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Building Community Supports for Diabetes Care – Medical Group Visits: Much more than just a patient visit

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Almost Heaven West Virginia

- Appalachian State
- Isolated rural communities
- System of rural primary care centers
Medical Group Visits at New River Health Association

May 2001 - Began
- One team - Doctor, Nurse and Facilitator

June 2006 – 8 MGV teams
- Mental health (2)
- Black lung (1)
- Chronic pain -GOLS (1)
- Chronic care teams (3)
- Workers comp (1)
Teamwork

- a chance to focus on quality care and refine systems to make improvements;
- a break from the routine of individual patient care;
- team members have an opportunity to share ideas and perspectives about patient care;
- providers have more time to encourage patient self management because they get help with routine tasks;
- Patients are valued member of the team.
Teams share case management

- each team member has a role and outlined tasks that are done to prepare for the group;

- lab results are reviewed and shared with team and patient, lab work that’s needed is ordered;

- planning allows comprehensive quality focused; preventive standards are met.
Patients get more of what they need

Mechanism for referrals –

- Routine follow-up appointments are made;
- Referrals to specialists and preventive health referrals are made;
- Referrals to self management groups and community resources.
Patients are engaged

- Patients are responsible for:
  - checking their med list
  - communicating trends in their health
  - understanding their labs
  - partnering to manage their care

- Individual goal are set and documented
- Patient/provider relationship shifts to more of a partnership and patients understand their role
- Group discussion gives opportunity for patients to give and get support from each other
Patients are supported to learn self-management skills

- Individual goal are set and documented
- Problem-solving occurs
- Patient/provider relationship shifts to more of a partnership and patients understand their role
- Group discussion gives opportunity for patients to give and get support from each other
Group Visits Benefit Patients

- Almost no wait time for appointment
- More participation with medical team
- Discussion time/Q&A
- Patients learn from and support each other
- Patient centered visit
- High patient satisfaction
- Patients can schedule themselves
- Family members and support welcome
Maintenance and Support

• Help Yourself Support Group
  – Patients can drop in as needed;
  – Providers and nurses can refer patients that need ongoing follow-up and support;
  – Informal structure allow the agenda to be defined by the group;
  – Goal setting at end of every visit
Conclusion

Medical Group Visits are a strategy that provide on-going follow-up and support to patients AND the clinical team.

Medical Group Visits have advanced the understanding of self-management skills and communication for both patients AND the clinical team.

Medical Group Visits are fun for all.