

- Panel Acuity
- Psychiatric Prescribing Provider
- Expanded Dental
- Home Telehealth expanded
- Specialty Telemedicine expanded
The 10 Building Blocks of High-Performing Primary Care
Bodenheimer, T. Ghorob, A. Willard-Grace, R. Grumbach K.

[http://www.annfammed.org/content/12/2/166.full](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