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Primary Care: Redefined

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St Peter Family Medicine Residency Program
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St Peter Family Medicine Residency
The Patient

Leaves with scripts, referrals, and instructions

The Medical Assistant

The Provider
The Provider

• Trained to identify disease & treat
• Good at acute care with motivated patients
• We SOAP every patient

• We apply this skill to asymptomatic patients with chronic disease

• When faced with chronic illnesses we “try to do it all”
The Patient

• Expect to be SOAP’ed
• Tend to be passive
• Wait for the “treatment plan”
• Offer minor symptoms at the chronic care visit
• The MA is the “health care host”
• Expect the doc to know and do “it all”
The Medical Assistant

- Room and ‘vital’ a patient first
- Respond to the PCP
- Relationship with patient typically not well developed
- Job performance measured by ability to perform tasks and keep the provider moving
There is a better way…

Four key services…
- MA planned visits, followed by…
- Provider visit
- Mini-group visits
- Open-Office group visits

And we have discovered we do better with depression management and healthy coping…patients feel better when empowered to participate and when able to problem solve
What is different? Four key services

1) MA Planned visit using CDEMS
   Set up the PCP visit
   Start the patient oriented SM action plan
What is different? Four key services

2) A prepared Provider visit- more time...
   Negotiate a *medical plan* and integrate with a patient oriented self-management *action plan*
What is different? Four key services

3&4) Two types of group medical visits

– The MINI visit

– The Open-Office Group visit

– ...both involve patient action planning
Integrated plan
Medical & SMG

The Patient

The Provider

The Non-Clinical Staff

The Medical Assistant

Other Activated Patients
Self-Management Goal Cycle (SMG)

A Provider Approach to Quality Goals:
- BBSWAR - Big Bad Sugar WAR
  - Background
  - Barriers
  - Success
  - Willingness-To-Change
  - Action Plan
  - Reinforcement

Phone Call
Planned Visit
CDEMS Registry
Group Visit
Follow-up Phone Call
Data Entry
Provider Visit
And we have discovered we do better with depression management and healthy coping...patients feel better when empowered to participate and when able to problem solve
Some of our stories…

Polly and her Dad, Allen- MA planned visit
Some of our stories…

Lillian and the Open Office group visit
Some of our stories...

Carol and the MINI visit