



SmartCare

Right Care, Right Time, Right Way, Right Person

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What would Primary Care look like if.....

- You could design care without payment in mind?
 - A model that is sustainable under any reimbursement circumstance (Fee for Service, capitation, or self pay)
- You could disrupt current beliefs about
 - Clinician/patient relationship
 - Physical exam
 - Hours of operation and clinician satisfaction
 - Ownership of a panel
 - RNs treating a broader set of conditions
 - RVUs



While at the same time.....

- Maintaining the highest level of quality
- Exceeding patient expectations around experience
- Exceeding clinician satisfaction and experience
- Reducing the total cost of care





DREAM BIG

A new way to receive care at Park Nicollet Established January 4, 2016

AFFORDABLE, CONVENIENT,
TEAM-BASED CARE



SmartCareSM



Why Redesign Primary Care?

Multiple business problems associated with current state of primary care delivery and fee-for-service payment model:

- Cost/quality
- Impact of EMR on care delivery
- Patient experience → shifting expectations
- Workforce development
- Clinician burnout



What is SmartCare?

- A new primary care clinic that uses an innovative model to deliver care while focusing on the business challenges of health care:
 - Quality
 - Affordability
 - Convenience
 - Price transparency



SmartCare Clinic Features

- Full-service primary care clinic staffed by:
 - Physicians
 - NP/PAs
 - **RN Clinicians (a new role for primary care)**
- Offer in-person visits, plus:
 - Phone visits
 - Video visits
 - E-visits
- Extended Hours of operation:
 - Monday – Friday 7 am to 7 pm
 - Saturday 8am to 12pm



SmartCare Team & Roles

RN Clinician:

- Independently treat simple, acute conditions using standing orders with MD oversight
- Less expensive than other retail offerings
- If the patient does need to see a MD, the patient only receives one bill

NP/PA:

- Preventive health exams (Physicals)
- Stable chronic condition management
- Care planning
- Less expensive visit when compared to MD

MD:

- Reserved for high acuity patients or those with complex conditions
- Resource supporting RNs and NP/PAs
- Care team leaders
- Standardizing care and looking for care opportunities



Many Hands Make Light Work



SmartCare Philosophy

- Patients don't have a *“provider”*, they have a *“care team”*
- Shared Panel
- Nurses and clinicians work in one team space
- No “I” or “my”
- Navigate care to appropriate level of licensure and most affordable and convenient visit type.
- Extensive pre-visit planning
- Everyone shares the responsibility of extended hours and access:
 - Monday-Friday, 7-7
 - Saturday, 8-12



Why Choose SmartCare?

- **Quality:**

- HealthPartners and Park Nicollet are leaders in the state in many Minnesota Community Measures
- SmartCare follows all of the same processes and is committed to having quality scores on par or better than the rest of the organization
- MD to standardize care within the team
- Pre-visit planning



Why Choose SmartCare?

- **Affordability:**
 - Visits with NP/PAs and RN clinicians are less expensive than visits with a MD
 - Many care needs can be addressed over the phone, at a fraction of the cost
 - Pre-visit planning identifies future needs, addresses them in the moment, in many cases reducing the need for additional visits



Why Choose SmartCare?

- **Convenience:**
 - Extended hours allow for visits outside traditional working hours
 - The ability to have a visit via phone or video means less time away from work or home
 - Walk-in and same day appointments means fewer trips to urgent care or emergency department
 - Team approach to develop “proactive” care plans



The role of the Electronic Medical Record



Epic is a member of the team

- Epic is the one team member that is always with the patient.
- Records need to be “clean”
- Problem List must be current
- Care plan noted in overview of problem
- The patient story told in a SOAP note is outdated
- Patients love to see what is in their record
- MyChart is an important mode of communication
- Utilize HMA and BPA



What we have learned

- Relationship doesn't always trump convenience
- Initial investment in a clean chart is timely, but the return is great
- There is not "I" in team
- Initial age limits were too restrictive, now 12 and up
- No payer restrictions
- Hours needed from 6 to 7 pm
- Enrollment is slow
- Vulnerability is key to success



Vulnerability is Courage

“Most people believe vulnerability is weakness. But really, vulnerability is courage. We must ask ourselves... are we willing to show up and be seen?”

- Brené Brown -



Results



Additional Details

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Questions

