

# Not Your Mama's Care Team: Innovative Approaches to Patient Centered Care



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# Faculty Disclosure

**Eilidh Pederson, MPH** has no financial relationships to disclose relating to the subject matter of this presentation.



# Learning Objectives



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1. Learn strategies for how one's EMR can aid in care plan creation and improving patients' health outcomes
2. Implement the use of Medical Scribes, with the intent of increasing access to care and patient satisfaction
3. Create shared care plans with community organizations; learn how community approach can improve the likelihood of meeting patient goals



# Brattleboro Memorial Hospital



# Brattleboro Memorial Hospital



- Works in partnership with:
  - Accountable Care Organization (ACO): One Care Vermont (OCV)
  - Blueprint for Health
- 61 bed community hospital located in Brattleboro, VT
- Serves a rural population of approximately 60,000 people in twenty-two towns in Vermont, New Hampshire, and Massachusetts
- Rapid expansion of BMH Medical Group

# BMH Medical Group



BMH MEDICAL GROUP

*a Department of Brattleboro Memorial Hospital*

- 55 Clinicians
- 88,000 visits in CY2017
- Total panel of 13,000 patients
- 10 RN Care Coordinators
- Supported by Community Health Team



Brattleboro Memorial Hospital

- 12 Medical Group Practices
  - 7 primary care
  - 5 specialty
  - Share one EMR-Cerner
  - Care for the greater Windham County area in VT

# BMH Approach to Primary Care





# Vermont



# Vermont



# Brattleboro, VT



Super Troopers

# Vermont



**Health  
Care  
Reform**

OneCareVermont

VERMONT  
**Blueprint for Health**



Brattleboro Memorial Hospital

# EMR Support in Care Plans



# Care Plans

- Data determines who needs care plans
- Patients selected for care plans were highlighted during pre-visit planning
- Whole practice team works to implement, create and enforce care plans



# Care Plans

<b>RN Care Coordinator</b>	<b>Clinician</b>
High and Very High Risk Patients Identified	Identifies patients at time of visits, results or communication
Outreach	Shares concerns with RN Care Coordinator
In-person visit or Phone Calls	Documents 'Care Plan' at time of visit in Cerner
Goals and action plan created	Uses order sets
Shared Care Plan Created	Enlists support of 'Referral Coordinator'
Documented in 'Care Navigator'	Asks Scribe to set reminders of follow-up
Scanned into Cerner	Schedules next visit at time of check-out



# Embedded Care Plans in EMR





# Embedded Care Plans

**ZZTEST, ALEXIS** Age: 27 years Height: 147.32 cm MRN: 215973 Fin#: 220209942 Outpatient [Admit: 8/16/2018 10:46:59 EDT] lab... Phone: (949) 540-8509

**Allergies: Bactrim DS, Peanuts** Sex: Female Weight: 61.69 kg DOB: 04/03/91 Loc: BVT Maplewood Fa... Patient Portal: Yes

Adv Dir Type: Advance Directive: PCP: BLOFSON, TONY Code Status: N/A ACO: Yes

**Health Maintenance** Full screen Print 0 minutes ago

**Pending Expectations** Present - September 2019 Show satisfiers Sort by: Expectation



- Alcohol Misuse Screen (Female) MEDIUM Due 9/29/2018 Q 1 year(s)
- Body Mass Index Check (Female) MEDIUM Not Due Until 6/6/2019 Q 1 year(s) Last Satisfied By: Bettini, Amber 6/6/2018
- Cervical Cancer Screen (if sexually active) MEDIUM Due 9/29/2018 Q 3 year(s) Qualified
- DM - Communication with Managing Provider MEDIUM Due 9/29/2018 Q 1 year(s)
- DM - Eye Exam MEDIUM Due 9/29/2018 Q 1 year(s) Qualified
- DM - Foot Exam MEDIUM Due 9/29/2018 Q 1 year(s)
- DM - HgbA1c MEDIUM Due 9/29/2018 Q 3 month(s) Qualified
- DM - Microalbumin MEDIUM Due 9/29/2018 Q 1 year(s)
- Depression Screen (Female) MEDIUM Due 9/29/2018 Q 1 year(s)
- Family/Intimate Partner Violence Screen (Female) MEDIUM Due 9/29/2018 Q 1 year(s)
- Folic Acid Supplementation MEDIUM Due 9/29/2018 One-time only
- HIV Screen (if sexually active) (Female) MEDIUM Due 9/29/2018 Q 1 year(s)

**Recently Satisfied Expectations** September 2013 - Present Show all canceled records

Expectation	Status	Satisfy Type	Administration ...	Satisfy Reason	Priority	Last Satisfied By	Approximate D...	Comments
Body Mass In...	Satisfied	Result	6/6/2018		MEDIUM	Bettini, Amber	6/6/2019	
Breast Cance...	Satisfied	Manual	5/8/2018	Per Medical Rec...	MEDIUM	Hazell, Bonnie	5/8/2019	
High Blood P...	Satisfied	Result	6/6/2018		MEDIUM	Bettini, Amber	6/6/2019	
Tobacco Use...	Satisfied	Result	6/6/2018		MEDIUM	Bettini, Amber	6/6/2019	

# Embedded Care Plans

P Careset - Diabetic Careset - BRAT

Component	Order Details
Labs	
<input type="checkbox"/> Hemoglobin A1c DC (Hemoglobin A1c)	
<input type="checkbox"/> Lipid Panel Standard	
<input type="checkbox"/> Microalbumin Urine. (Microalbumin, Random Urine)	
<input type="checkbox"/> Basic Metabolic Panel Standard	
<input type="checkbox"/> Comprehensive Metabolic Panel Standard (CMP Standard)	
Referrals	
<input type="checkbox"/> Referral Ambulatory	Ophthalmology, Eye Exam
<input type="checkbox"/> Referral Ambulatory	Podiatry, Foot Exam
<input type="checkbox"/> Referral Ambulatory	Endocrinology
<input type="checkbox"/> Referral Ambulatory	Nephrology
<input type="checkbox"/> Referral Community Health Team (CHT)	Community Health, DM
<input type="checkbox"/> Referral Community Health Team (CHT)	Community Health, Nutrition
<input type="checkbox"/> Referral Community Health Team (CHT)	Community Health, Health Coach



# Use of Medical Scribes



# Medical Scribes

- Certified Medical Assistants or M\*Modal
- 1.0 FTEs
- Complete ROS, HPI and Order Entry
- CMAs are vital part of clinician's care team
- Improve access to care
- Improve patient satisfaction
- Improve quality of patient care



# Medical Scribes- Primary Care Practices

- Create care plans for clinicians
- Follow-up on goals and action items
- Assist with outreach
- Reinforce plan of care and every interactions
- Allow clinician to focus on medical decision making



# Medical Scribes-Improve Patient Satisfaction

General	Positive	Nurse/Nurse aide, Positive Recognition, Respect to Patient	Sep 14, 2018	Jul 31, 2018	_BRATTLEBORO INTERNAL MEDICINE
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**Paul S. and team (nurse Mark) have treated me better than I ever have my entire life. They give me a better quality of life. Truly amazing people. They all care about me.**

General	Positive	Access/Coord of Care, Nurse/Nurse aide, Positive Recognition, Respect to Patient	Oct 06, 2017	Jul 18, 2017	_BRATTLEBORO INTERNAL MEDICINE
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**My husband and i are both patients with Paul. He provided the best care we have experienced in twenty years with other groups. We can always depend on Paul and his nurse to be thorough and kind.**

General	Positive	Doctor/Physician, Positive Recognition	Jun 06, 2016	Apr 25, 2016	_BRATTLEBORO INTERNAL MEDICINE
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**I am so glad to get back with Dr John Paul Stanchfield PA-C one of the best around Vt, NH I have seen many.**

Scribe started July, 2015

General	Negative	Respect to Patient	Jun 15, 2015	Mar 23, 2015	_BRATTLEBORO INTERNAL MEDICINE
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**Paul doesn't listen to what you have to say**

# Scribe Workflow

## Physical Exam

### Vitals & Measurements

**T:** 36.3 °C (Temporal Artery) **HR:** 79(Peripheral) **RR:** 22 **BP:** 112/78 **SpO2:** 92%  
**HT:** 167.64 cm **WT:** 155.8 kg **BMI:** 55.44

Constitutional: Alert/oriented, and in no acute distress.

Head and Face: Atraumatic, normocephalic.

Eyes: Sclera anicteric

Respiratory: Breathing unlabored, breath sounds clear to auscultation.

Cardiovascular: Regular rate and rhythm, no murmurs, rubs, or gallops upon auscultation.

Skin and Subcutaneous Tissue: No rash, lesions, or areas of discoloration noted.

Neurologic: Grossly oriented to person, place, and time.

Psychiatric: Judgement and insight intact. Mood congruent with affect.

## Assessment/Plan

1. Diabetes mellitus E11.9  
A1C ordered
2. Coronary artery disease I25.10  
stable
3. Lumbar disc disease with radiculopathy M51.16  
Hydrocodone refilled, referral to VNH for home PT/OT  
Skin lesion L98.9  
Referral to Dr. Crespo

I, Melissa Buffum, MA, am serving as a scribe to document services personally performed by Paul Stanchfield, PA-C based on my observations and the clinician's statements to me.

## Future Orders

Basic Metabolic Panel Standard, Blood, Routine collect, \*Est. 09/10/18 due within 1 month(s), Type 2 diabetes mellitus, Order for future visit  
Hemoglobin A1c DC, Blood, Routine collect, \*Est. 09/10/18 due within 1 month(s), Type 2 diabetes mellitus, Order for future visit  
Microalbumin Urine., Urine, Routine collect, 09/10/18, Nurse Collect, Poor kidney function, Order for future visit  
TSH, Blood, Routine collect, \*Est. 09/10/18 due within 1 month(s), Type 2 diabetes mellitus, Order for future visit  
Vitamin B12 Level 1, Blood, Routine collect, \*Est. 09/10/18 due within 1 month(s), Type 2 diabetes mellitus, Order for future visit

- ECG/ECG (11/29/2017)
- Echocardiogram (08/11/2017)
- CT of head (08/10/2017)
- Echocardiogram (06/06/2017)
- Echocardiogram (09/09/2015)
- Holter extended electrocardiographic recording (08/10/2010)
- Colonoscopy (2010)
- Esophagogastroduodenoscopy (2010)
- Stress test ECG - treadmill (04/11/2007)
- Cardiac catheterisation (2005)
- Tonsillectomy

## Medications

acetaminophen 325 mg oral tablet, 650 mg= 2 tab(s), Oral, q4hr, 5 refills  
acetaminophen-hydrocodone 325 mg-5 mg oral tablet, 1 tab(s), Oral, TID, PRN  
albuterol 0.5% inhalation solution, NEB, q6hr  
amlodipine 5 mg oral tablet, 5 mg= 1 tab(s), Oral, Daily, 3 refills  
clopidogrel 75 mg oral tablet, 75 mg= 1 tab(s), Oral, Daily, 3 refills  
doxazosin 8 mg oral tablet, 8 mg, Oral, HS, 3 refills  
furosemide 40 mg oral tablet, 80 mg= 2 tab(s), Oral, Daily, 3 refills  
HumaLOG KwikPen 100 units/mL injectable solution, 20 unit(s), Subcutaneous, TID  
HumaLOG Mix 75/25 KwikPen subcutaneous suspension, See Instructions, 5 refills  
Imodium A-D 2 mg oral tablet, 4 mg, Oral, QID  
Lyrica 150 mg oral capsule, 150 mg= 1 cap(s), Oral, BID, 1 refills  
magnesium oxide 500 mg oral tablet, 1000 mg= 2 tab(s), Oral, BID  
metoprolol succinate 100 mg oral tablet, extended release, 50 mg= 0.5 tab(s), Oral, Daily, 3 refills  
nystatin 100,000 units/g topical powder, 1 app, TOP, TID, PRN  
ProAir HFA 90 mcg/inh inhalation aerosol, 2 puff(s), INH, q4hr, PRN, 5 refills  
simvastatin 40 mg oral tablet, 40 mg= 1 tab(s), Oral, Once a day (at bedtime), 3 refills  
spironolactone 25 mg oral tablet, 12.5 mg= 0.5 tab(s), Oral, Daily, 3 refills  
triamcinolone 0.1% topical cream, 1 app, TOP, TID  
Vitamin D3 1000 intl units oral tablet, 2000 IntUnit= 2 tab(s), Oral, Daily

## Allergies

No Known Allergies

## Social History

### Alcohol

Never, 08/18/2017

Employment/School



# Scribe Workflow

## **Signature Line**

[Electronically Signed on: 09/17/2018 18:34 EDT]

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STANCHFIELD, JOHN PAUL PA

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Buffum, Melissa S MA

[Verified on: 09/17/2018 18:34 EDT]

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STANCHFIELD, JOHN PAUL PA





# Shared Care Plans



# Logistics of Shared Care Plan

## RN Care Coordinators:

- Identifies patients in need of care plans based on reports and pre-visit planning
- Seeks agreement from PCP
- Reaches out to patient and schedules a care plan visit
- Uses tenants of motivational interviewing during creation of care plan
- Documents in Care Navigator

## Patient:

- Receives information and signs consent about community members being involved with care plan
- Decides which community members will have access and plays a role in determining lead care coordinator
- Works with lead CC to create goals and action plan

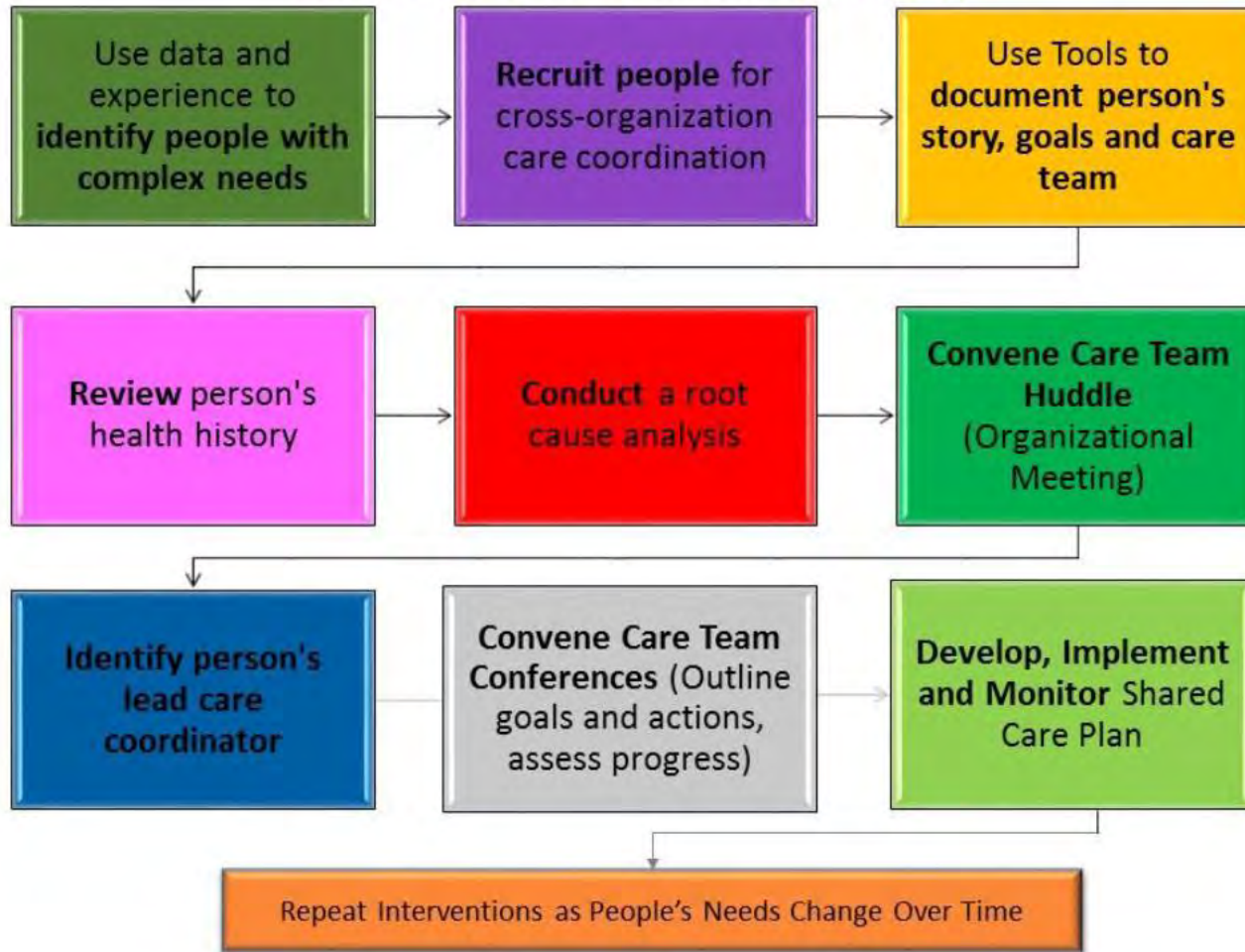
## Community:

- i.e. ER; Rescue; Schools; Housing; Food, Nursing Homes, Mental Health Teams
- All community partners have ability to view Care Navigator (if consent is received)
- Those community partners involved in patient's care, enhance and edit care plan in Care Navigator



# Model for Shared Care Plans

Key Interventions in Vermont's Integrated Communities Care Management Learning Collaborative (*order of interventions may vary*)



# Care Navigator

## Shared Care Plan

Patient Information				
Patient's Name: Gail Matthews		Mobile Phone Number: 7047689087		
Birthdate: 12/15/1938	Age: 77	Sex: Female	Home Phone Number: 645-090-8765	Email Address: Matthews@mycarenav.com
Address: 1108 CHARLES STREET St. Albans Street 0547837		Preferred Method of communication: <input type="checkbox"/> Voice call <input type="checkbox"/> Email <input type="checkbox"/> Text		

## Insurance Information

## Emergency Contact Information

### ED Plan

Gail knows the when she is short of breath and has gained 5+ pounds she needs to contact her cardiologist.

### About Me



Preferred activities: Gardening, Volunteering at NMC n

How I learn: Verbal with written information to refer to

Interaction tips: has difficulty discussing her illness

Communication style: discuss non personal issues before personal

Tips to avoid triggers/behaviors: Needs a family member present with discussing future plans

Mobility:

## My Care Plan

Gail Matthews

12/15/1938

# Care Navigator

## My Tasks

Search for records

Activity Name ↑	Regarding	Status	Assigned To	Priority	Estimated End Dat
Readmission risk eval	Edwin P...	Not Start...	Sandy Smith...	High	
Stop smoking by 03/31...	Edwin P...	In Progress	Patient	High	3/31/2016 6:30 PM
About COPD	Carmela...	Not Start...	Patient	Med...	12/18/2015 4:26 PM
Administer GAD-7	Carmela...	Not Start...	User5 Test5	Med...	12/18/2015 4:26 PM
Administer PHQ2/9	Carmela...	Not Start...	User5 Test5	Med...	12/18/2015 4:26 PM
Administer PHQ2/9	Carmela...	Not Start...	User5 Test5	Med...	12/18/2015 4:26 PM
Assess sleep quality	Carmela...	Not Start...	Patient	Med...	12/18/2015 4:26 PM
Attend Diabetes Educat...	Edwin P...	Deferred	Patient	Med...	7/10/2015 5:00 PM

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## My Patients

Search for records

Last Name	First Name	Date of Birth ↑	Member ID	Risk Score	Inpa
No Patient records found.					

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## My Appointments

Search for records

Start Date ↑	Patient	Activity Name	Priority	Care P
6/13/2016 11:30 AM	Edwin P. Gonzalez	Walk for 30mins	Normal	
6/13/2016 4:00 PM	Edwin P. Gonzalez	Take Your Medication	Normal	Sandy
6/14/2016 11:30 AM	Edwin P. Gonzalez	Walk for 30mins	Normal	
6/14/2016 4:00 PM	Edwin P. Gonzalez	Take Your Medication	Normal	Sandy
6/15/2016 11:30 AM	Edwin P. Gonzalez	Walk for 30mins	Normal	
6/15/2016 4:00 PM	Edwin P. Gonzalez	Take Your Medication	Normal	Sandy
6/16/2016 11:30 AM	Edwin P. Gonzalez	Walk for 30mins	Normal	
6/16/2016 4:00 PM	Edwin P. Gonzalez	Take Your Medication	Normal	Sandy

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## what's new

POST

All records • Both Auto posts User posts

### Welcome!

This is your personal wall, where you'll see news about the colleagues and records you follow.

1. [Find and follow your colleagues](#)
2. [Comment on posts and other activity](#)
3. [Display your profile picture](#)

0 followers

Start following colleagues and let people follow you. [Learn more](#)

# Outcomes



# Metrics

- Improved Health Outcomes
  - MIPS scores
  - Blueprint Practice Profiles
  - Increase in number of wellness visits and Physical Exams
  - Decreased ER Visits
- Lower Cost of Care
  - One Care Vermont Reports
- Number of Care Plans
- Patient Satisfaction



# Next Steps





# Next Steps

- Community Forums
- Accountable Communities for Health
- RISE VT
- Piloting 3 Day SNF Waiver
- Adding Care Coordinators
- 2018 MIPs Results
- 2018 One Care Score Card
- Optimize EMR



# Thank You!

## Any Questions?

