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Group Visits; What Could Be…

Devin Sawyer, MD
Faculty Physician
St Peter Family Medicine Residency Program
Olympia, WA
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Group Visits; defined…

• A group of patients connected in some way, meeting together with their health care team (PCP, MD/DO/ARNP/PA, RN’s, MA’s, front office, etc…) to take care of their health care needs, the same needs that are currently met with traditional medical primary care

• (Not a support group, not education classes, although they may feel better supported and become better educated)
Group Visits; why try?

- Improved disease outcomes
- More efficient, planned care
- If planned right can help $$
- Patient satisfaction is high
- Patient self-management better supported
- Improved patient psychosocial wellbeing
- Provider satisfaction can be higher
- Staff satisfaction usually high
- Diversify our services and give patients CHOICES
Group Visits; which patients?

- Chronic disease
- Well Child Care
- Pregnancy
- Adult health main.
- Adolescent health
- Families
- Family group visits
- …etc…
Group Visits; which patients?

• Any patient or group of patients where you already know what it is you need to do as their PCP
• Any patient who visits without a symptom
• Any patient who would benefit from meeting others with the same problem or issue
Group Visits; how to get started-

• Need a provider willing to try something new
• Need support staff to work harder than they already are (and get rewarded for their efforts)
• Need a creative team willing to break from the traditional 1:1 patient:doctor, 15 minute, patient focused but provider driven visit
• Need “support from above”
• Lastly, need willing patients whose needs you understand
Group Visits: step two...

- Identify the need, identify the patients (patient registry, EMR, searchable database)
- Start small (PDSA cycles- start with just a few patients, one visit, minimal staff, use existing documentation and space)
- STUDY the experience and plan for the next
Group Visits: Our experience

- Diabetes Group visits- 3 types meeting different patient needs
  - Traditional
  - Open Office
  - “Mini” visit
DGV- Traditional
DGV- Open Office
DGV- “Mini” visit
Group Visits: Our experience

• Adolescent OB Group Visit
Group Visits: Our experience

• Group Well Child Care
  – Matched by age
  – Matched by family (the group family health maintenance visit)
Group Visits: Our experience

• The Group Family Home Visit
Group Visits: Our experience

• The Group Family Home Visit
  – Parents with diabetes, hypertension, obesity
  – Three overweight kids in need of shots/health maintenance (9, 12, 18)
  – One 8 month grandchild with asthma behind on shots
  – One family physician and one MA who know the family well, with 2 1/2 hours in their home
Group Visit: getting paid

• Provide the same care you would otherwise and document appropriately, then bill as you would routinely

• Grant money is available, is very helpful, but be careful what you ask for
  – You need to do the added work of grant work
  – You need to plan for life after grant money
Group Visits: teaching Residents
Group Visits: teaching Residents

- We involve Residents and their patients in each of the diabetes group visit opportunities and the teen pregnancy clinic.
- These are required experiences.
- Chronic disease curriculum is in development that will assure such experiences.
- Medical students from UW also involved.
Group Visits at SPFM

• Contact info:
  – devin.sawyer@providence.org
  – 525 Lilly Road, Olympia, WA 98516 (360)493-7525
  – shari.gioimo@providence.org