Expanding Access through Team Care - Exemplar Clinic Site Visits
Clinica Family Health Services
May 28-29, 2015

Site Visit Details

Host Organization: Clinica Family Health Services

Date: Thursday, May 28 (8:30 am- 5:30pm) & Friday, May 29 (9 am- 12 pm)

Location: Thornton, CO (May 28) and Boulder, CO (May 29)

Nearest Airport and Hotels: DEN (Denver, CO)- Hotel recommendations near Thornton Clinic

Site Visit Address:
May 28: Thornton Medical Clinic - 8990 No Washington Street, Thornton, CO
May 29: People's Medical Clinic - 2525 13th St., Boulder, CO

EATC Lead Contact: Crispin Delgado, Blue Shield of CA Foundation
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Organization Description

Clinica Family Health Services, a Federally Qualified Health Center serving the area northwest of Denver, Colorado, has a long history of pioneering primary care practices, including early explorations of the patient-centered medical home model.

With 320 staff at four sites, Clinica cares for over 40,000 patients, the vast majority of whom are either uninsured or on Medicaid. A majority of Clinica patients are monolingual Spanish-speakers, and so all providers and staff working directly with patients are bi-lingual.

Coming off of innovative work on diabetes in the late 1990s, in 2000 Clinica initiated a cutting edge PCMH redesign of its entire care model. In particular Clinica has focused on providing prompt access to care. For over ten years, Clinica has been able to provide almost all care to its patients within 5 days of their request for an appointment, usually within 2 days. Clinica sustains this success in four ways: 1) limiting panel size to control demand, 2) adding capacity through RN and case manager care, 3) extending the interval between visits if medically appropriate, and 4) using group visits.

Every Clinica patient is empaneled to a primary care provider and a care team, or "pod," around which all clinical activity centers. A pod may include, for instance, three primary care practitioners, three medical assistants each working with a single clinician, an RN, a case manager, a behavioral health professional, and medical-records and front-desk staff. Instead of private offices for clinicians, each pod works in a central area surrounded by exam rooms, each marked with flags to show who is inside. Performance data for the pod is displayed on the wall, and teams use huddles to work out the kinks.

Clinica uses the EMR NextGen and Microsoft's Sequel Server Reporting Services (SSRS) as its business intelligence tool.

To read more about Clinica's exemplary work, click on the selected resources below:

- ➤ Lessons from the Trenches — A High-Functioning Primary Care Clinic
- ➤ In the Incubator: Flip Visits
- ➤ Removing Barriers to Care: Clinica Campesina
- ➤ Find more resources here on Clinica's "Clinica Press" webpage

Attending Participants

Name	Organization	Role	Email
Crispin Delgado*	Blue Shield of California Foundation	Program Officer, Health Care and Coverage	crispin.delgado@blueshieldcafoundation.org
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Trudy DePaco	Northeast Valley Health Corporation	RN Supervisor	trudydepaco@nevhc.org
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*EATC lead contact

Draft Agenda - *Agenda subject to change*

CLINICA
family health

Clinica Institute Agenda - May 28, 2015
Thornton Clinic- 8990 No Washington Street, Thornton

8:30 am --   Breakfast: Brief overview of the day

Philosophies of Care

9:00 am   PCMH vs. Access for Everyone (*Simon Smith, CEO)*

10:00 am   Behavioral Health and Accountable Care (*Janet Rasmussen, Director of Accountable Care and Behavioral Health, Luci Lyon, ACO Program Manger, Emily Vellano, LCSW, Behavioral Health Program Manager)*
- Integrated BH
- ACO Overview
- Example of an outcome report (from ACO)

10:45 am   Clinic Tour (*Boris Kalikstein, VP, Strategic Support, Judy Troyer, VP, Operations)*
- See the Care Team Framework

11:30 am   Planned Care Outcomes (*Boris Kalikstein)*
What happens when we start to deliver planned care and face the REAL World?
- Patient Centered Outreach
- Care planner
- Ops Dashboard

Lunch

Systems of Care

12:30 pm   Leadership Discussion Luncheon (*Karen Funk, MD, MPP, VP Clinical Services & Judy Troyer)*

1:30 pm   The Patient Centered Journey (*Justin Wheeler, MD, VP Clinical Services*)
- Huddles, planned care/preventative care
- Max-packing appointments
- The Team
- Designing Clinic Lay-outs for PCMH

3:00 pm   Systems Support (*Judy Troyer*)
- Hygienist on the Pod
- Panel Management
- Site/Care Team Management
- Group Visits/Alternative Visits

4:00 pm   Care Team Member Interviews

5:00 – 5:30 pm   Q&A

Clinica Institute Agenda - May 29, 2015
People's Clinic- 2525 13th Street, Boulder

9:00 am   Meet at People's Clinic: Breakfast/Introductions

9:30 am   Overview of Pods2.0 (*Karen Funk, MD, MPP, VP Clinical Services and Boris Kalikstein, VP, Strategic Support)*
- Brief history
- Formalizing the co-visit
- Increase access
- Increase work satisfaction
- Increase PCMH principles (back to basics)

Overview of the co-visit model structure and training (Malia Davis, NP, Director of Nursing/Care Team Development)

Model in Action, Kelly Daugherty (Clinic Operations Director, People's Clinic)

Observe Model in Action (3 groups)

10:30- 11:15   Group 1 (POD 1) -- 5 participants with Brittney to pod
Group 2 (POD 2) -- 5 participants with Malia to pod
Group 3 -- detailed review of resource materials with Karen

11:15- 12:00   Group 1 -- detailed review of resource materials with Malia/Brittney
Group 2 -- detailed review of resource materials with Malia/Brittney
Group 3 (POD 1) -- 5 participants with Karen to Pod

12-12:30*   Closing Q&A

Opportunity for additional Q & A for those who are able to stay past 12 pm.

Meals: Breakfast will be provided on both days and lunch will be provided on Day 1.