



Welcome
To

OHSU
Scappoose
Rural Health
Clinic



Rapid Growth



From 2006 . . .

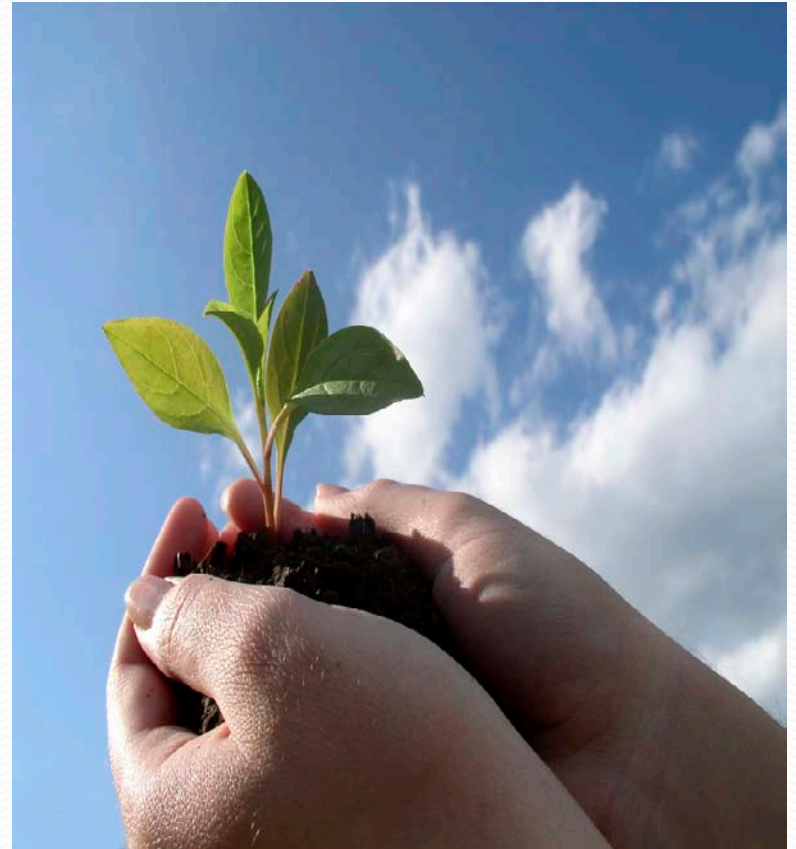
- 2800 sq ft clinic
- approx 7500 patient visits annually
- 4 clinicians, staff of 9
- Unique mixed rural/suburban population that does NOT want to make the 30 mile trip to Portland for healthcare
- Only health provider in town of 6000

TO 2009

- Third expansion 2010
- Soon to be 7200 sq ft clinic
- 27,000 patient visits annually for 2010/2011
- 10 clinicians, staff of 22 by July 2010
- Still a unique mixed population
- Still the only provider in town

Why Primary Care Renewal?

- Access always an issue
- Burn out of clinicians and staff
- Job satisfaction
- Patient satisfaction
- Population management
- Safety & Quality
- Outdated workflows
- Collaborative Opportunities





CareOregon PCR Project

- Team-based care delivery
- Proactive panel management
- Patient driven care
- Improved access to care
- Supply data to support improvements



Qualis SNMHI Project

- Establish and sustain commitment to quality improvement
- Motivate changes in practice redesign and quality of care
- Transition to a medical home model with technical assistance
- Complete and submit clinic quality data reports



Care Management Plus Study

- Improve clinical care for persons with chronic conditions
- Train care managers and use of care management software
- Measurable outcomes for population management
- Team approach to care delivery



PCR = Building a Medical Home

Culture Change

- Engaged Leadership
- Whole person orientation AND whole family orientation
- Putting the patient first and at the center of their own care
- Being responsible for the care of all your empanelled patients
- Learning to work as a team

Role/ Task Change

- Scrubbing charts
- Max packing visits
- Team Coordinator
- Team Care Manager
- Team meetings and communication
- PDSA cycles for improvement
- Implementing best practices
- Data Reporting



Where we started

- Co-located teams
- Hired a Team Coordinator
- Establish care managers
- Improve access
- Get data support
- Define initial goals
- Leadership who have “drunk the PCR Kool-Aid”



Challenges

- **Access issues will probably not go away soon**
 - **Need to better manage template availability**
- **Empanelment**
 - **Risk adjust panel sizes**
 - **Team access agreements**
- **Manage resources**
 - **Still recruiting for nurse care managers**
 - **Add behavioral health services**
 - **Maintain adequate level of staffing**

It's all about people

A medical home is about the people we care for and the quality of care we give them.

The people on our team and the quality of work-life we offer them.



Team perspectives:

Dr. Kar-ye Wu – Red Team Leader

Nicole Hoyt – PCR Coordinator

Dawn Hammel – Nurse Care Manager

Michelle Sue – IT Site Specialist



Thank you

Dr. Kar-ye Wu

Clinician Leader – Red Team

- Opportunities
 - Get patients caught up on preventative measures
 - One place to gather and access care information
 - Easy to update care goals
- Challenges
 - “Are you kidding me?”
 - You want me to do what in 15 minutes?”



Dawn Hammel, LPN

Nurse Care Manager/Coordinator

- Care Management + registry management
- Population management
 - Diabetics
 - Prenatals
 - Geriatrics
- Patient point of
- contact for the team
- Chart scrubbing
 - Placing orders by protocol
- Working with hospital discharge planners
- Community resource referrals



Nicole Hoyt

PCR Team Coordinator

- Working with the 4 clinic teams
 - Organize weekly team meetings
 - Encourage team huddling, chart scrubbing
 - Help identify PDSA cycles
 - Share metrics with each team
- Facilitate spread of best practices
 - Attend process improvement meetings
 - Share tools and best practice models with clinic teams





Michelle Sue IT Site Specialist

- Reporting
 - Help with gathering data for reporting to Care Oregon and Qualis
 - Technical help with Care Management + software
 - Population based reporting (diabetics, depression, etc.)
- Training
 - EMR access and training for all staff
- Technical support
 - Set up for electronic RX's to pharmacies
 - Creates "team pools" for staff messaging
- New Equipment