



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
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 - 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

Patient Rank	Service Provided by	% Patient Strongly Agree or Agree	MD % yes	MD Rank
1	PA or NP	43.8%	51.5%	1
2	RN, LVN, MA or health educator	30.7%	3.3%	4
3	Phone call with doctor or nurse	25.3%	5%	2
4	On Line Chat with doctor or nurse	18.9%	4%	3
5	Email from doctor or nurse	14.7%	0.4%	6
6	Group Visit	10.1%	0.5%	5

Patient & Physician Agreement

Service provide by:	% of those visits MD said “none”	% of visits MD agreed with patient
PA or NP	38.5%	55.4%
Phone Call	43.0%	5.8%
RN/LVN/MA	44.1%	3.8%
On Line Chat	42.2%	3.1%
Email	52.0%	0.02%
Group Visit	58.8%	0.0%

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?

