



Salud Para La Gente (SPLG)
SNCC PCMH Initiative
November 18, 2011

Salud Para La Gente

Our team AIM is...

To improve patient outcomes and increase patient satisfaction through empanelment and team based care

Progress toward achieving our aim is measured by....



- Empanelment - consistency of patients being seen by their assigned provider
- Team based care – teams consists of a provider, 1.5 medical assistants, Patient Service Coordinator, Referral Specialist and a Community Health Outreach Worker
- Medical assistant assigned to a provider with a float per team. Assigned medical assistant works with the provider 95% of the time

Our story...

- **The component of the PCMH we chose to work on first is empanelment**
- **SPLG decided to pilot two providers to start the project**
 - Family Practice Physician
 - Pediatrician
- **When working on the project we found that other components of the PCMH were needed in order for the empanelment process to be successful**
 - E.g., teams needed to be created for care coordination and panel management.

What we achieved...

□ April-May

- Patient-Centered Medical Home Policy created in 4/10 given to providers to review and update

□ June

- completed empanelment for our pilot team

□ July

- survey updated to be able to get information on PCMH
- Practice Management System registration added field to be able to identify the PCP and run empanelment reports
- Assigned medical assistants to be panel managers



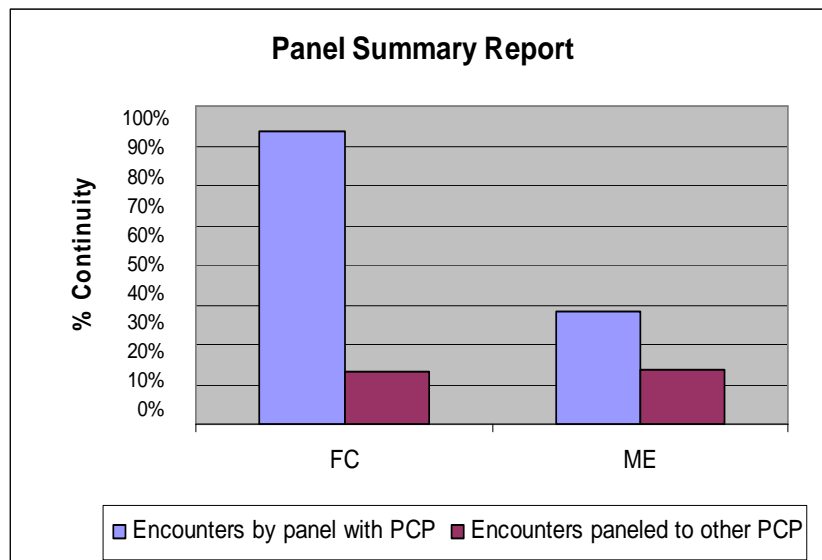
What we achieved... (cont.)

□ August

- completed empanelment for a third provider
- Medical assistants trained to give patients a business card of the provider with their contact information after each visit
- After provider and medical assistant teams created, in August added front staff to the team
- Medical Assistants trained on empanelment and team-based care concepts

Measured results...

- Measure the percentage of the patients that are seen by the provider they have been empanelled to
- The percentage of patients the provider is seeing that are empanelled to other providers
- Panel size, openings and percent full



PANEL SUMMARY REPORT				
PC P	Panel Size	Panel Size	Panel	Panel
	CAP	9/31/2011	Openings	Percent Full
FC	1500	1487	13	99%
ME	1500	929	571	62%
According to Policy Panel Size able to increase to 2,000				

Lessons learned...

- ❑ Entering empanelment information into the Practice Management system is time consuming
- ❑ With EHR being initially implemented during the initiation of this project, getting reports generated from IT department has been a challenge
- ❑ Re-creating staff schedules to accommodate the team-based approach difficult due to union and seniority issues
- ❑ Getting staff to buy into team-based approach and other “system/operational” changes has been a barrier
- ❑ Getting data from the current system for outcomes a challenge without EHR
- ❑ Time commitments for team meetings, etc.

Where we go from here...

- Continue to empanel patients until it is accomplished for ALL SPLG providers at all sites
- Continue to monitor panel size and percentage seen
- Improve on measurable outcomes and data reporting
- Continue to work with staff on empanelment management and team-based care. Keep staff updated -- continue training
- Update PCMH policy originally created in 4/10 – SPLG to become NCQA Level 2 certified in January/February 2012
- Complete survey have results showing measurable outcomes

