***Advanced Primary Care Curriculum***

***Session 5: Clinical Provider Training***

Notes on introductory slides (1-7)

Group Discussion Questions:

1. What practice culture barriers to you anticipate may slow down transformation of your practice?
2. What is the trust level like between providers and also between providers and nursing/MA staff?
3. What are you afraid to let go of?
4. What work would you like to see your team take on that you currently do mostly on your own?

As a group, discuss what you see changing when you can take care of patient concerns by phone, messaging or face to face visits without the restrictions of fee-for-service constraints.

* + What visits would be lengthened?
  + What kind of visits would you eliminate?
  + What types of visits would you consider offering?
  + Would you want to do group visits – if so, for what conditions?

How could you change your active problem list into the documentation hub for your care team?

Case #1: Anticoagulation management

How would you optimally manage a patient’s anticoagulation if you no longer have to bill (or get paid directly) for the encounter?

Who should do these visits?

How would the visit and plan be documented?

Case #2: Diabetes management

How would you optimally manage a patient’s insulin dosing if you no longer have to bill for an encounter?

Who could initiate contact to check in on blood sugar readings?

How would your plan be documented? Who would do that?

Procedures:

What are the common procedures you are doing as a clinic already?

Which procedures to you frequently refer out?

Do you have some providers who have skills that could be exploited to reduce outside referrals?

Are there skills you need refresh or train in order to expand your outpatient procedure offerings?

Clinical Documentation

If you are no longer writing notes for insurance companies in order to bill, how would your notes change?

How might you use the problem list more effectively to include plans of care for specific problems?

What parts of your electronic record could be improved on by members of the team who are caring for the same patient?

Accountability:

Do you have metrics that you currently receive reports on relating to your clinical performance?

Do you have ideas on ways to eliminate costly care for your patients?

What new reports do you want from your practice manager to assist in understanding your practice’s performance?

Action Items for your team from this session:

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| **Action Item** | **Person Responsible** | **Completion Date** | **Metric or Deliverable** |
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