



Expanding Access through Team Care - Exemplar Clinic Site Visits

Neighborhood Family Practice- May 20, 2015

Site Visit Details

Host Organization: [Neighborhood Family Practice](#)

Date: Wednesday, May 20 (8:30 am- 4:30pm)

Location: Cleveland, OH

Nearest Airport and Hotels: CLE (Cleveland, OH)

Site Visit Address:

Neighborhood Family Practice- 3569 Ridge Road, Cleveland, OH 44102

EATC Lead Contact: Susannah Brouwer, Center for Care Innovations

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Host Site Contact: Laurel Domanski Diaz, Neighborhood Family Practice

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Organization Description

Neighborhood Family Practice (NFP) has been serving Cleveland's near west side with quality primary health care services for over 30 years. A federally qualified health center with four clinic locations, NFP provides care to more than 16,000 patients, including one of the largest Hispanic communities in Ohio.

For the past several years, NFP has been working to transform its service delivery model using care teams and an EHR driven approach to patient centered care. NFP's care teams are usually made up of two to three providers, two nurses, two medical assistants, and a patient advocate, all tied together by comprehensive team training, and ongoing development. NFP's patient advocate model has been highlighted as a best practice in the LEAP program.

NFP also uses its team model of care to integrate behavioral health services into primary health. This includes universal depression screening for all adult patients and "warm hand offs" where primary care patients immediately meet with behavioral health staff.

Ancillary members of the NFP Care Teams include a clinical pharmacist, a wellness coordinator, patient advocates focused on women’s health and patient engagement with technology, as well as a team focused on serving newly arrived refugees.

NFP uses the EMR EPIC and is starting to implement tools within EPIC for population management.

To read more about NFP’s exemplary work, click on the selection of resources below:

- [NFP Chart of Patient Advocate, MA, and RN Responsibilities](#)
- [New Roles for Lay People in Primary Care: LEAP Webinar Series #5](#) (featuring NFP)
- [Selection of LEAP tools from NFP](#)
- Find more resources [here](#) on FNP’s “News & Events” webpage

Attending Participants

Name	Organization	Role	Email
Susannah Brouwer*	Center for Care Innovations	Program Manager, Capacity Building & Improvement	susannah@careinnovations.org
Will Cerrato	Indian Health Center of Santa Clara County	Medical Clinic Manager	wcerrato@ihcscv.org
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Joan Hoffman	La Clinica Oakley	Associate Medical Director	jhoffman@laclinica.org
Erika Chavez	La Clinica Oakley	Medical Assistant	echavez@laclinica.org
Tanya Jones	La Clinica Oakley	Medical Assistant	tjones@laclinica.org
Lydia Leung	San Francisco Health Network - Family Health Center	Associate Medical Director	Lydia.Leung@ucsf.edu
Mable Mai	San Francisco Health Network - Silver Ave Family Health Center	Registered Nurse	Mable.Mai@sfdph.org

*EATC lead contact

Draft Agenda

Agenda subject to change.

Time	Activity	Description	Location
8:30am-10:00am	Breakfast with Senior Management	Overview of NFP, Background on Team Care, Clinic Tour	Front Conference Room
10:00am-11:00am	Purple Care Team Meeting Observation		Front Conference Room
11:00am-12:30pm	Performance Improvement Meeting Observation with Lunch		Front Conference Room
1:00pm-2:00pm	Break-Outs	Behavioral Health Integration Discussion	Back Conference Room
		Centering Pregnancy Group Prenatal Care Observation	Front Conference Room
2:00pm-4:00pm	Round Robin Shadowing (45 minute increments)	Patient Shadowing—MA/Provider Interaction	Various
		Care Team—Patient Advocate and Nurse Role	
		Front Office Shadowing	
4:00pm	Full Group Report-Out		Front Conference Room