

Medical Assistants: Embracing New Roles

Metro Community Provider Network

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Session 1C

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MacColl Institute at
Group Health Cooperative



Metro Community Provider Network



About MCPN: Jeffco

- Metro Community Provider Network (MCPN) is a non-profit healthcare organization that provides medical, dental, mental health, substance abuse, pharmacy, and community based services which include case management, outreach to the homeless, adolescent services, health education, and maternal child health.
- Jeffco Clinic is one of ten MCPN FQHCs
- Lakewood, Colorado- a suburb just west of Denver -in Jefferson County
- 33,000 patient visits in 2010
- Underserved, under and uninsured population
 - No families or individuals are turned away because of their inability to pay. We accept all private insurance, Medicaid, Colorado Child Health Plan Plus, Medicare, and the Colorado Indigent Care Program.

Clinic Change: Identified Problems

- Provider's perception –spending time documenting long past clinic hours, evenings and weekends.
- MAs did not have opportunities for professional growth.
- New patients not yet assigned to a PCP had better access than chronically-ill established patients.
- Patients constantly complained about our phone system.

Clinic Change: Goals

- Improve patient, provider, and staff satisfaction .
- Improve clinic efficiency with timely EHR documentation, patient follow-up, and billing.
- Engage support staff in the care of patients and families.
- Engage patients in their own health outcomes.

Clinic Change: Strategy

- Identify EHR documentation and workflows that MA support staff could be trained to do for the providers and patients before, during, and after face-to-face visits.
- Develop customizable care plans.

Clinic Change: Operational Changes

- Established Care Teams around PCP empaneled patients: one FTE MA for every one FTE Provider, plus one FTE float MA for every two Care Teams.
- Designated one FTE MA as a patient navigator
- Expanded the role of Triage LPNs
- Through management transparency, team huddles, and advanced EHR training for MAs, each Care Team customized their own workflow to best serve the needs of patients –provider’s comfort in task delegation and skills of MA support staff.

Outcomes

Improved patient experience:

- Empowered patients can easily identify their PCP and Care Team members.
- Patients have direct access to their Care Team and enhanced access to care.
- Customized Care Plans encourage patients to participate in their own health outcomes.

Provider and Staff Satisfaction

- Provider's perception now go home on time and without as much homework.
- Support staff is empowered in the care of patients and feel rewarded in their professional growth.

Clinical Outcomes

- Improved compliance with immunization schedules, preventive screenings, medication monitoring, and core measures.
- Reduced billing administrative errors
- EHR documentation complete within 24 hours of face-to-face visit.
- Improved cycle times.

Lessons Learned

- Change – needs to be sustainable.
- Work with resources you already have.
- What you start out to change may not be what you end up with.
- Change is constant and needs continuous monitoring.
- Look at what will make the most positive impact to patients and staff and engage staff doing the actual work.
- Encourage transparent communication.
- Be flexible and adaptable.
- Celebrate the successes.

Questions?



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