

## **Abstract**

### **PLANNED AND MINI-GROUP VISITS AS SOLUTIONS TO CHRONIC CARE DELIVERY IN PRIMARY CARE SETTINGS**

As more patients struggle with chronic disease, planned and mini-group visits emerge as promising alternatives to chronic care management. Planned visits are performed by medical assistants prior to routine visits and include blood pressure, weight and foot checks, routine laboratory tests, immunizations, referrals and patient goal setting. They provide physicians with current health measures and patient goals, hence allowing more time for dialogue during individual and mini-group appointments. Mini-group visits occur when a physician meets with three patients at a time with the same chronic illness (i.e. diabetes mellitus) for approximately one hour. Blood pressure, HbA1c, weight, LDL, medications, history, challenges and successes are discussed. Though the purpose of the mini-group visit is medical care, patients experience peer support and increased confidence to manage their disease.

## **PROPOSAL**

### Objectives

At the end of this lecture, participants will be able to:

1. Understand that primary care is becoming more about chronic care than acute care.
2. Recognize self-management as the trend in primary care and the solution to chronic disease.
3. Explain how planned and mini-group visits support self-management, can be incorporated into practice, and taught to resident physicians in training.

### Rationale

With the number of people living with chronic disease on the rise, primary care physicians are ill-equipped to manage these patients under the traditional acute care system of medicine. As a result, primary care organizations continue to experience poor health outcomes, missed opportunities to maximize care, and greater medical costs. To answer these challenges, the medical community has been forced to create new models and approaches to chronic care. Planned and mini-group visits are two potential solutions to chronic care that may improve patient outcomes, as well as promoting a patient's ability to self-manage their chronic illnesses.

### Description of Content

Content will include preparatory steps needed to implement planned and mini-group visits including a disease registry and staff training. It will also cover the description, purpose and benefits of planned and mini-group visits, as well as the time commitment, billing codes, and staff support needed to make these visits efficient. In addition, characteristics of good visits, facilitation challenges, group dynamics and techniques for intervention will be discussed. Lastly, teaching the skills required for effective mini-group visits within a residency program will be discussed.

Outline of Session

State of Chronic Care in Primary Care Settings: 3 minutes

Self-Management Concepts: 4 minutes

Preparatory Steps for Planned and Group Visits: 3 minutes

Explanation of Planned Visit & Mini-Group Visits: 5 minutes

Characteristics of Good Mini-Group Visits: 7 minutes

Tools for Physicians (BBSWAR and PPNPP): 6 minutes

Teaching Mini-Group Visits: 3 minutes

Role Play a Mini-Group Visit with Audience: 14 minutes