Is there Room for a Team Approach to Primary Care?
Preliminary Results of a STARNet Study

STARNet Membership Meeting
March 31, 2011
Background: Why do this study?

• Two of the key elements of the Patient Centered Medical Home “PCMH”
  – Practice-based team care
  – Access to care and information
• Practice-based team care
  – delegation of responsibilities to the member of the team with the right skill set under the leadership of a clinician.
• Access to care and information
  – use of electronic mail, text messaging, group visits and other modalities to deliver care and improve access.
Purpose of the Study

- **Knowledge Gap**: How will these concepts be received and accepted by physicians and their patients?
- **Purpose of this study**: Examine and compare physician and patient receptivity to alternate PCMH modalities of health care delivery in primary care offices.
Methods: How was study done?

• 8 primary care offices
• Goal: collect data on 60 patient visits in one week
• After each visit,
  – patients filled out a survey and
  – physicians completed a card
• Collected 423 cards in 8 offices
Patient Survey

• “I think the care I received today could have been provided by:”
  – PA or NP
  – RN, LVN, MA or health educator
  – Phone call with doctor or nurse
  – On Line Chat with doctor or nurse
  – Email from doctor or nurse
  – Group Visit

Each was rated on a scale from “Strongly Agree” to “Strongly Disagree”
Physicians were Asked:

• “Do you believe the services provided by you today could have been provided by” (yes/no)
  – PA or NP
  – RN, LVN, MA or health educator
  – Phone call with doctor or nurse
  – On Line Chat with doctor or nurse
  – Email from doctor or nurse
  – Group Visit
  – None of the above
Results

• 423 cards collected in 8 clinics
# Patient & Physician Preference

<table>
<thead>
<tr>
<th>Patient Rank</th>
<th>Service Provided by</th>
<th>% Patient Strongly Agree or Agree</th>
<th>MD % yes</th>
<th>MD Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PA or NP</td>
<td>43.8%</td>
<td>51.5%</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>RN, LVN, MA or health educator</td>
<td>30.7%</td>
<td>3.3%</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>Phone call with doctor or nurse</td>
<td>25.3%</td>
<td>5%</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>On Line Chat with doctor or nurse</td>
<td>18.9%</td>
<td>4%</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>Email from doctor or nurse</td>
<td>14.7%</td>
<td>0.4%</td>
<td>6</td>
</tr>
<tr>
<td>6</td>
<td>Group Visit</td>
<td>10.1%</td>
<td>0.5%</td>
<td>5</td>
</tr>
</tbody>
</table>
## Patient & Physician Agreement

<table>
<thead>
<tr>
<th>Service provided by:</th>
<th>% of those visits MD said “none”</th>
<th>% of visits MD agreed with patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA or NP</td>
<td>38.5%</td>
<td>55.4%</td>
</tr>
<tr>
<td>Phone Call</td>
<td>43.0%</td>
<td>5.8%</td>
</tr>
<tr>
<td>RN/LVN/MA</td>
<td>44.1%</td>
<td>3.8%</td>
</tr>
<tr>
<td>On Line Chat</td>
<td>42.2%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Email</td>
<td>52.0%</td>
<td>0.02%</td>
</tr>
<tr>
<td>Group Visit</td>
<td>58.8%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
Conclusions

• Physicians: services not provided by anyone else in 42% of the visits.
• Moderate level of agreement services could have been provided by a PA or NP. (physician agreed with patient 55% of the time)
• Patients more open to receiving services by RN/LVN/MA or health educator (31%) than were physicians (3%).
Conclusions

• Patients were more willing to receive services by phone (25%) than were physicians (6%).
• An on-line chat with MD or nurse was more acceptable to patient than was email or group visit.
• Group visits were the least acceptable method as rated by both patients and MD.
Your Thoughts?