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DIABETES INITIATIVE
A National Program of The Robert Wood Johnson Foundation



*Medical Group Visits--
More than a patient visit*

**AADE Annual Meeting 2006
Los Angeles, CA
Sally Hurst**



Almost Heaven West Virginia

- Appalachian State
- Isolated rural communities
- System of rural primary care centers





Medical Group Visits at New River Health Association



May 2001 - Began

- One team - Doctor, Nurse and Facilitator

June 2006 – 8 MGV teams

- Mental health (2)
- Black lung (1)
- Chronic pain -GOLS (1)
- Chronic care teams (3)
- Workers comp (1)





Teamwork

- a chance to focus on quality care and refine systems to make improvements;
- a break from the routine of individual patient care;
- team members have an opportunity to share ideas and perspectives about patient care;
- providers have more time to encourage patient self management because they get help with routine tasks.



Teams share case management

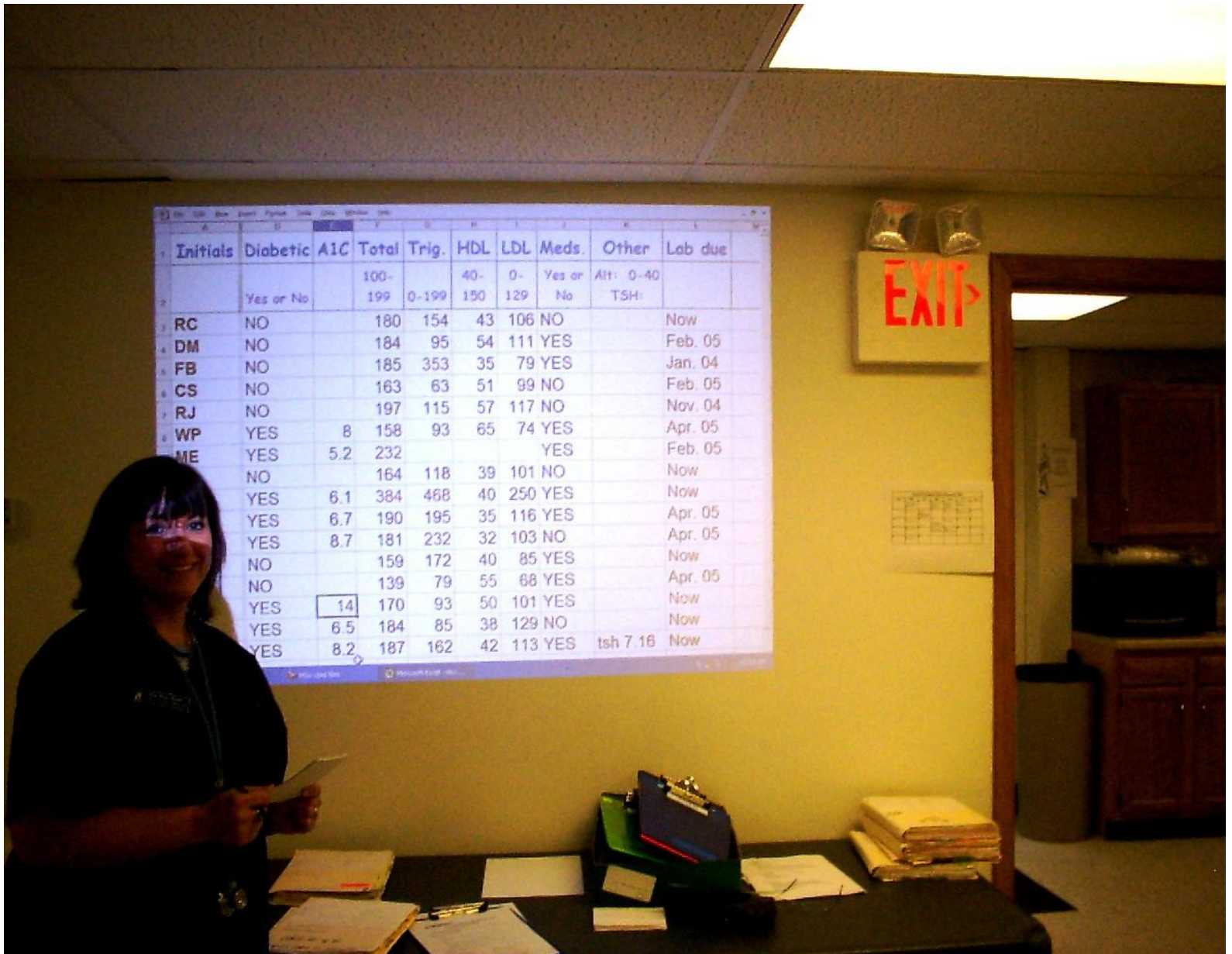
- each team member has a role and outlined tasks that are done to prepare for the group;
- lab results are reviewed and shared with team and patient, lab work that's needed is ordered;
- planning allows comprehensive quality focused; preventive standards are met.



Patients get more of what they need

Mechanism for referrals –

- Routine follow-up appointments are made;
- Referrals to specialists and preventive health referrals are made;
- Referrals to self management groups and community resources.



Initials	Diabetic	A1C	Total Trig.	HDL	LDL	Meds.	Other	Lab due
	Yes or No		100-199	40-150	0-129	Yes or No	All: 0-40 TSH:	
RC	NO		180	154	43	106 NO		Now
DM	NO		184	95	54	111 YES		Feb. 05
FB	NO		185	353	35	79 YES		Jan. 04
CS	NO		163	63	51	99 NO		Feb. 05
RJ	NO		197	115	57	117 NO		Nov. 04
WP	YES	8	158	93	65	74 YES		Apr. 05
ME	YES	5.2	232			YES		Feb. 05
	NO		164	118	39	101 NO		Now
	YES	6.1	384	468	40	250 YES		Now
	YES	6.7	190	195	35	116 YES		Apr. 05
	YES	8.7	181	232	32	103 NO		Apr. 05
	NO		159	172	40	85 YES		Now
	NO		139	79	55	68 YES		Apr. 05
	YES	14	170	93	50	101 YES		Now
	YES	6.5	184	85	38	129 NO		Now
	YES	8.2	187	162	42	113 YES	tsh 7.16	Now



Patients are engaged

- Patients are responsible for:
 - checking their med list
 - communicating trends in their health
 - understanding their labs
 - partnering to manage their care

- Individual goal are set and documented
- Patient/provider relationship shifts to more of a partnership and patients understand their role
- Group discussion gives opportunity for patients to give and get support from each other



Patients are supported to learn self management skills

- Individual goal are set and documented
- Problem-solving occurs
- Patient/provider relationship shifts to more of a partnership and patients understand their role
- Group discussion gives opportunity for patients to give and get support from each other



Group Visits Benefit Patients

- Almost no wait time for appointment
- More participation with medical team
- Discussion time/Q&A
- Patients learn from and support each other
- Relaxed setting/healthy snacks
- Patients can schedule themselves
- Family members and support welcome



Maintenance and Support

- Help Yourself Support Group
 - Patients can drop in as needed;
 - Providers and nurses can refer patients that need on going follow-up and support;
 - Informal structure allow the agenda to be defined by the group;
 - Goal setting at end of every visit



Conclusion

- Medical Group Visits are a strategy that provide on-going follow-up and support to patients AND the clinical team
- Medical Group Visits have advanced the understanding of self-management skills and communication for both patients AND the clinical team
- Medical Group Visits are fun for all