



Fast Five with Rob Chamberlin, MD, MBA

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Welcome to Fast Five—our monthly interview with an individual connected to the MaineHealth ACO. This month we had a chance to catch up with Rob Chamberlin for what turned out to be four, not five, quick questions.

The ACO's Value Oversight Committee met recently to discuss priorities for the coming year and beyond. Much of the discussion centered on the value of Medicare's Annual Wellness Visit (AWV). You were there and supported the idea that wide adoption of Annual Wellness Visits could have a number of benefits. Can you describe your thinking?

If we start with the patients, the AWV is a good attempt to create a visit dedicated to talking with patients about things that are important to them. The "no-touch" part of the AWV is somewhat confusing to patients, but it does encourage us to think about engaging with patients in a different type of visit. It's a time to pause and reflect on their care in the context of their life.

For doctors, if we can frame it right for patients, this can be a chance to reflect on medical conditions with a patient while not necessarily managing them. It's an important opportunity to coordinate care and ask about patients' wellness. It's a time to talk about advanced care planning. These are big parts of primary care. We do this in bit-part over the course of the year, but the AWV allows us to do this in a focused way. In truth, we need a three hour visit for this. The AWV is a step in the right direction and we shouldn't dismiss it.

For the system, the Annual Wellness Visit can become a tool for better understanding who our population is. By getting all our patients in and recording their health status and medical conditions, we can make sure that our registries are accurately reflecting our patients. And that is the basis for thinking about how we are designing systems for our patients.

I had a patient yesterday that I saw for his Annual Wellness Visit who understood what the AWV is. I was looking through his chart getting ready to see him again, and I saw that a year ago I had given him the MaineHealth advance care planning form. The unexpected thing for me was that he came in with the advanced care planning form filled out. We spent 75 percent of our time just going over that. It was nice because we were able to go through the screening and care plan forms, but then really focus on his advance directive. I got to clarify some things so I can help guide his care if time were to become short. And if he ever ends up at Maine Med this will be saved in EPIC.

What's your top work priority right now?

My top priority is to narrow our priorities! Right now, we're starting to plan out what our fiscal year 2018 priorities are going to be. Last year, we "really focused" and it still feels overwhelming. So our number one priority is to narrow even more. That means having to say no to some really good ideas, which is very hard.

Our other priority, the thing that keeps me awake at night, is figuring out what to do about physician burnout. We are building teams and infrastructure, we're building physician leadership, we are building systems to help physicians. But we are still far from solving burn out.

What do you do to stay active?

I have two young daughters and a third one on the way. They certainly keep me active. As far as a routine, there is one small window I have each day to get a little exercise. Every night after dinner I do our kids' bath time. So while my daughters are in the bath I roll out a mat in the bathroom and can do about 10 minutes of pushups and sit-ups. That's the one time when my kids are contained and I can't be off working. So I can play with them and still talk to them but get a little exercise in.

When you find the time, what are you reading or listening to?

I don't have lots of time to read books, but I do listen to books on Audible when I'm traveling between the MMP offices. Recently, I listened to a good management book called *First, Break All the Rules*. A couple other recent good ones were *Between the World and Me* by Ta-Nehisi Coates and *The Digital Doctor*, which was rather interesting. I also listen to podcasts like *Radio Lab*, *Planet Money* and *On Being*.