SNMHI Summit 2011

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Improving Patient Experience

High Plains Community Health Center

Emily Minor, Prevention and Chronic Care Team, Health Educator

Jay Brooke, Executive Director

Session 2C

March 7, 3:45PM-5:00PM

MacColl Institute at
Group Health Cooperative

HIGH PLAINS CHC…

About High Plains

- FQHC in Lamar, Colorado
- Rural site on Eastern Plains of Colorado
- 28,415 patient visits in 2010
- High percentage of patients with diabetes (12%), hypertension (19%) and asthma (8%).
- 33 % of patients are uninsured
- 33 % of patients carry private insurance
- 20 % of patients have Medicaid
- Contract with VA to provide primary care for veterans in the area
- NCQA Level 3 Recognized – February 2011

Improving Patient Experience

- Patient-Centered Access
- CAHPS Survey
- Preventive Care Team

Patient-Centered Access

- Appointments were booked ahead of time
  - Patients with acute care needs did not have timely access
- The plan for making the change
  - Implementing same day appointments
  - Assigning patients to provider team panels
- Same day appointments were achieved by blocking at least 60% of all appointments until day of
- Panels assignment was done by utilizing the four cut method of assignment
- Health Coaches assigned to provider teams
- Added evening and Saturday clinics

Patient Access, Results

- Provider team panels have been assigned
  - Provider teams are taking varying levels of responsibility
  - Provider teams are able to be much more proactive with their patients
  - Provider teams are more familiar with their patients
- Most patients are able to get same day access
  - No show rates have decreased greatly
  - Health outcomes have steadily improved

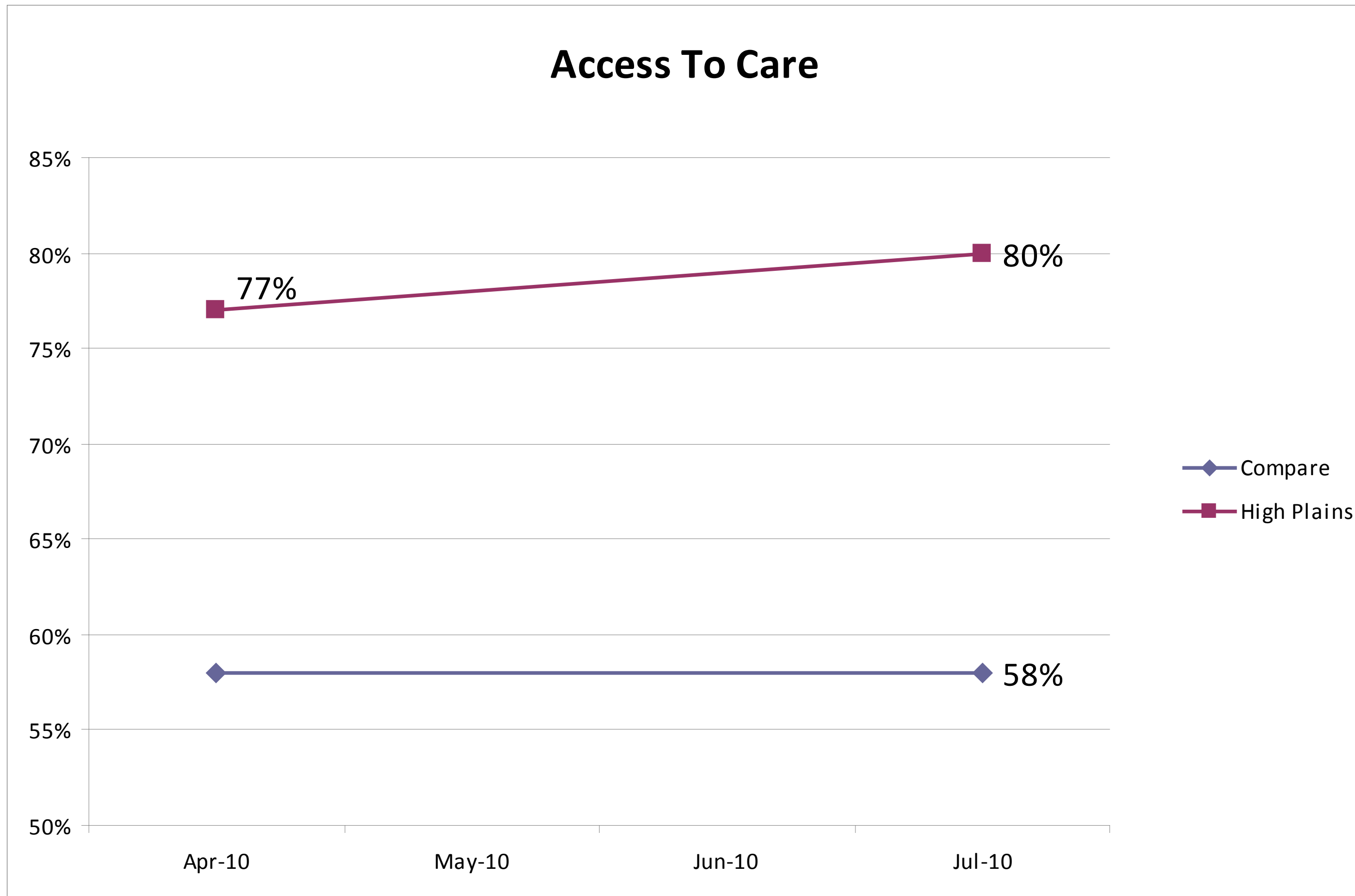
CAHPS Surveys

- History of doing patient satisfaction surveys
- 2010 used CAHPS surveys to collect better information and respond to what our patients were saying
- Medical home committee
  - Reviewed the instrument we had been using & considered alternatives
  - Ran PDSA's to test
  - Collected the data from patients, analyzed the data and implemented changes based on the analysis
  - Customized the CAHPS survey instrument

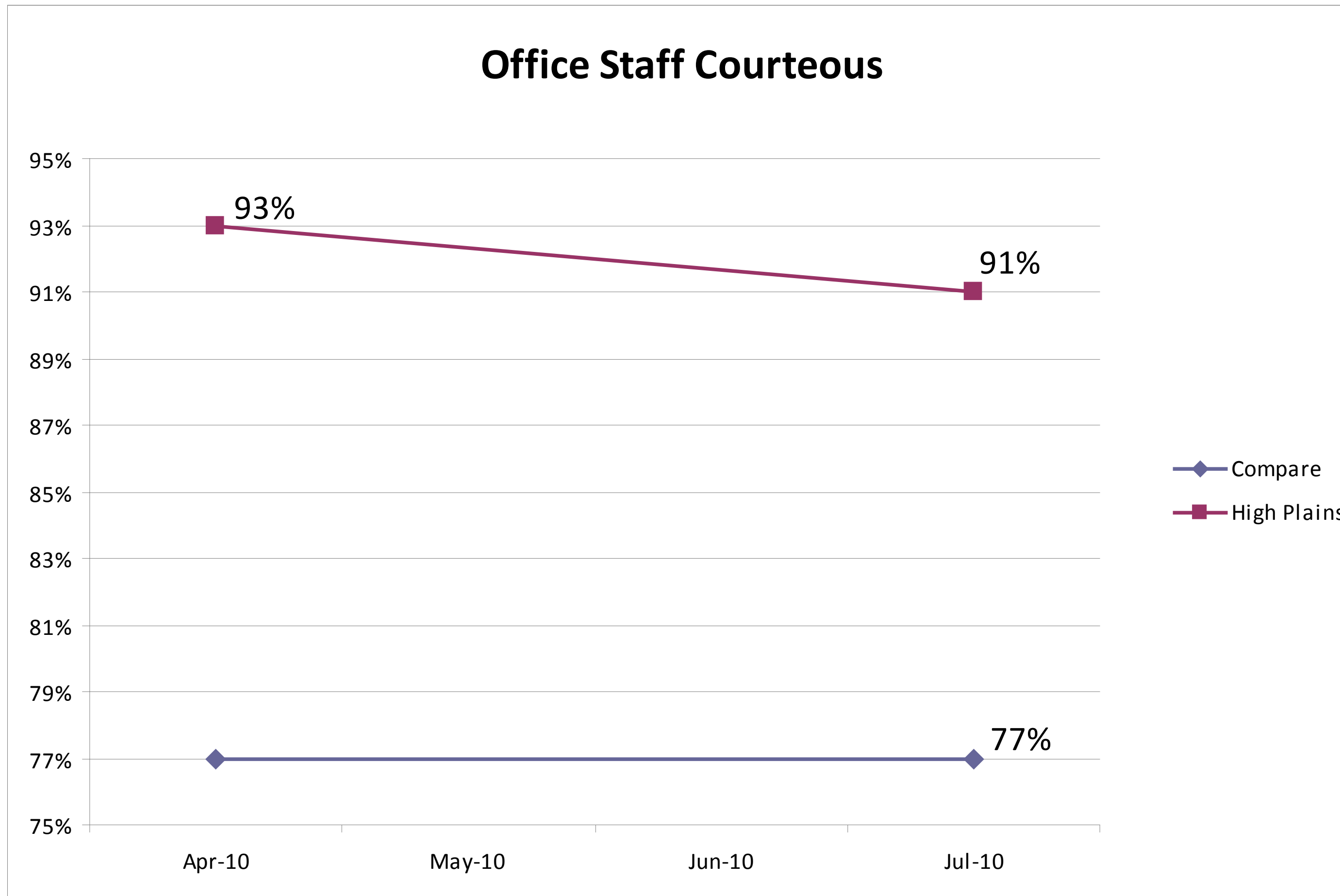
CAHPS Results

- Processing the CAHPS surveys and implementing changes is a work in progress
- Feedback given by provider team
- Significantly better patient satisfaction than national average data

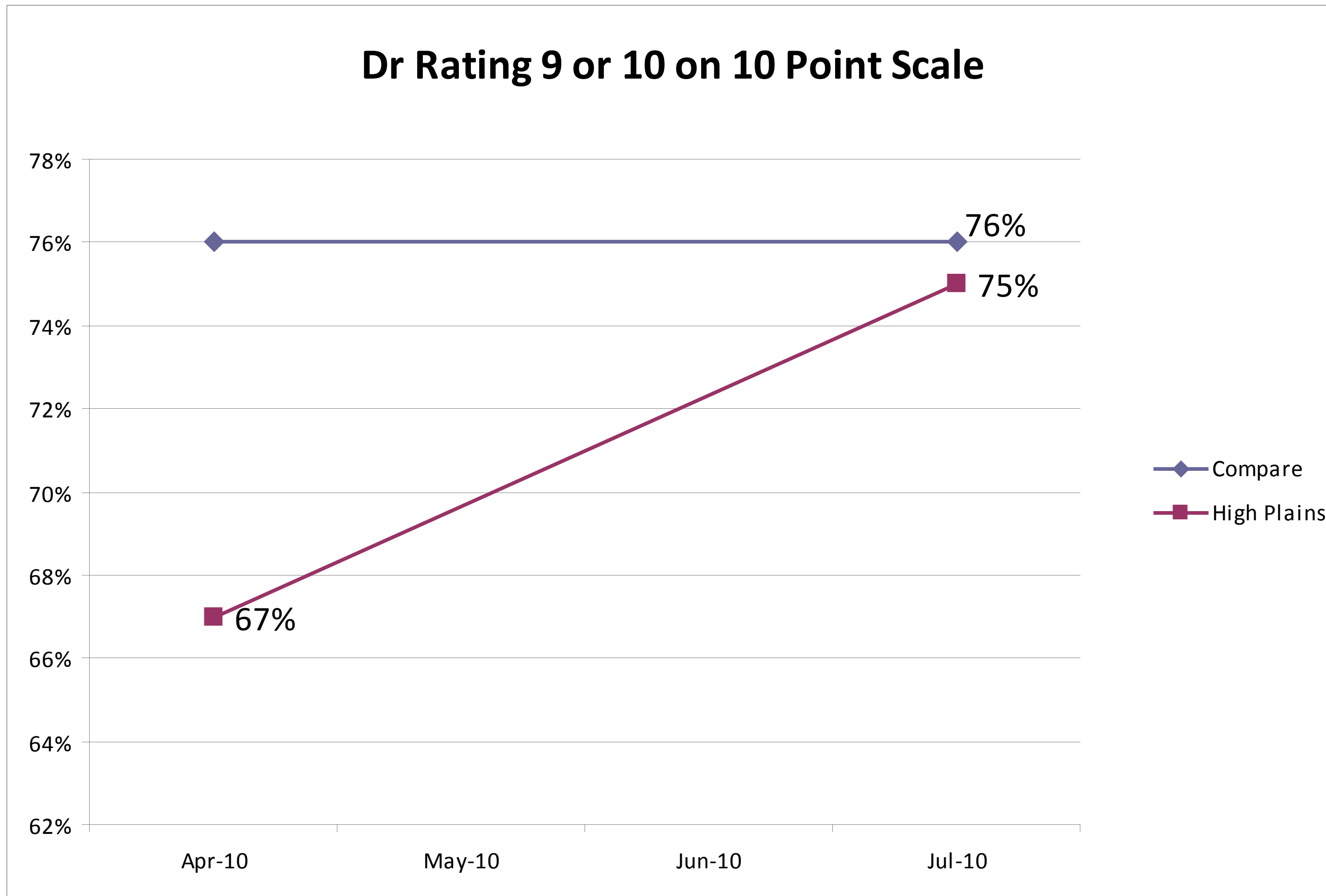
CAHPS Data



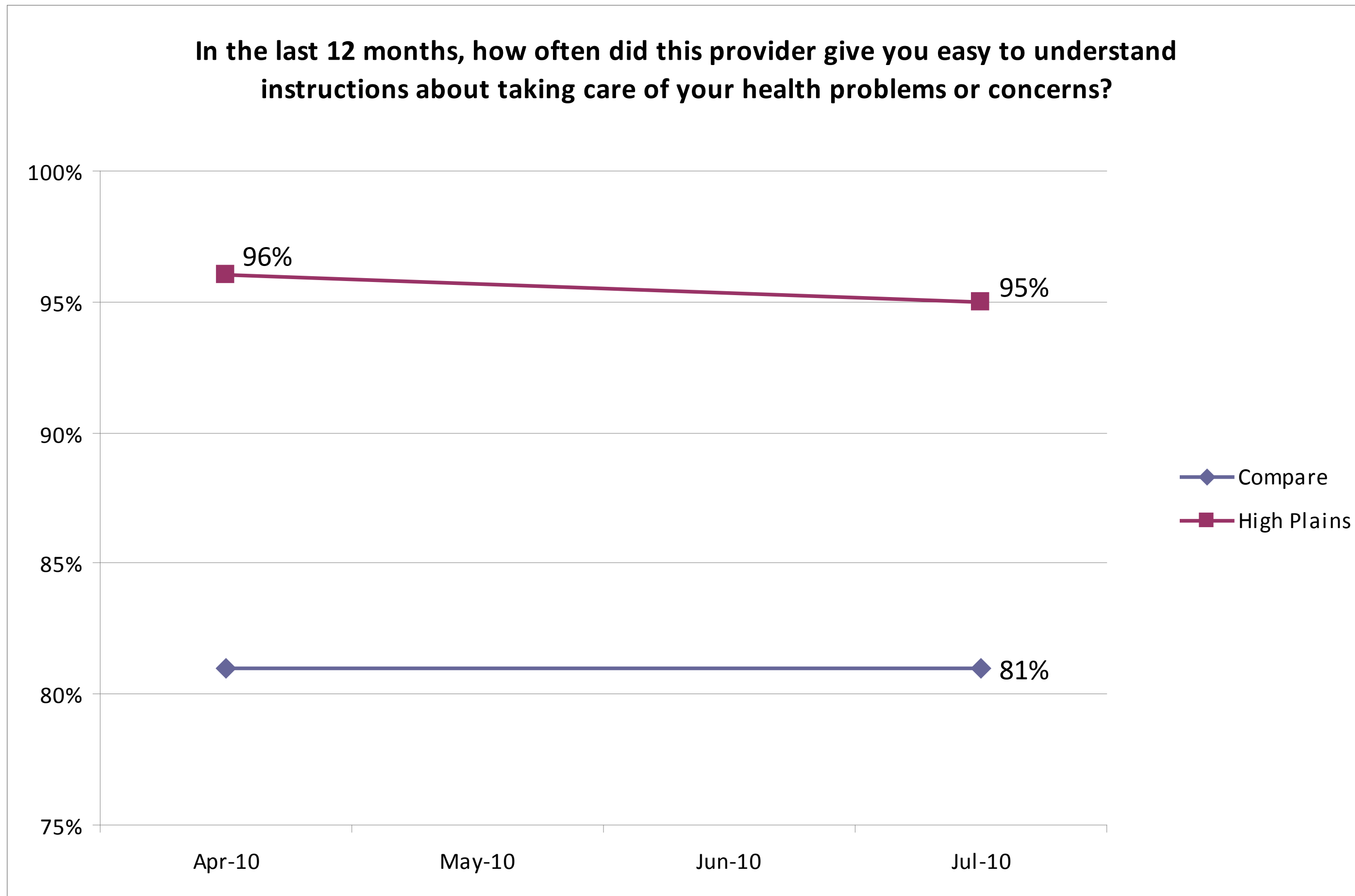
CAHPS Data



CAHPS Data



CAHPS Data

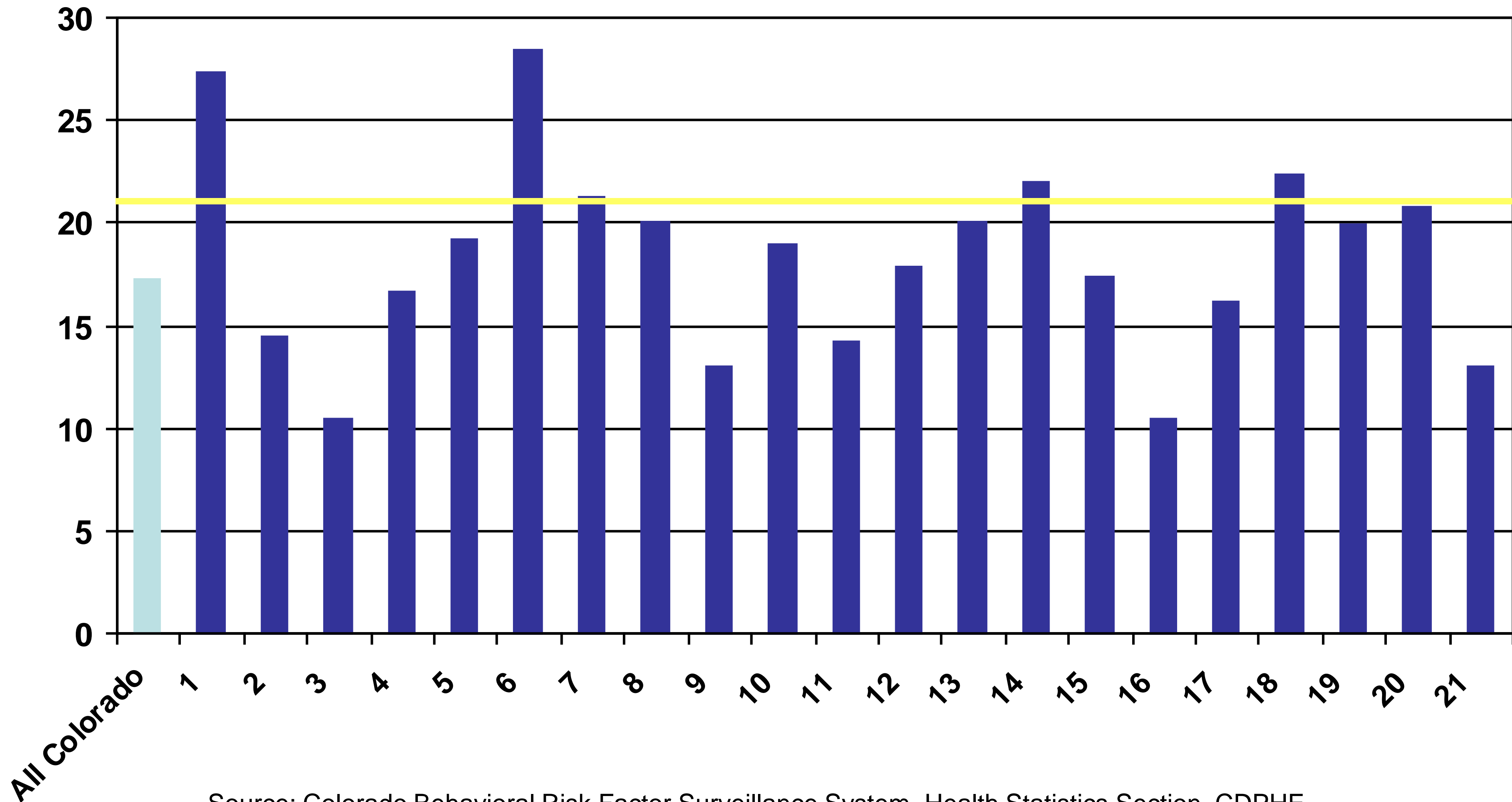


Percent of Colorado Adults Obese 2005-2007
by 21 Health Statistics Regions

MOFFAT 11
ROUTT
JACKSON
LARIMER 2
WELD 18
LOGAN
SEDGWICK
PHILLIPS
RIO BLANCO
GRAND
BOULDER 16
BROOMFIELD
MORGAN
WASHINGTON 1
YUMA
GARFIELD 12
EAGLE
SUMMIT
GILPIN
CLEAR CREEK
JEFFERSON 21
DENVER 20
ADAMS 14
ARAPAHOE 15
DOUGLAS 3
ELBERT
LINCOLN 5
KIT CARSON
CHEYENNE
MESA 19
PITKIN
LAKE
PARK 17
TELLER
EL PASO 4
DELTA
GUNNISON
CHAFFEE 13
FREMONT
MONTROSE 10
OURAY
SAN MIGUEL
HINSDALE
SAGUACHE 8
CUSTER
PUEBLO 7
CROWLEY
KIOWA
OTERO
BENT
PROWERS
DOLORES 9
SAN JUAN
MINERAL
RIO GRANDE
ALAMOSA
HUERFANO
MONTEZUMA
LA PLATA
ARCHULETA
CONEJOS
COSTILLA
LAS ANIMAS 6
BACA

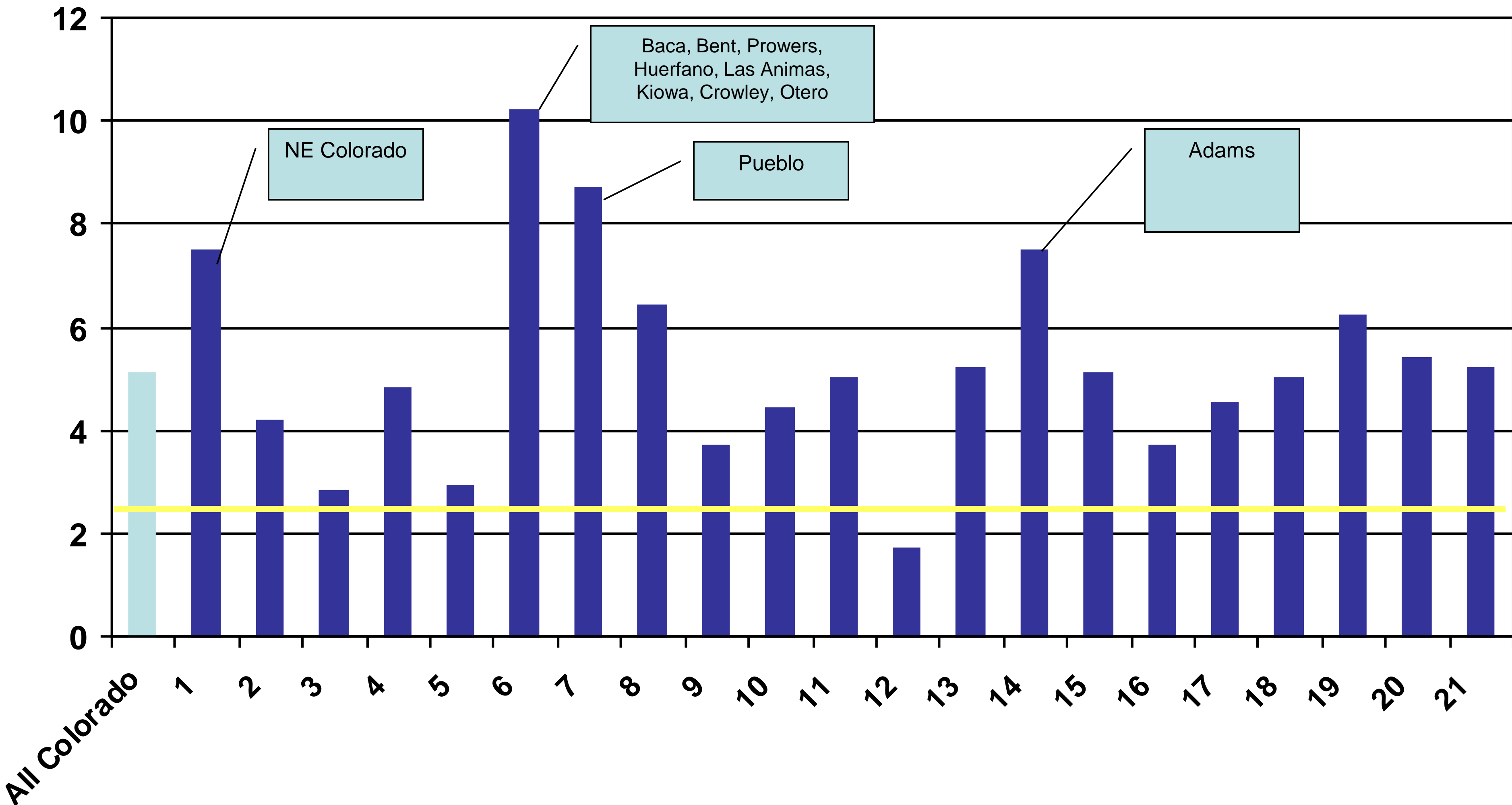
- 11 - 12
- 13 - 15
- 16 - 17
- 18 - 20
- 21 - 24
- 25 - 27

Percent of Colorado adults who are physically inactive, 2005-2007 by Health Statistics Regions



Source: Colorado Behavioral Risk Factor Surveillance System, Health Statistics Section, CDPHE

Percent of Colorado adults with diagnosed diabetes, 2005-2007 by Health Statistics Regions



Source: Colorado Behavioral Risk Factor Surveillance System, Health Statistics Section, CDPHE

HIGH PLAINS COMMUNITY HEALTH CENTER PREVENTIVE CARE TEAM

COMMUNITY HEALTH WORKER
EXTERNAL
HEART WELLNESS SCREENS, HEALTHIER LIVING COLORADO

HEALTH EDUCATOR
INTERNAL/EXTERNAL
TEAM LEAD
SELF-MANAGEMENT, DIABETES CLASSES, NUTRITION CLASSES, BMI'S, COMMUNITY EVENTS

DIABETES EDUCATOR
INTERNAL/EXTERNAL
FREE CERTIFIED DIABETES EDUCATION, INSULIN PUMP EDUCATION

PATIENT NAVIGATOR
INTERNAL
PLANNED CARE FOR BLOOD PRESSURE, LDL GOALS, FLU, IZ, CASE MANAGEMENT, HBA1C'S

HISPANIC HEALTH COACH
INTERNAL
SELF MGMT, HEALTHIER, MORE ACTIVE LIVING & TOMANDO CONTROL

WOMENS WELLNESS CASE MGR
INTERNAL/EXTERNAL
FREE PAPS & MAMMOS

IMMUNIZATION COORDINATOR
INTERNAL/EXTERNAL
CHILDHOOD IZ MGMT

COLORECTAL PT NAVIGATOR
INTERNAL
FREE COLONOSCOPY

HEALTH DISPARITIES COORDINATOR
INTERNAL/EXTERNAL
COMMUNITY FACILITATOR FOR HEALTH DISPARITIES, & HISPANIC HEALTH COACH

HEALTH COACH
INTERNAL/EXTERNAL
SELF MGMT, ACTIVE LIVING, SILVER SNEAKERS HEALTHIER LIVING COLORADO CLASS

HEALTH COACH
INTERNAL/EXTERNAL
SELF MGMT, HEALTHIER ACTIVE LIVING, BEST BUYS LISTS, SOCIAL MEDIA

SBIRT SCREENER
INTERNAL
TOBACCCO, DRUGS, ALCOHOL SCREEN, BRIEF INTERVENTION AND REFERRAL

Preventive Care Team

- Why a preventive care team?
  - Fits with Medical Home Model
  - Enhancing the Patient Experience
  - Improving Health
  - Time

Preventive Care Team

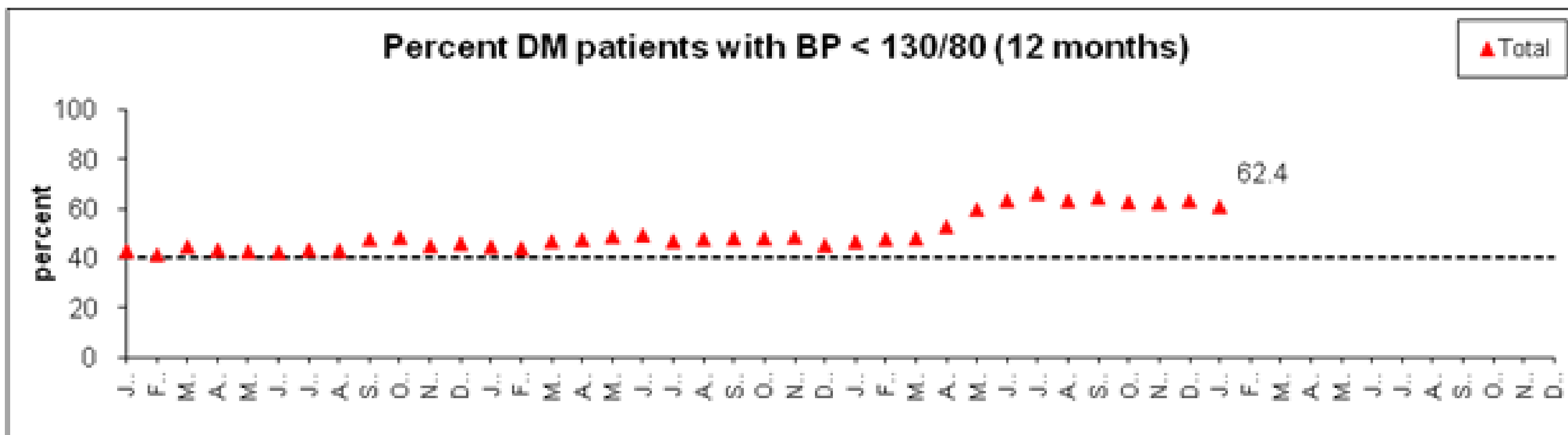
- Game Plan:
  - Motivational Interviewing
  - Patient-Centered
  - Experts on Resources
  - Incorporate into routine care

- The POWER of an Open-Ended Question!

Why Health Coaches??

- We have always had great self management goal setting

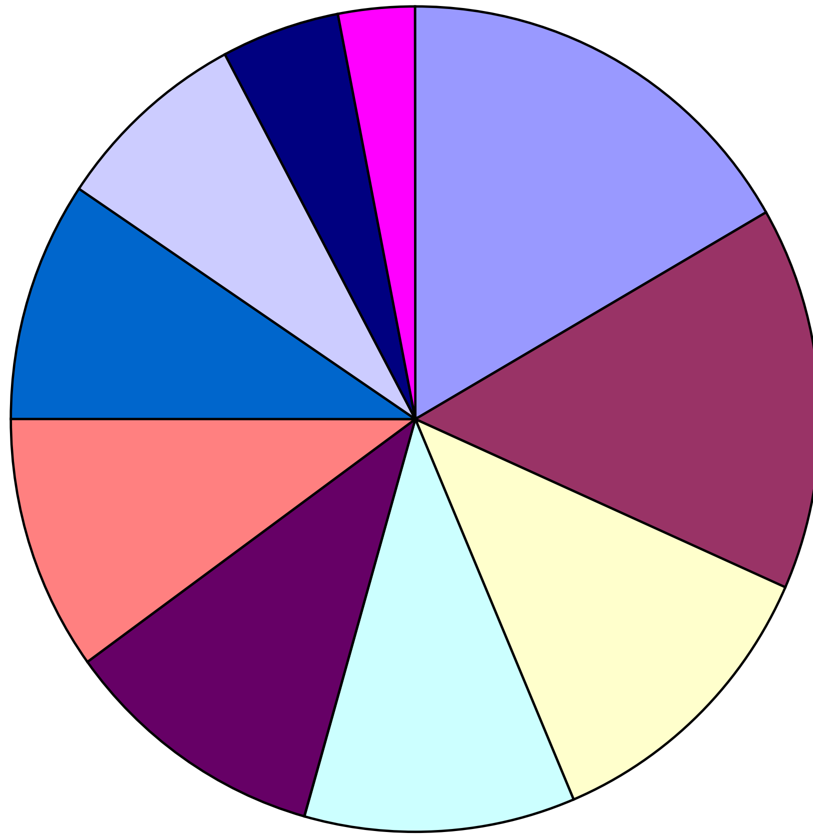
- But now we have better control because there are meaningful conversations and many more resources



Role of A Health Coach

- **Collaborate** to set Self-Management Goal
- **Create** action plan
- **Assess** barriers
- **Connect** to clinic and community resources
- **Support** change: follow-up
- **Provide** patient education and skill building

Barriers



- Financial Barrier 392
- Resources Barrier 361
- Motivation Barrier 278
- Confidence Barrier 259
- Support System Barrier 248
- Insurance Barrier 237
- Other 227
- Time Barrier 185
- Depression Barrier 108
- Transportation Barrier 73

SM GOAL | BRIEF EDUCATION | CLASSES/REFERRALS | PLAN, F/U AND SIG | PHQ9 | Outline View

Diabetes Class

Thurs Mar 3rd 10th 5:45-7:30 Part 1-What Is Diabetes and How to Care For It by Mary Shy, Certified Diabetes Educator. Part 2-How to Eat Right for Diabetes by Emily Montoya, Registered Dietitian.

Nutrition Class

Hearty Eating, Feb 24th, 6-7:30 pm. SPANISH CLASS AT SAME TIME

Healthier Living Colorado Classes

FREE 6 wk class. Get help withchallenge of living with an ongoing conditions: heart disease, lung disease, diabetes, or arthritis. Helps patients cope with fatigue, frustration, pain, and stress.

Tomando Control Classes

FREE SPANISH 6 wk class Jan 11-Feb 15. 5:30-8 pm. Get help with the challenges of living with an ongoing condition like heart disease, lung disease, diabetes, or arthritis. Helps patients cope with fatigue, frustration, pain, and stress.

Silver Sneakers

Tues and Thurs 9-10 am LCC Fitness Center. Muscular strength, range of motion, activity for daily living skills, hand held weights, elastic tubing with handles, resistance ball. A chair is used for seated and/or standing support. $37.12 /4 mos. FREE w Mcare + AARP, Humana, Secure Horizons

Community Health Worker

Saturday Stroll

LCC Fitness Center

LCC Voucher

Community Bldg Workouts

Community Building Punch Card

HC Publications

Fitness Video/DVD Library

Recreation Library

In Balance (Fall Prevention Class)

FREE 8 week class Jan 10-Mar 2. To teach seniors about preventing falls and strengthing their core.

Cooking Matters- 6 wk class

FREE healthy, budget-friendly cooking class. Attendees recieve free groceries each week.

Tobacco Cessation

Freshstart Cessation Workshop Jan11-Feb1

SBIRT Health Educator

Meet one on one with Lisa Thomas, SBIRT Health Educator, to learn healthy levels of alcohol use, education about substance use risk to health, and, if necessary, referral to treatment.

Registered Dietitian

Meet one on one with Emily Montoya, RD, to learn how

Go Lean Lamar Support Group

Health Coach

Hispanic Health Coach

Culturally compentent assistance for Spanish speaking patients- help with SM goals, education, removal of barriers to better health

Patient Navigator

Kacee Lucero, Heart Smart Patient Navagator, helps patients over come barriers to medical care, assists with making appointments, paying for medications, and finding resources for patients.

Prowers Co Community Referral Team

CERT: Amy Hobbs, Project Coordinator, will help families with info about services in Prowers County, referrals, advocacy, case management, planning problem-solving.

Outreach Department

Becky, Maura Reyna enroll eligible patients into assistance programs: CICP, HPC Slide, Migrant, Women's Wellness Connection, Medicaid, CHP+, and OB programs.

Compassionate Drug Program

Pharmaceutical companies offer many assistance programs for patients who cannot afford their medications. See Rome in our dispensary.

Mental Health

Provider Appointment

Other: FREE TEXT

Dentist / Dental Care

A healthy mouth is important for overall health. Some chronic diseases cause poor dental health and poor dental health contributes to some chronic diseases. See a dentist regularly

MASTER

ADULT GENERAL

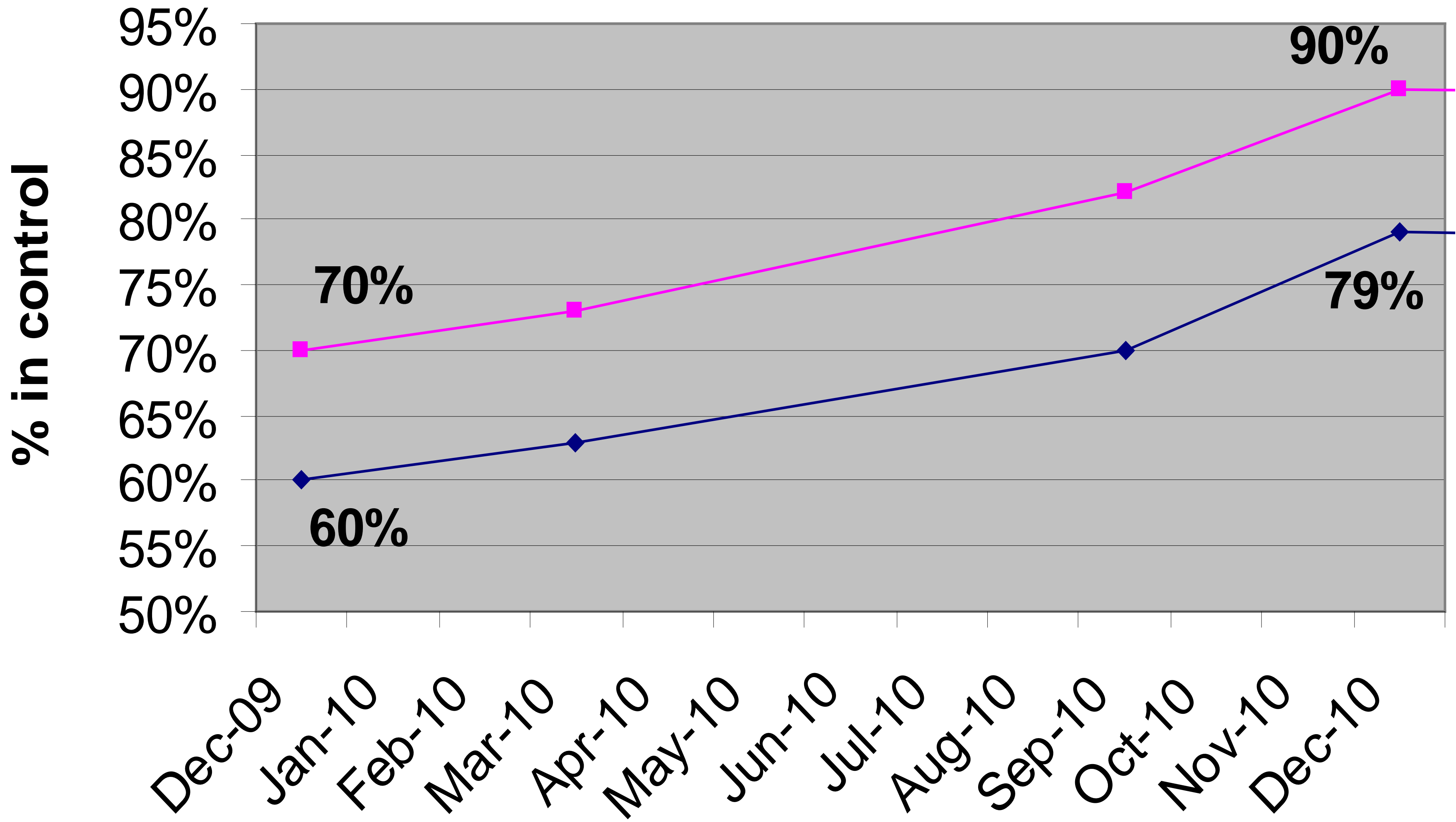
Encounter | Health Educator Form

HTN Control

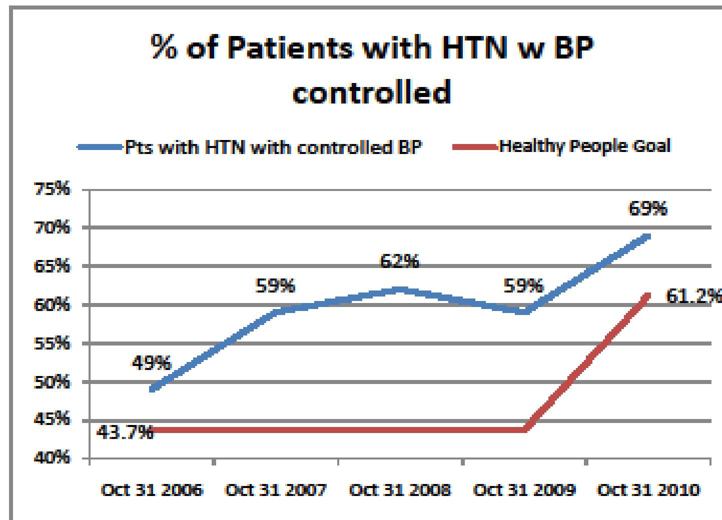
Comparisons: Colorado CHC's 72% National CHC's 70%

A1c Control

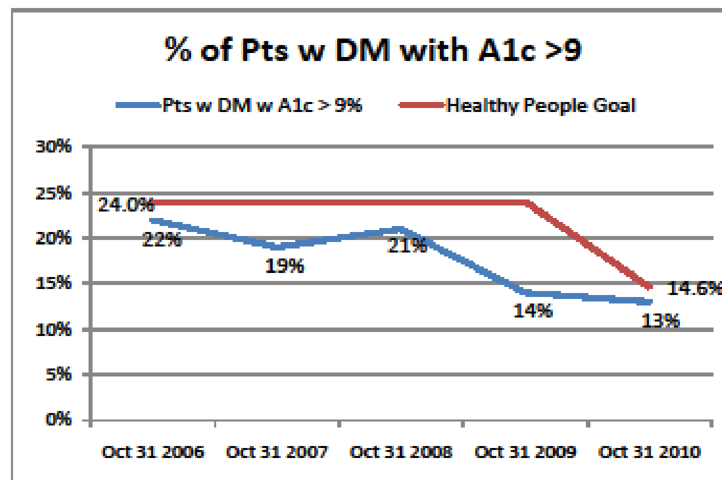
Hispanic A1c <9   Non Hispanic A1c <9

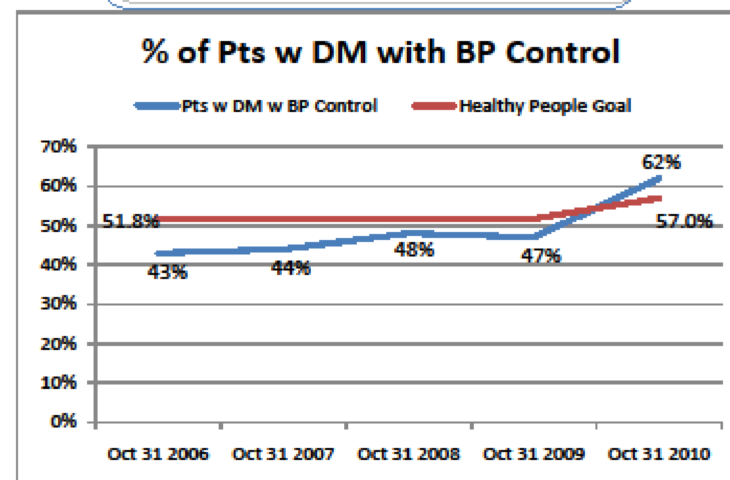


Comparison: Other CHC's in Medical Home Ave 77%



The **RED** line denotes the HP2010 goal thru 2009 and goes up in 2010 to the new goal for HP2020





Lessons Learned

- The patient has to come first; systems have to be in place to support this
  - When patients are given support from providers and care teams, they can make changes and improve their health
  - Care teams engaging patients will improve health outcomes
  - Medical care only does not move the metrics
- The transition to same day appointments and panels is a major change
- Leadership commitment, provider support and consistency in implementing the changes
- There will be resistance

Recommendations to Other Sites

- Find a way to fund these important services
- Demonstrate the value to everyone
- Employ people-oriented, enthusiastic staff to do the job

Next Steps

- Patient portal which will create additional access to provider teams for scheduling, ordering scripts and asking questions
- Embedding health educators and health coaches further in the provider teams
  - Increase number of health educators and coaches so they have smaller patient panels to engage
- Figure out how to maintain prevention team in face of federal and state budget cuts until there is some sort of payment reform to support medical homes

Questions?

MacColl Institute at
Group Health Cooperative