



Clinical Safety & Effectiveness Cohort # 8

**Addressing Access to Primary Care: A Systems-Level Analysis to
Reduce Express Med Visits and Strengthen Patient-Centered Care at
University Health System**



Educating for Quality Improvement & Patient Safety

FINANCIAL DISCLOSURE

Gary McWilliams, MD has no relevant financial relationships with commercial interests to disclose.

Kathryn Smith-Gonzalez's, BA financial relationships with commercial interests will be disclosed prior to her presentation.

Theresa De La Haya's, RN, MPH financial relationships with commercial interests will be disclosed prior to her presentation.

What We Are Trying to Accomplish

OUR AIM STATEMENT

Reduce by 5%, the number of patients with a CMA PCP who access our Express Med Clinics for medical care during hours in which our Continuity Clinics are open.

Background

- Bexar County has 55,000 uninsured residents enrolled in CareLink. At the time of enrollment, each member is assigned to a primary care home.
- Unfortunately many of our members are utilizing our two Express Med Clinics instead of their primary care home.

The Team – Division: UHS Ambulatory

CS&E Participants:

- Gary McWilliams, MD, Executive Vice President, Ambulatory Services Officer
- Theresa De La Haya, RN, Sr Vice President Community Health & Clinical Preventive Programs
- Kathryn Smith-Gonzalez, BA, Director, Ambulatory Care Access

Team Members:

- Michael Dodd, RN, Area Clinic Manager
- John Garcia, Sr. Quality Data Analyst, CareLink
- Angie Garza, CPS, Sr. Executive Assistant
- Priti Mody-Bailey, MD, President/CEO, Community Medicine Associates
- Camerino Salazar, MS, Director Outcomes and Evaluation, Texas Diabetes Institute
- Lisa Sanchez, RN, Administrative Director, Patient Care Services

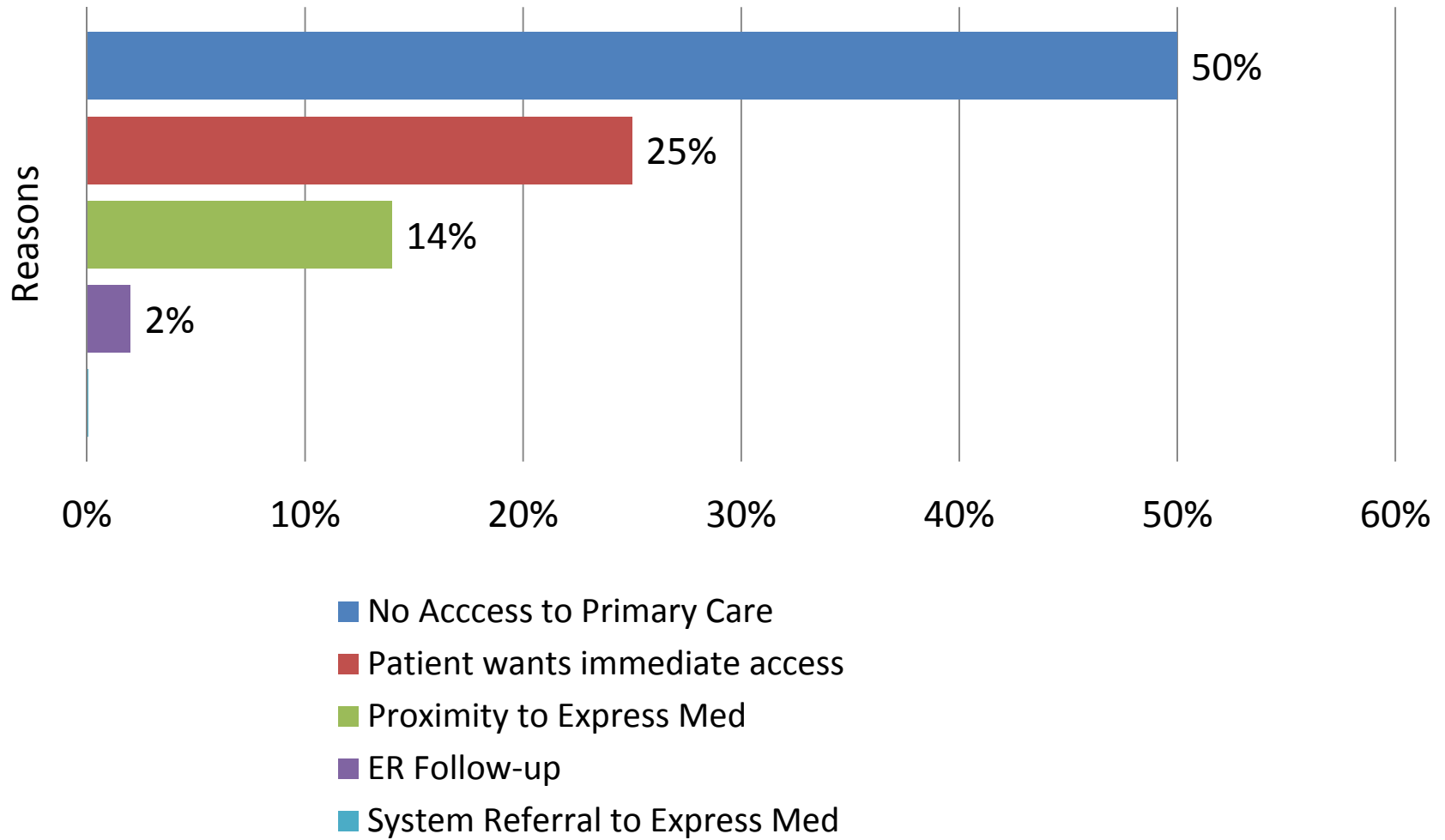
Project Implementation Team:

- Leticia Aguilar, MD, Medical Director, North
- Teresa Ruiz, MD, Medical Director, Southwest
- Monica Kapur, MD, Medical Director, Northwest
- Sergio Farrell, Vice President, Ambulatory Services
- Liem Du, MD, Medical Director, Express Med Downtown

Project Milestones

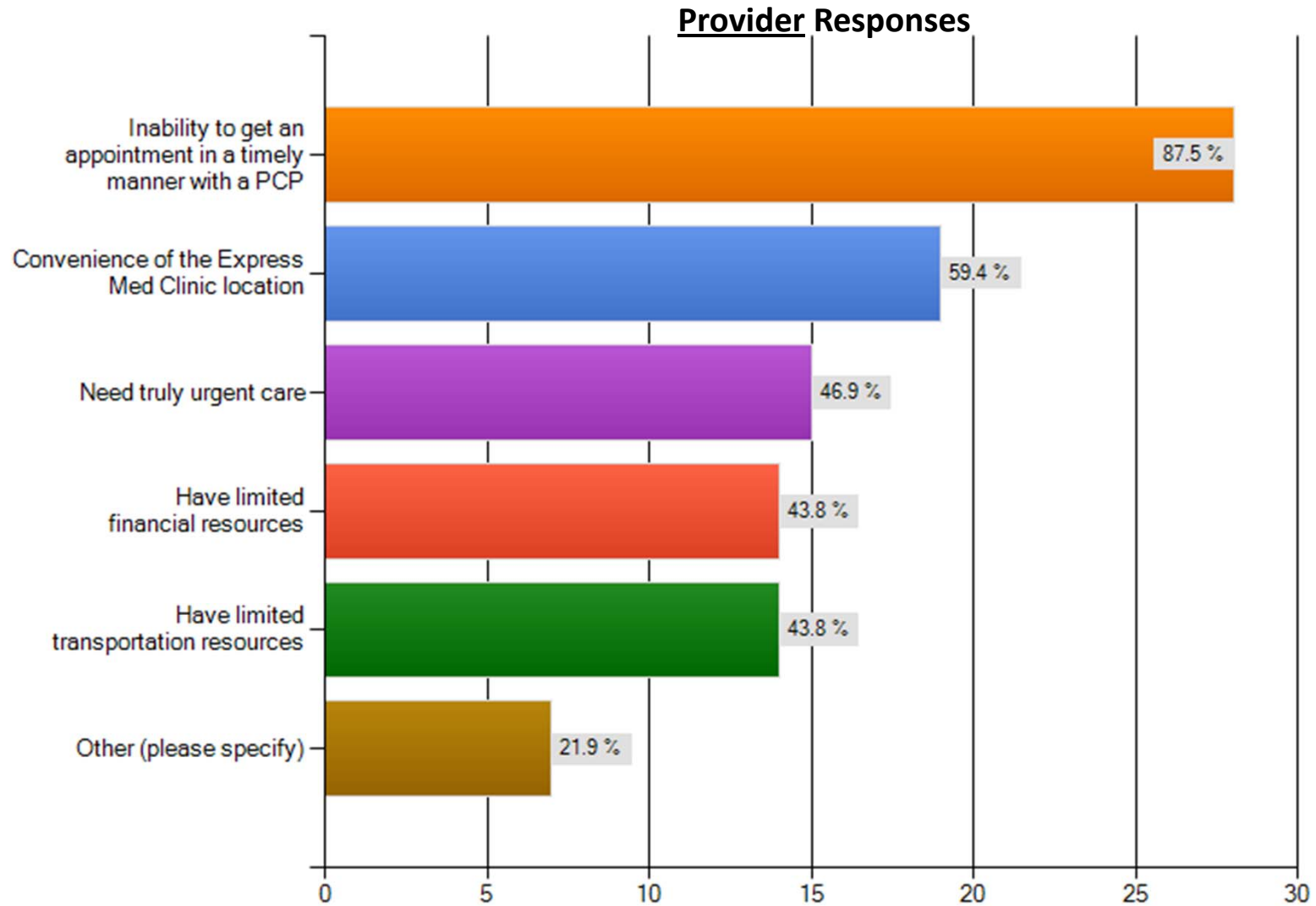
- Team Created May 2011
- AIM Statement Created May 2011
- Weekly Team Meetings June 2011 - current
- Background Data, Brainstorm Sessions, Workflow and Fishbone Analysis June 2011 - current
- Data Analysis July 2011 - current
- Interventions Implemented July 2011 – current
- CS&E Presentation September 2011

Figure 1: Phone Survey Results from a Sample of Patients Discharged from the Express Med Clinic (July 25 to August 17, 2011)



Source: Phone Survey on Discharged Patients from the Express Med, N = 41

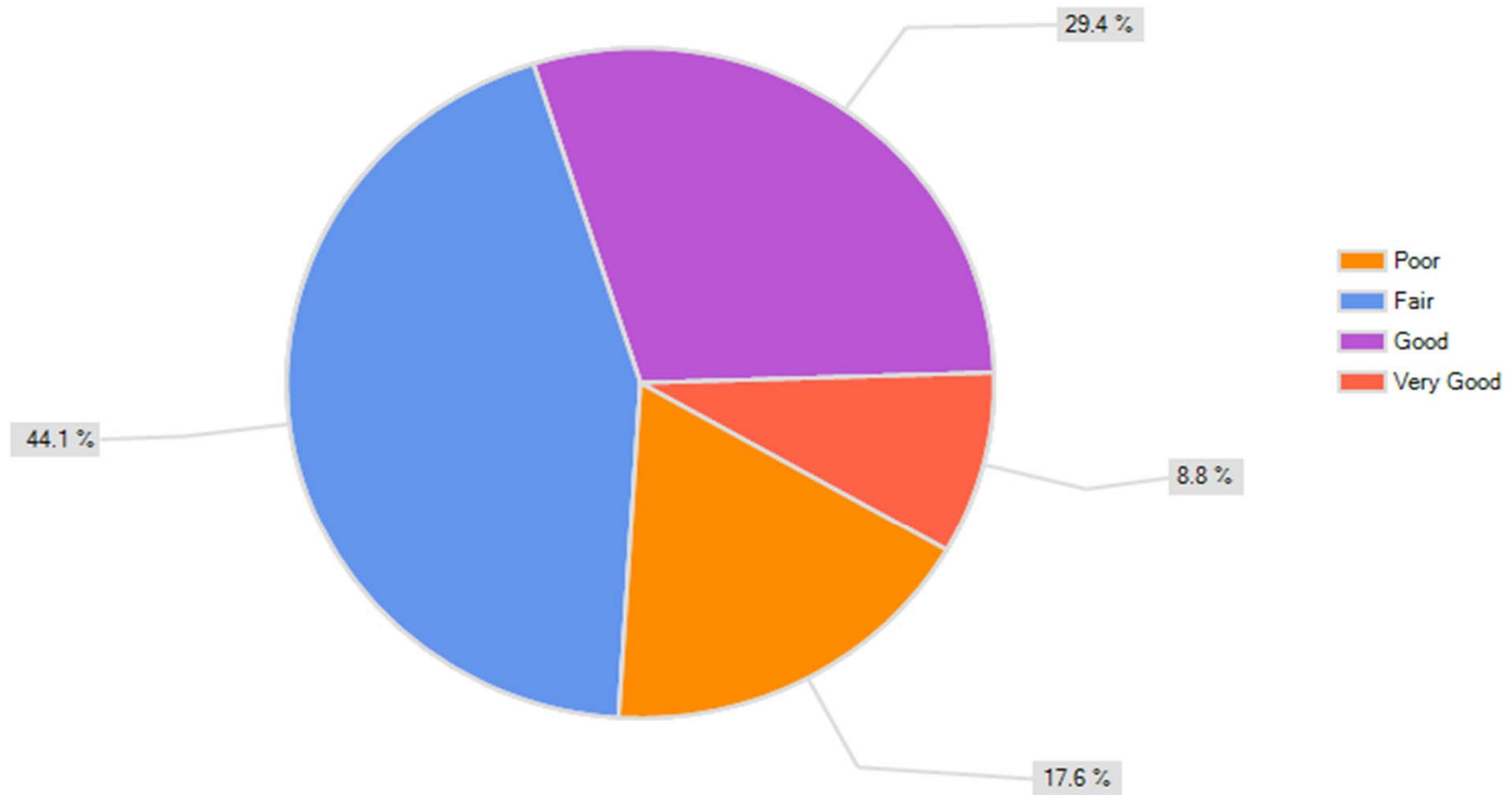
Figure 2: Response to Survey Question: "What are the reasons patients who have a primary care provider choose to receive care at one University Health System's Express Med Clinics?"



Source: Survey on Primary Care Access, N = 36

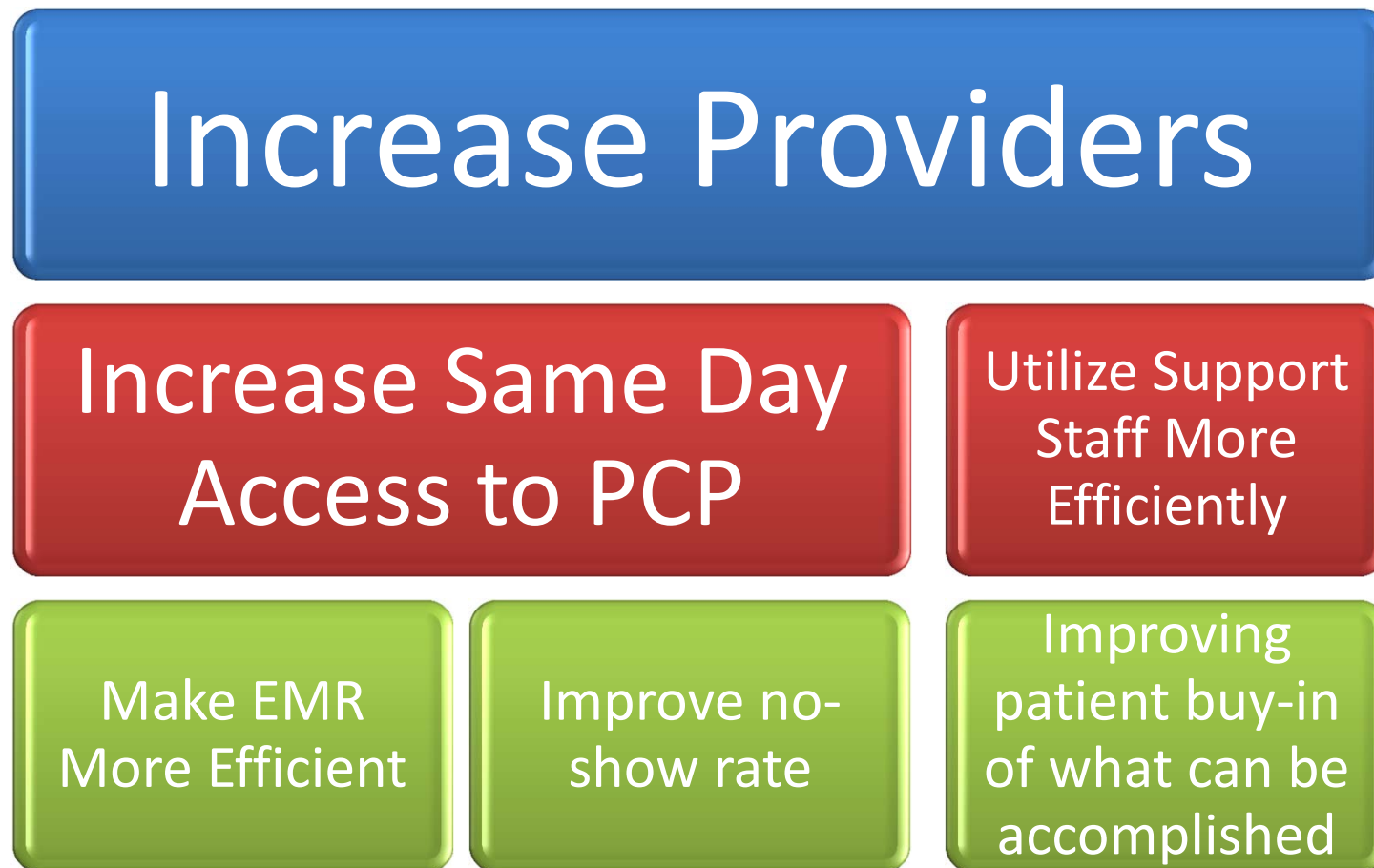
Figure 3: Response to Survey Question: "Please assign a rating to best describe access to primary care services at your clinic."

Provider Responses



Source: Survey on Primary Care Access, N = 36

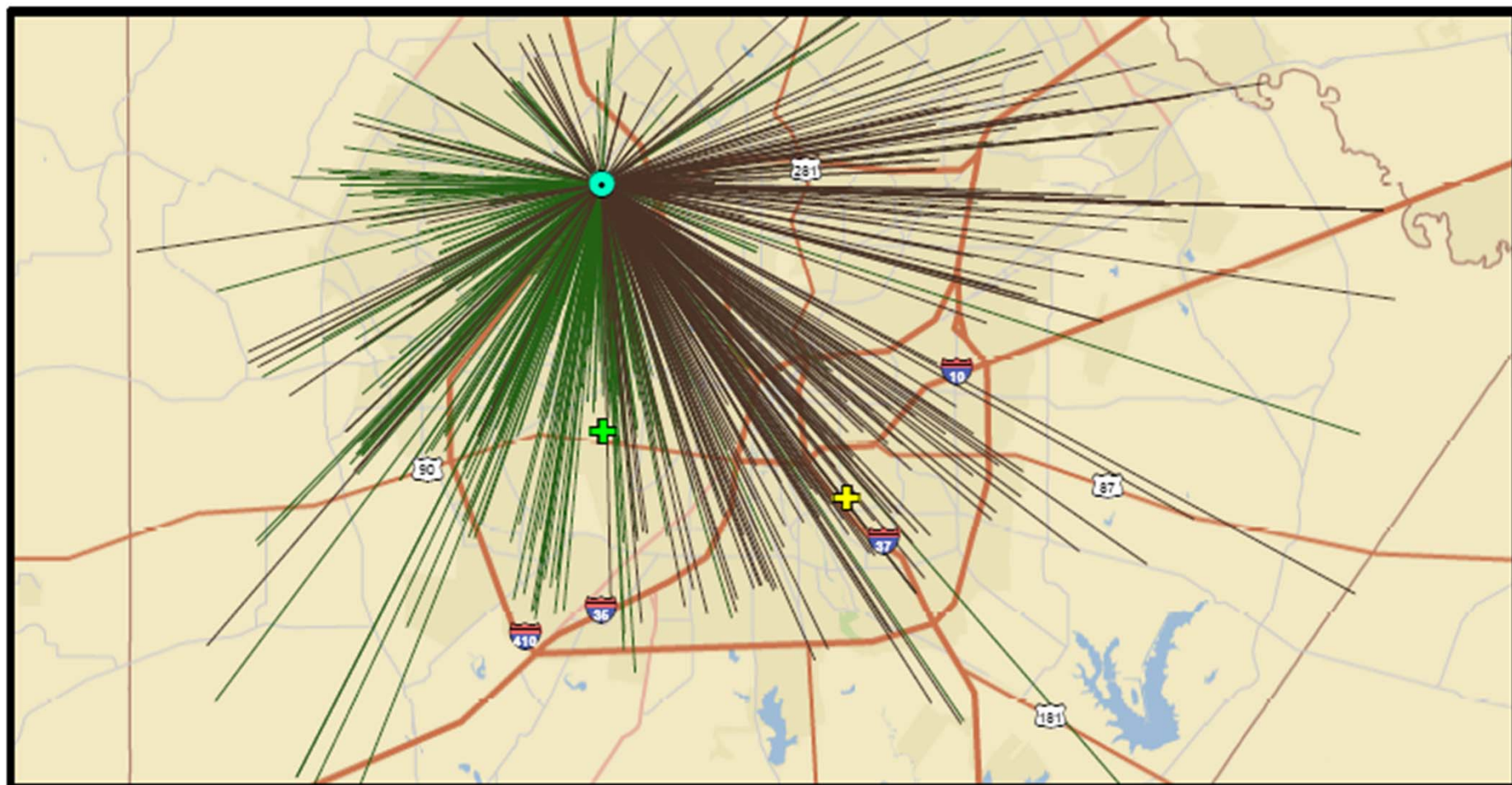
Figure 4: Content Analysis of Recommendations Provided by Primary Care Providers for Improving Access to Ambulatory Patients at University Health System



Reason for EMC Visits: Comparing Perspectives






Patient	Primary Care Provider
Timely Access to Primary Care	Timely Access to Primary Care
Urgent Medical Issue	Urgent Medical Issue
Proximity to Express Med Clinic	Proximity to Express Med Clinic
Appointed from Emergency Room	Transportation
System Referral to Express Med Clinic	Financial Concerns

Map Showing Drive Distance of CareLink Members to ExpressMed-Diagnostic Pavilion
Whose PCP is Located at UFHC Southeast or UFHC Southwest



Members had at least one visit to ExpressMed-Diagnostic Pavilion
(ExpressMed Visits Occurred 8/1/2011 - 8/31/2011)

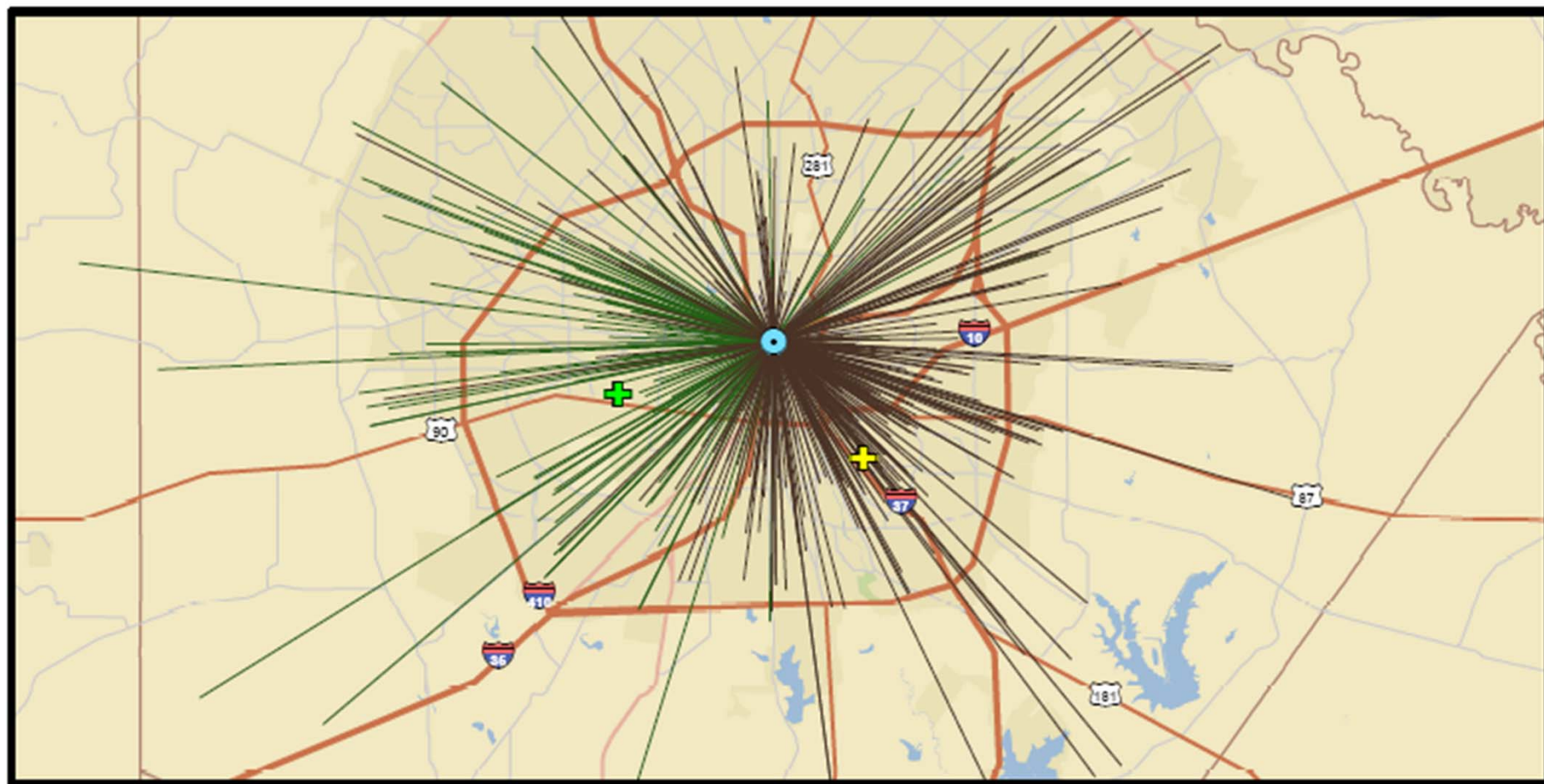
Legend

-  UFHC -Southwest
-  UFHC-Southeast
-  ExpressMed - Diagnostic Pavilion
-  Distance from UFHC SW Member to ExpressMed-Diagnostic Pavilion
-  Distance from UFHC SE Member to ExpressMed-Diagnostic Pavilion

John Garcia
9/14/2011

CareLink
University Health System

Map Showing Drive Distance of CareLink Members to ExpressMed-Downtown
Whose PCP is Located at UFHC Southeast or UFHC Southwest



Members had at least one visit to ExpressMed-Downtown
(ExpressMed Visits Occurred 8/1/2011 - 8/31/2011)

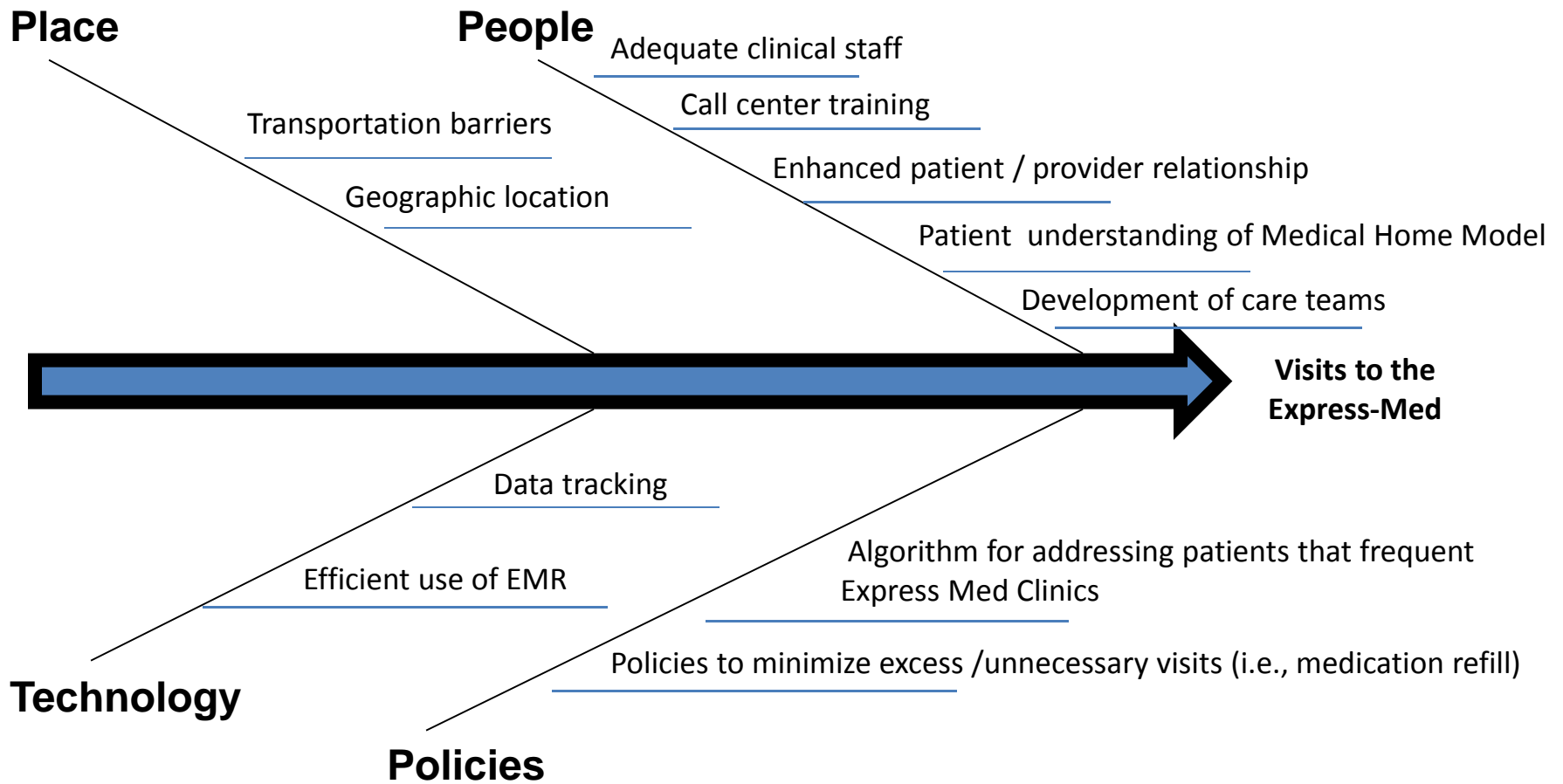
John Garcia
9/14/2011

CareLink
University Health System

Legend

- + UFHC -Southwest
- + UFHC-Southeast
- ExpressMed - Downtown
- Distance from UFHC SE Member to ExpressMed-Downtown
- Distance from UFHC SW Member to ExpressMed-Downtown

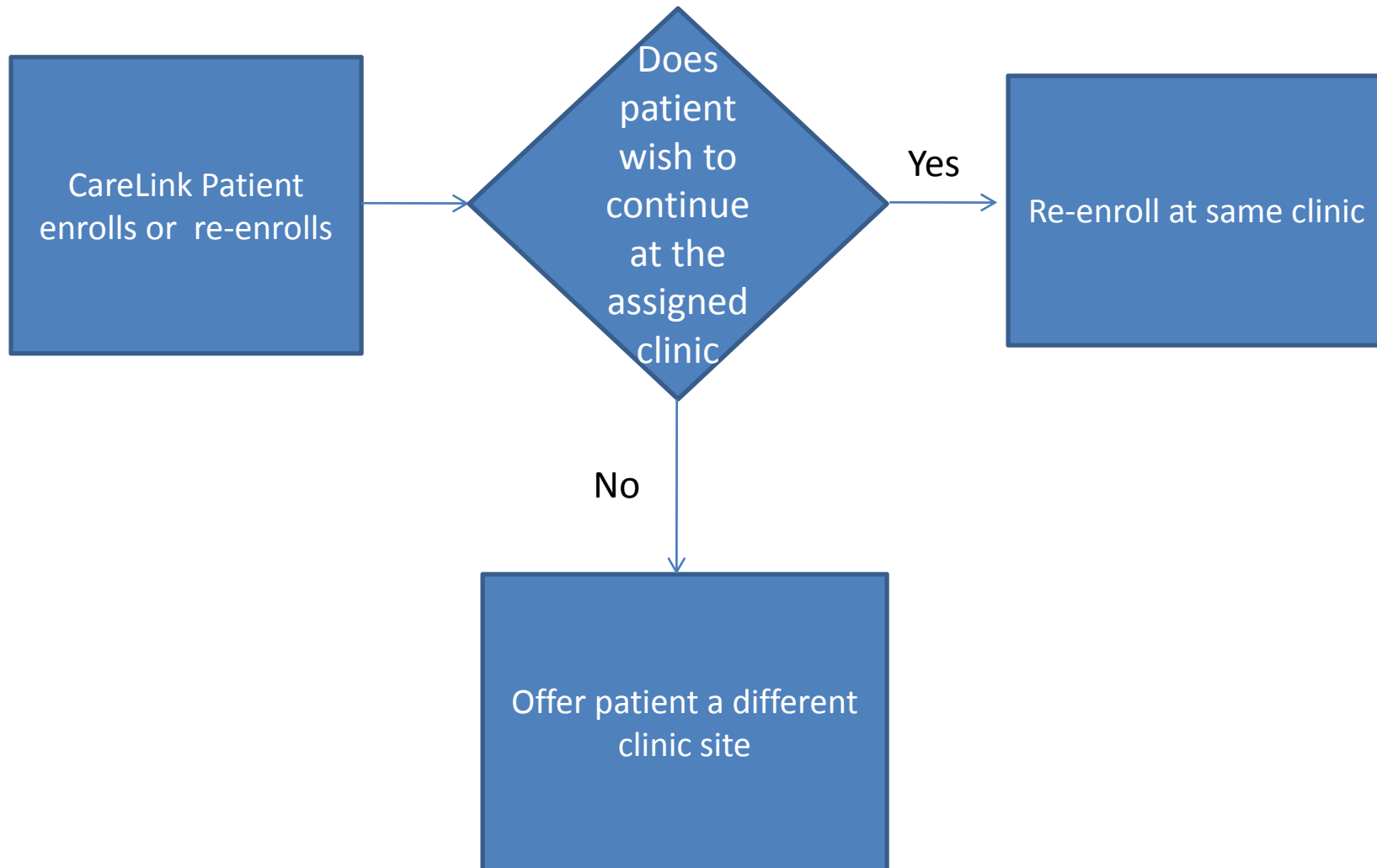
Fishbone Diagram for Rationale of Visits by Patients to Express Med Clinic (EMC)



Recommendations

- **Improve stakeholder input** – Primary Care Physicians (PCPs) and the healthcare teams. Promote more effectively the Health Care Team concept vs. PCP concept.
- **A model to strengthen continuity of care**
 - “Right” assigning of patients based on patient preference and geography
 - To occur within a 12-month timeframe (On average patients will reside within a 5 miles radius of clinic.)
- **Improve efficiencies within our clinics** to increase same day availability
- **Add more providers**
- **Educate our CareLink members.** No co-pay if seen in primary care home.
- **Case management** for patients with excessive visits to EMC.
 - ❖ *CMA Patients with 5 or greater EMC visits in 90 day period = 59*
 - ❖ *CMA Patients with 4 or greater EMC visits in 90 day period = 151*

A Model to Strengthen Continuity of Care



Thank you