# Strengthening the Patient-Centered Medical Home at Barre Family Health Center

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### Barre Family Health Center





- UMass outpatient family medicine clinic
- Provide primary care services and many tests and procedures to residents of Barre and 10 surrounding communities
- Located in Barre, MA (22 miles NW of Worcester)
- Opened in 1973, new site built 2007
- Training site for UMass students and residents
- Faculty of 9 physicians, 10 residents, 1 PharmD, psychologists, and many consulting specialists

#### Massachusetts Patient-Centered Medical Home Initiative



- Statewide initiative, many diverse sites chosen
- Provided training and support
- Key features:
  - Team-based care
  - Population health management
  - Continuous quality improvement
  - Keeping the patient at the center of the process

### **Project Summary**

- To contribute to PCMHI at Barre Health Center by:
  - Design and test an efficient and effective process to contact high-risk chronic disease patients using a computer generated patient registry
  - Create a sustainable process to identify and contact patients who have been discharged from the emergency room or inpatient hospital in a timely way
  - Evaluate workflow changes that contribute to a team-based care approach

### Barre Peach Pod-Pilot site for PCHMI

- One of four clinical "pods"
- Physicians: Konstantinos, Deligiannidis, Stephen Martin, Stacy Potts, Alison Hargreaves, residents and medical students
- Clinical staff: Krista (RN), Nancy (RN), Transi (MA)

### **Medical Care Transitions**

- Importance of timely patient follow-up after an ED or inpatient visit has been demonstrated
  - Increases patient satisfaction, patient continuity with primary care provider, and decreases patient readmissions
- Aim to understand where patient information is located and how it flows from one provider to another
- Find out who can access patient information and how to do this in an efficient manner

## Phase 1 PCHMI: Improve Diabetes Care Management

- Obtain list of all high risk diabetic patients at Barre Family Health Center (high HbA1c, no PCP visit in past 3 months)
- Organize list so that RNs can conduct follow-up calls with these patients, asking that patients schedule appt with PCP
- Tracking data: how long takes patient to get appt, time of RN call, barriers reported by patients

# Evaluate Workflow Study and Redesign

- Daily "huddles" instituted with clinic staff to prep for morning and afternoon patients
- Conducted pre- and post-interruption tracking to determine if the implementation of huddles decreases staff interruptions during a clinical session
- Learn about how quality improvement data collections differs from research data collection and analysis

### Reflections

- I have learned more about the workflow of a family medicine clinic, about working in a rural area, and about implementing process change with a diverse care team.
- The future of healthcare and primary care is changing, which is both exciting and daunting. The momentum of the medical home model is very exciting. It will strengthen primary care, as it moves towards population health.
- My interactions with clinicians and support staff have been very positive; everyone has been encouraging and genuinely helpful. I feel very welcomed into this community, seeming to be viewed as a valuable asset to team. We are all working through the barriers together.
- It was so satisfying to contribute to an effort that will continue beyond my time at Barre.



**Nursing Staff** 



Barre Family Health Center



Physician Staff



Medical services

### Dr. Stephen Earls, medical director, working with Dr. Kathryn Wilson, resident

#### More for less?

PRIMARY CARE TRIAL ROLLED OUT IN REGION



At the Barre Family Health Center, Dr. Stephen T. Earls works with Dr. Kathryn J. Wilson on taking the blood pressure of Virginia V.