

Overcoming Challenges to Ideal Primary Care

February 27, 2018



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Patient-Centered
Primary Care
COLLABORATIVE

Welcome & Announcements

- Welcome – [Ann Greiner](#), President & CEO, PCPCC
- Upcoming Webinar – March 27, 2018 at 3:00pm EST
 - **Topic:** [Transforming Clinical Practice by Supporting Patient and Family Decision Making](#)
 - **Registration:** Visit the Events Calendar on the PCPCC Website:
www.pcpcc.org/calendar
- PCPCC Policy Agenda Update
- Interested in PCPCC Executive Membership?
 - Email Allison Gross (agross@pcpcc.org) or visit:
www.pcpcc.org/executive-membership
- Questions during the webinar?
 - Please use the chat box

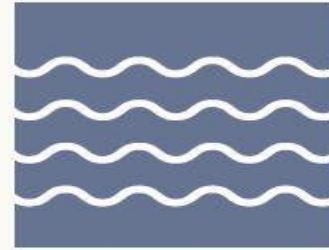
Shared Principles of Primary Care



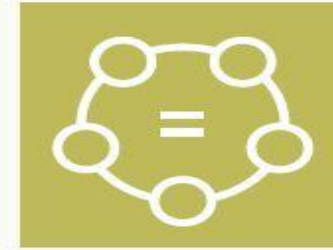
**PATIENT
CENTERED**



**COORDINATED
& INTEGRATED**



CONTINUOUS



**COMPREHENSIVE
& EQUITABLE**



HIGH VALUE



**TEAM BASED &
COLLABORATIVE**



ACCESSIBLE

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Panelists



Ann Greiner

President &
Chief Executive Officer
PCPCC



Dr. Jason Hill, D.O.

Chief Medical Officer
Choctaw Nation Health Services
Authority



Dr. Christopher Scuderi, D.O.

Associate Chair of Clinical Operations &
Associate Professor of Community Health
and Family Medicine
University of Florida College of Medicine
Jacksonville
Medical Director of UF Health Family
Medicine and Pediatrics New Berlin

Overcoming Challenges to Ideal Primary Care

CHRISTOPHER SCUDERI D.O.
ASSOCIATE CHAIR OF CLINICAL OPERATIONS
ASSOCIATE PROFESSOR OF COMMUNITY HEALTH AND FAMILY
MEDICINE
UNIVERSITY OF FLORIDA COLLEGE OF MEDICINE JACKSONVILLE
MEDICAL DIRECTOR OF UF HEALTH FAMILY MEDICINE AND
PEDIATRICS NEW BERLIN

Objectives

- 1. Review our current practice
- 2. Review how meeting PCPCC Shared Principles benefits our practice and patients
- 3. Identify my three biggest challenges to optimal care

Our Practice

- UF Health Family Medicine and Pediatrics New Berlin
 - Established July 2009
 - 4 of us first day
 - Growing area of North Jacksonville
 - Part of UF Health Network
 - Rotation site
 - 3rd Year UF COM Students
 - 4th Year LECOM students
 - Residents from St. Vincent's Family Medicine Residency



Our Practice in 2018

- 6 Providers and 2 Buildings
 - 4 Physicians
 - 2 NPP's
 - 1 Registered Nurse
 - Part time LCSW
 - Part time Nurse Care Coordinator
 - Over 20 Staff
- NCQA PCMH since 2011
- Emphasis on Team-based care
- Over 20,000 visits in last year



Our Demographics

- Commercial/HMO 48%
- Medicare/HMO 25.4%
- Tricare 14.6
- Medicaid 7%
- Self Pay 5%



Person and Family Centered-Care

- Hired part-time LCSW and care-coordinator
- Community education
 - North Jax Monthly
 - Patient Appreciation Party and Health Fair
 - Local speaking events (schools, health fairs and churches)
- SullivanLuallin surveys
 - Almost 500 patient evaluations in past 6 months
 - 97.1% of our patients would recommend our clinic
 - 99.3% of our patients feel their care is good or better
 - Review data weekly
 - Service recovery plan

Continuous Care

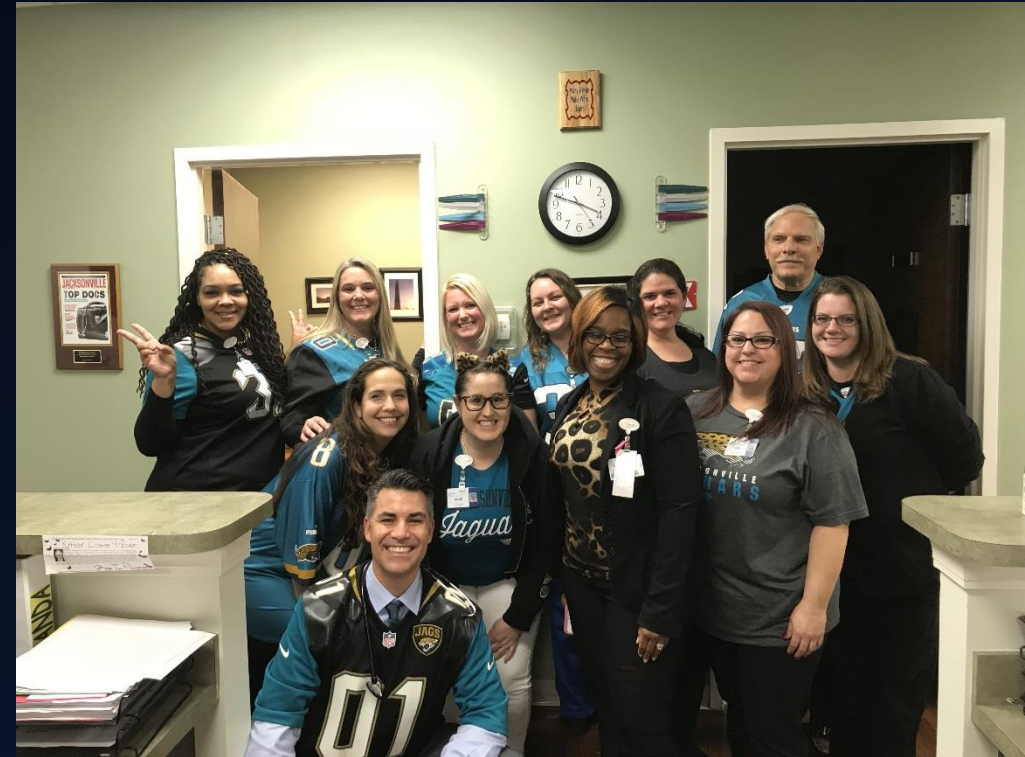
- Expanded to add pediatric office in 2013
- Medicare Annual Wellness Visits
- Transitional Care Visits

Comprehensive and Equitable Care

- NCQA PCMH since 2011
 - Level III since 2014
- Epic
 - Integrated care
 - Healthy Planet
- American Cancer Society
 - Two grants to improve colorectal cancer screening
- FAFP Diabetes Master Clinician Site
- Goal for 2018
 - Build survey for social determinants of health in our system

Team-Based and Collaborative Care

- My passion
- UF W. Martin Smith Interdisciplinary Patient Safety Award
- Importance of staff
 - Defined mission
 - Clear roles
 - Monthly training and education
 - Equal voice
 - Collaborative learning
- How do we reward our staff
 - Morale fund
 - Financial incentives for staff



Coordinated and Integrated Care

- 68% of our patients are using MyUFHealth app
 - One provider has 87% of patients
- Partnership with UF Gainesville to develop robust health maintenance module
- Participation in Ambulatory Performance Improvement Committee and Patient Advocacy Committee
- Fully integrated with UF Health North and greater UF system

Accessible

- Innovative scheduling
 - 7:20AM first appointment
 - Have evening provider until 8PM Monday-Thursday
 - Online scheduling
 - PRN providers
- Central call center
 - Expanded hours
 - Triage Nurse
- How to navigate our system

High Value Care

- NCQA Level 3 PCMH
- Humana HEDIS 4.05 Star rating
- ACO BCBS
- Value-based Funding Team
- Healthy planet
 - Monthly meeting
 - Staff training
 - Patient testimonials



EHR's Not Optimized

- Difficult to share data
 - MACRA and Health Maintenance
 - Hospital discharges
 - Colonoscopy study
- Lack of AI
 - Not enough information auto-populates
 - Too many clicks

Lack of Reimbursement For Work Outside Patient Visit

- Spending 2 hours each weekday beyond patient visits
- Average day
 - 30 medication refills
 - 25 mychart messages (1,000 messages month of January)
 - 10 phone calls
 - 15 charts that need action
 - 15-20 Non Physician Provider charts to sign
 - 30 results
- Over 1 hour per weekend day
- This is beyond 8-9 hours seeing patients
- We need to make Family Medicine viable option for medical students
- Burnout is a real threat to our specialty



Retaining Staff in Thriving Economy

- Competitive marketplace
- Lack of applicants
- As we move to team-based approach our staff makes or breaks us



Thank you

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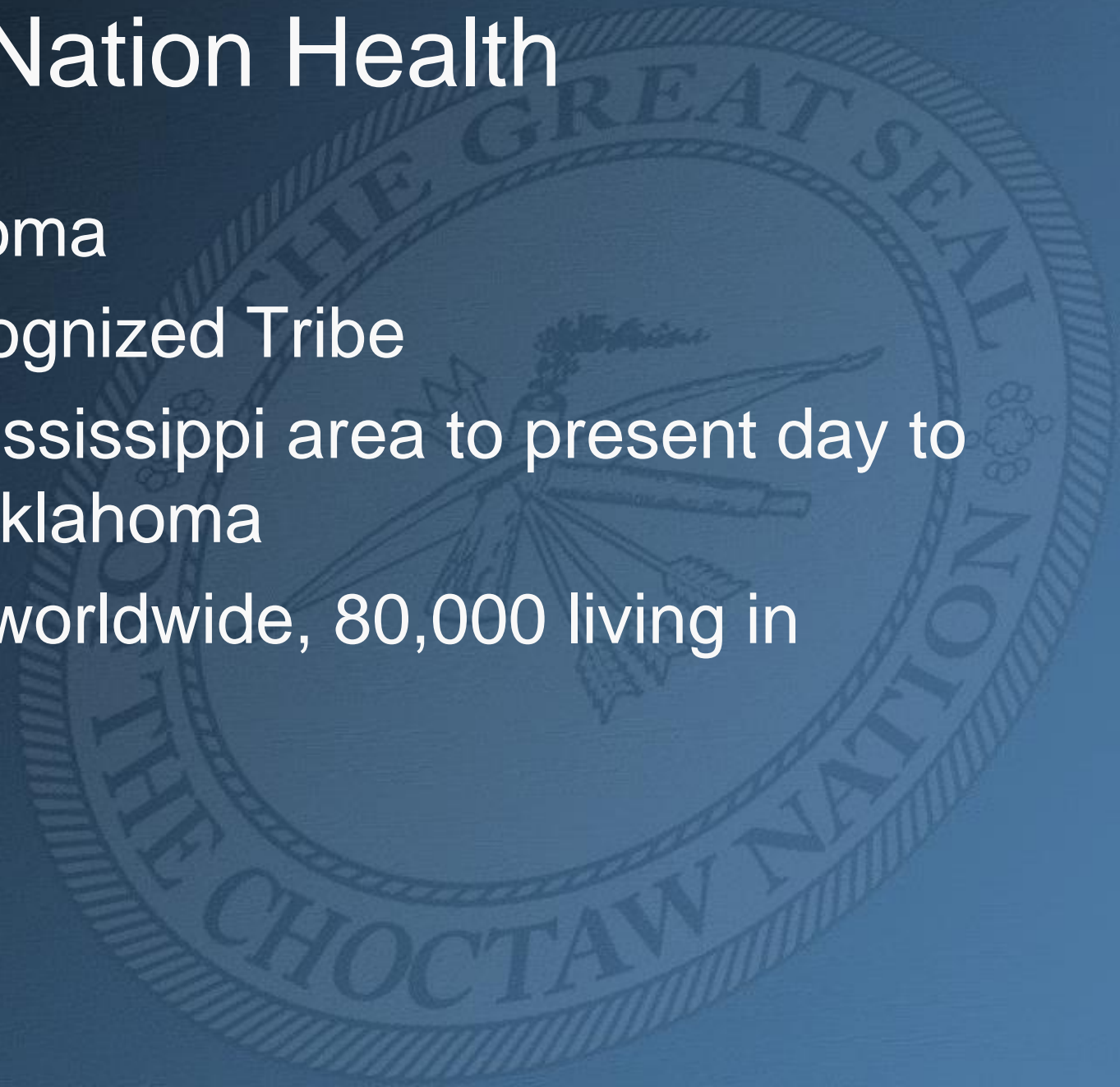
Choctaw Nation

Health Services Authority



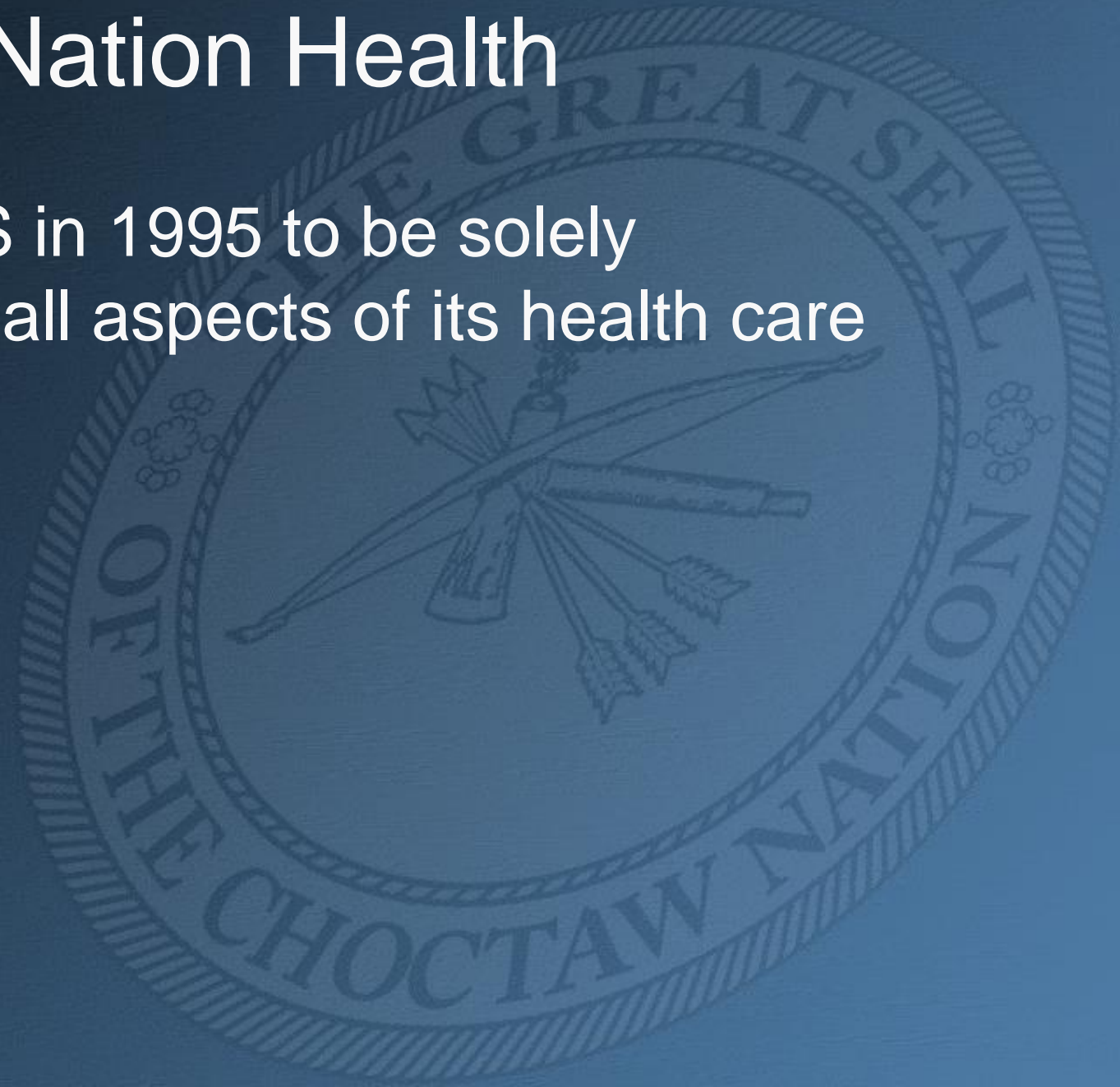
Choctaw Nation Health

- Choctaw Nation of Oklahoma
- 3rd Largest Federally Recognized Tribe
- Forcibly relocated from Mississippi area to present day to Indian territory, now SE Oklahoma
- About 250,000 members worldwide, 80,000 living in Oklahoma



Choctaw Nation Health

- Tribe Compacted with IHS in 1995 to be solely responsible for managing all aspects of its health care delivery system
- Payer Mix:
 - Private Insurance 22%
 - Medicaid 22%
 - Medicare 11%
 - No Payer Source 55%



Choctaw Nation Health Services Authority

- About 900 Primary Care visits per day
- Hospital – 37 beds, Talihina Oklahoma
- 9 Satellite Clinics
- 1 Ambulatory Surgery Center
- 1600 FTE
- 500-600 newborn deliveries per year

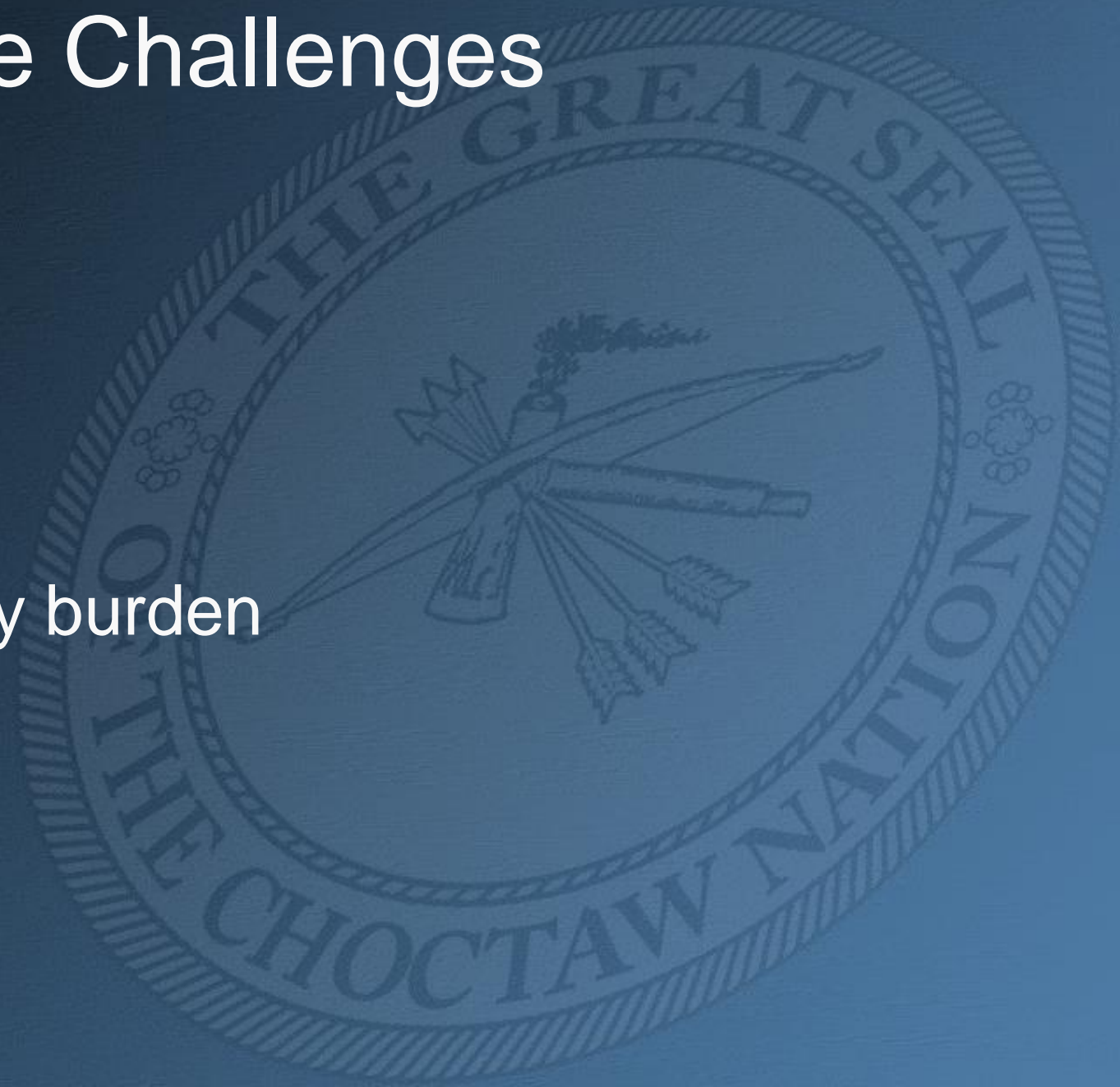


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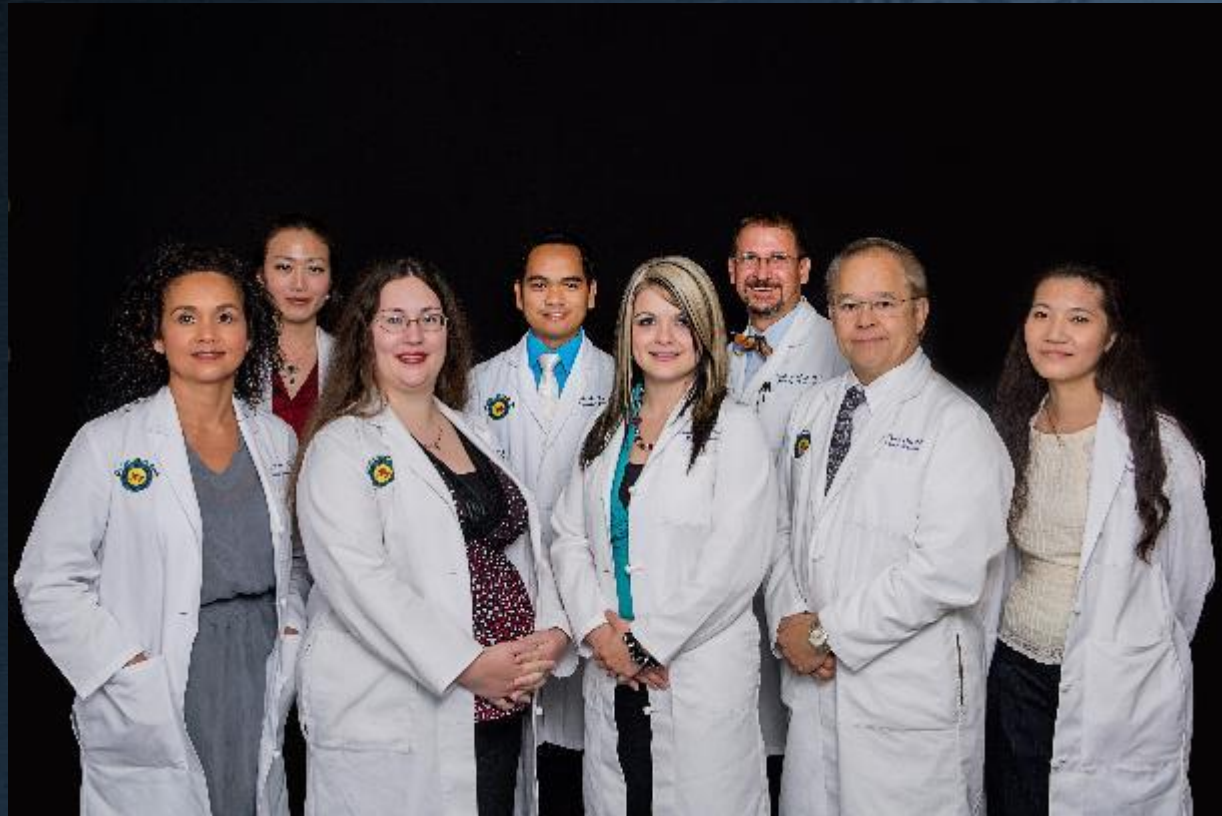
Top Three Challenges

- Recruiting
 - Physicians
 - Other Licensed Staff
- Logistics / Geography
- Keeping up with regulatory burden





Choctaw Nation Family Medicine Residency

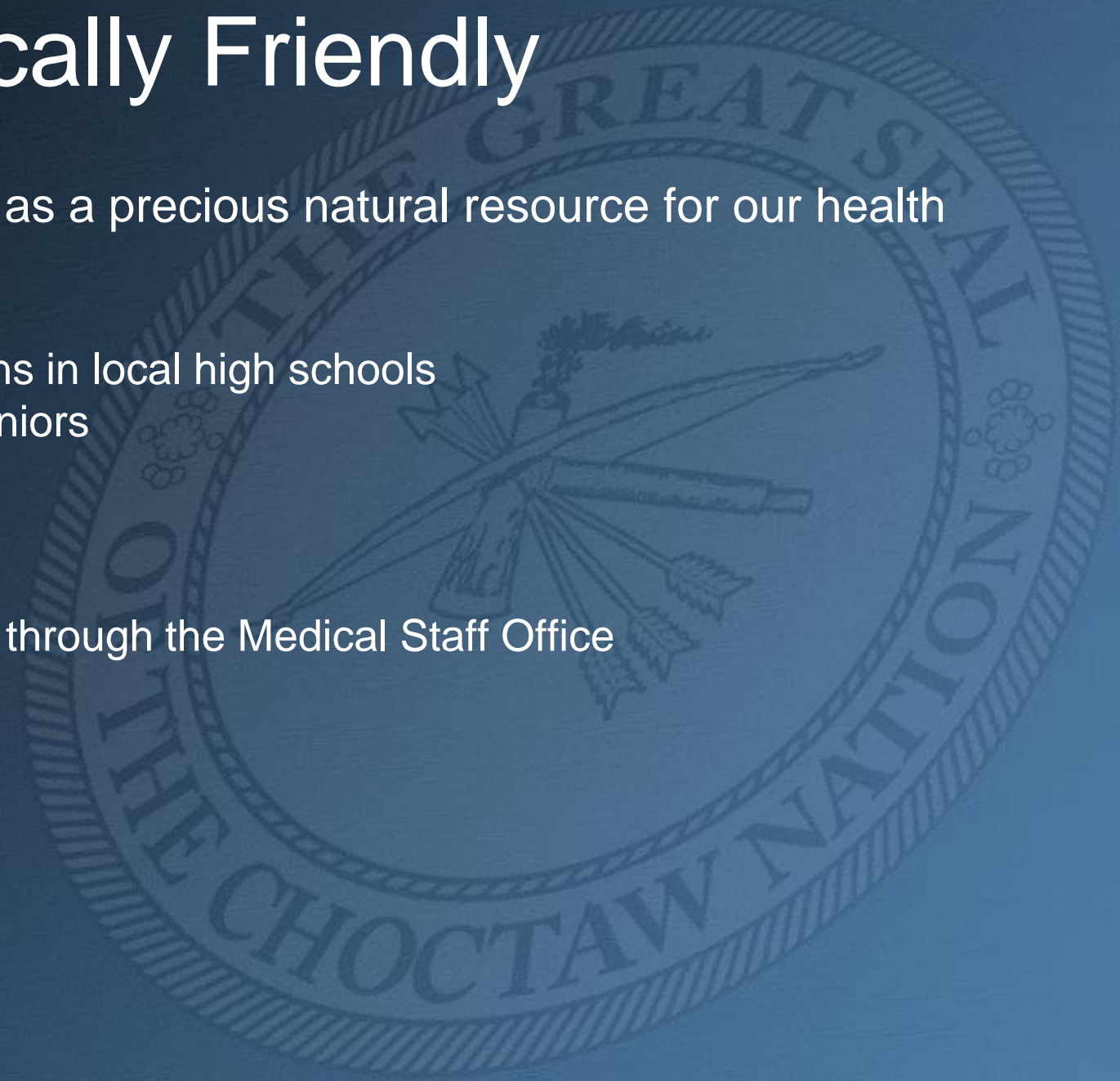




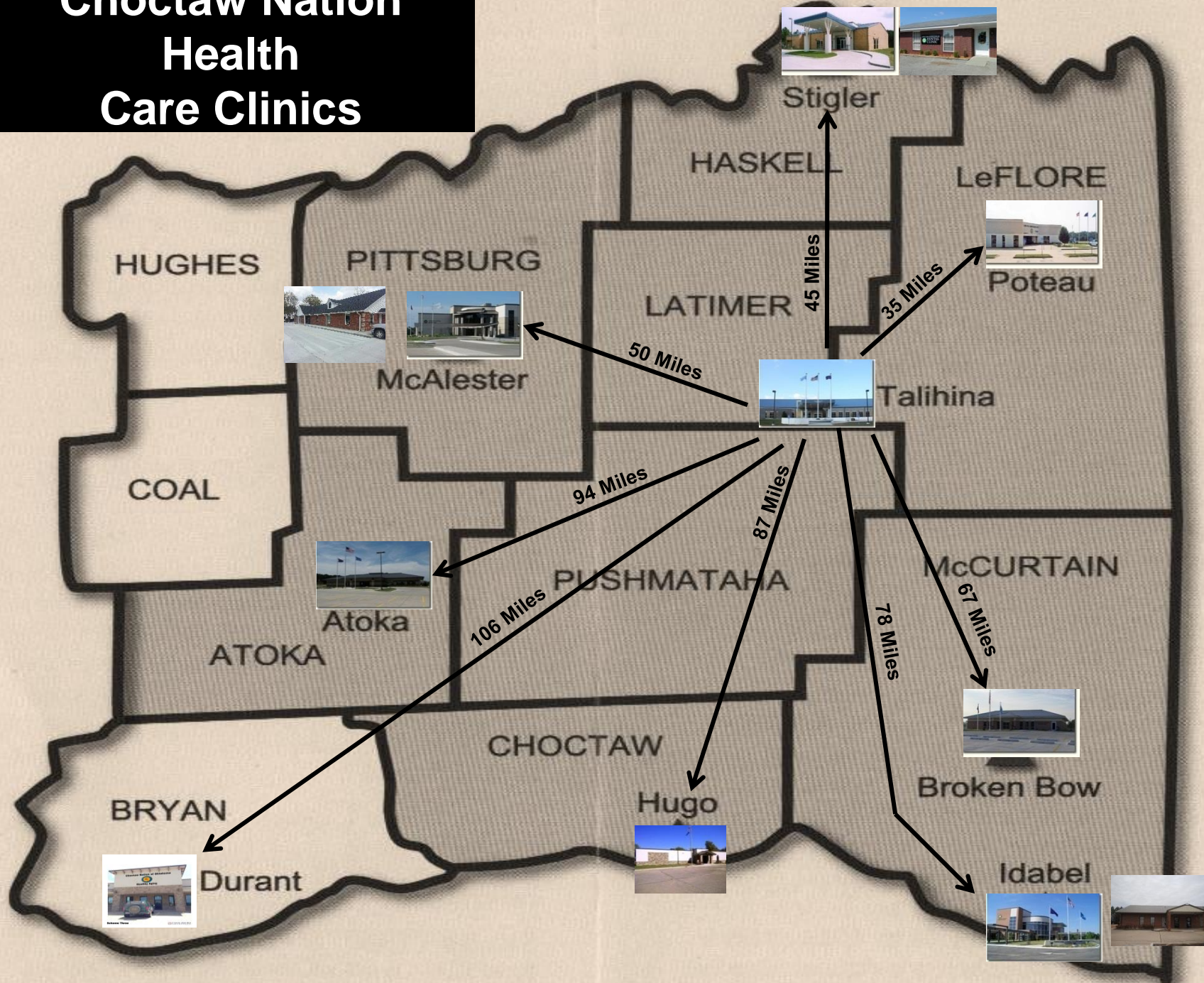


Academically Friendly

- Mindset that views our local students as a precious natural resource for our health system
- High School
 - Lectures on health topics by physicians in local high schools
 - Health Career day for Juniors and Seniors
- Colleges
 - Presentations for Pre-Med Clubs
 - Free Pizza
 - Shadowing Experiences Coordinated through the Medical Staff Office
- Medical Schools
 - Presentations at the Medical Schools
 - More Pizza
 - Core Rotations
 - Housing



Choctaw Nation Health Care Clinics



Location X 3 = Recruiting, Recruiting, Recruiting

- Physician' Benefits Package
 - Copious Leave
 - Competitive Salaries
 - Simplify Practice – Medicine not Business
 - Housing
 - Bonus Systems
 - Student Loan Repayment Opportunities
 - Incentivized Voluntary Hospital Call Program

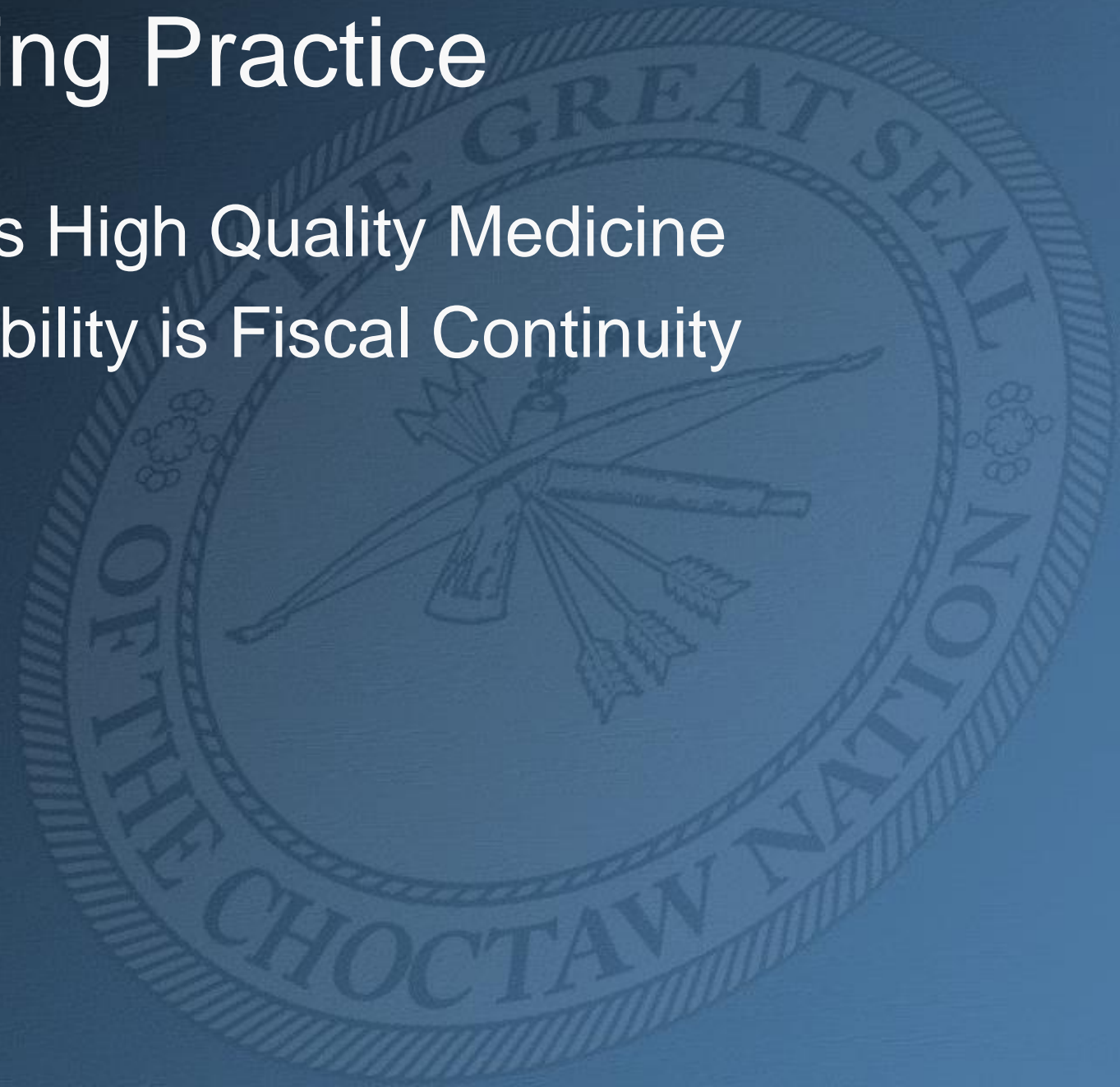
Location / Logistics

- Centralized Pharmacy Refill Center
- Telemedicine / Telecommunications
- Smart Phone Apps
 - Virtual Visits
 - Medication Refills
 - Scheduling Appointments
 - Lab Results
 - Current Medication Lists



Simplifying Practice

- Physicians responsibility is High Quality Medicine
- Health Systems Responsibility is Fiscal Continuity
 - Billing / Collections
 - Quality
 - Accreditation



Questions?



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