C12: Getting Better Together—Shared Medical Appointments

Faculty
Zeev Neuwirt, MD, Chief, Clinical Effectiveness and Innovation, Harvard Vanguard Medical Associates/Atrius Health
Debra Prescott, Director, Harvard Vanguard Medical Associates/Atrius Health

These presenters have nothing to disclose.

Objectives

• Understand how the Harvard Vanguard care delivery system has implemented and used shared medical appointments to transform itself into the largest SMA program
• Articulate both the accelerators as well as the barriers to implementing and sustaining an SMA program which may exist in their home organization
• Recognize how elements of an SMA can support an Accountable Care Organization and Patient Centered Medical Home
Shared Medical Appointments

- Overview
- Quality
- Patient Experience
- Financial
- Different constructs launched
  - Pain - Suboxone
  - Menopause - Chronic Disease
- External Interest/Media/Awards
- What’s next?
  - How do we integrate SMAs into our clinical care redesign efforts? E.g. AMH, Guided Care, Chronic Disease Management, Medicare Wellness Visit, Pre Op/Post Op Visits, Specialty Consults (improve specialist access to provide curbside consultations)

Overview - As of Year End 2010

- 61 total cumulative launches since program began in February 2008
- 12 HVMA practices
- 13 difference specialties
- Over 10,000 SMA encounters
- YTD Average Census of groups held = 74%
Quality

- Conducted a time series analysis
- Patients with diabetes
- 9 Months Before SMA/9 Months After SMA
  - 12/1/08-12/1/09
- Process Measure
  - Statistically significant bump in screening metric at time of SMA for Diabetes and Eye Screening
- Outcome Measure
  - Further analysis to be done

Patient satisfaction

Source: Press Ganey 1/1/10-YTD
Financial

• Highlight of Financial Summary
  – Total SMA Actual Encounters
  – Total SMA Expected Encounters
  – Average revenue per encounter
  – Additional incremental staff/non staff expense
  – Allocation of Central SMA Expense
  – Net Gain/Loss

Different constructs launched

• Suboxone
• Travel Medicine
• Chronic Disease
• Newborn
• Geriatric
• Cataract Consult
• Glaucoma follow up
External Affairs/Media Coverage/Awards

• Articles/stories on HVMA SMAs included:
  – Patriot Ledger – February 2010
  – Nephrology Times – April 2010
  – Channel 7 story – July 2010
  – USA Today – August 2010
  – Radio – NPR/To the Point and WBZ/Nightside - August 2010
  – Heart Insight (AHA newsletter) – September 2010
  – Lowell Sun – October 2010
  – Recipient of 2010 Mayoral Award For Innovation in Primary Care

Challenges & How We’re Overcoming them?

• Census - highly organized approach
• Mostly it’s about innovation - changing paradigm of how a visit goes
• Paradigm shift in belief that patients, their families & caregivers can contribute to optimizing health care delivery
• If you do not believe this or understand this, then the SMA does not make sense.