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Primary Care Re-Designed: Four Steps to Patient Self-Management Support

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RWJF Diabetes Initiative Capstone Meeting
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The Patient

Leaves with scripts, referrals, and instructions

The Medical Assistant

The Provider
The Patient

The Provider

The Medical Assistant

The Non-Clinical Staff

Other Activated Patients

Integrated plan Medical & SMG
What is different? Four key services

1) Planning and preparation- **MA planned visits** and CDEMS/Centricity registry...includes action planning
What is different? Four key services

2) The Provider - taught how to negotiate a medical plan and integrate with a patient-oriented self-management action plan (SMG)
What is different? Four key services

Patients helping patients

3) The MINI-group visit
4) The Open-Office Group visit
   - Both involve action planning
   - Stressors, depressed mood, barriers, difficulty coping
     ALWAYS covered
What changes?

- MA: patient develop a closer relationship that the patient believes is MORE VALUABLE
- MA: provider partner with the patient to effect real behavior change
- Shared responsibilities begin to develop
- Provider perceives they have more time during their visit because of the pre-planning and preparation, and grouping of patients
- PATIENTS SELF-MANAGE
Does it make a difference? Data...

- Phase I: The mean change in HbA1c = -0.42, with a p-value = 0.0012

- Patients with greatest participation:
  - 3 or more planned visits showed greatest HbA1c reduction
  - 3 or more group visits showed greatest weight reduction

- Phase I and II: first blush
# Equifinality in Self-Management

<table>
<thead>
<tr>
<th>Goal Setting</th>
<th>At every visit. With MA and PCP</th>
</tr>
</thead>
<tbody>
<tr>
<td>DM Management Skills</td>
<td>Basics- the MA. Medical- PCP. Comprehensive- Referral to DM Ed</td>
</tr>
<tr>
<td>Problem Solving</td>
<td>Begins at Planned visit. Happens primarily at Mini and Open Office group visits. Can happen at PCP visit.</td>
</tr>
<tr>
<td>Monitoring &amp; Feedback</td>
<td>MA phone support. CDEMS. PCP</td>
</tr>
<tr>
<td>Ongoing support and Encouragement</td>
<td>Connecting each visit to the last.</td>
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</tbody>
</table>
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

Data Entry
Provider Visit
Follow-up Phone Call
Data Entry
Group Visit
Planned Visit
Phone Call
CDEMS Registry
Some of our stories...

Polly and her Dad, Allen

MA planned visit

Lillian - Open Office group visit

Carol - the MINI visit