



Shared Learning Event

September 28, 2018

Settlement Health

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Settlement Health

Celebrating 40 yrs as a Federally Qualified Health Center serving the East Harlem community

- Primary care – Peds, Adult, Family Medicine, WH services
- 55% Medicaid, 26% Uninsured, 7 % Medicare
- 50% patients most comfortable in a language other than English
- Specialty care referred to tertiary care hospital through a specific affiliation agreement

Quality Improvement at Settlement

As required by BPHC 330 regulations, Settlement Health has developed a productive quality infrastructure

- In an effort to become a data-driven organization, ~ 5 years ago, the decision was made to include ALL staff in the QI committee
- Monthly meetings are attended by all staff, where data is reviewed and discussed. 3 – 4 quality improvement activities are identified by consensus of the group on an annual basis
- A cross-function workgroup is involved in the improvement activities for each projects , and update the committee on a regular basis

Journey to Team Based Care

Long term primary care “culture” dedicated to patient having an assigned PCP who sees them for 85 – 90% of all visits

Dedicated MA for each provider

Referral coordinator for each clinical area

Patients (and providers) expect to see their assigned provider

Providers challenged with managing all aspects of a patient’s care – especially for complex patients

Journey to Team Based Care

~ 7 years ago – introduction of Care Managers

- Initially DM Care Manager for ~ 1,000 DM patient
- (already had Perinatal and HIV CM)
- Added Pediatrics and Depression over time

2 years ago – opened Family Medicine site

- 1 Generalist Care Manager imbedded
- Demonstrated the potential success of a strong, high functioning care team

February 2017 - Consultant engaged to embrace the quadruple AIM – specifically patient experience and provider satisfaction

March 2018 - transition to a “Generalist” Care Management model

Successes

Successes:

- Care Management imbedded in teams
- Robust Pre-Visit Planning tool
- Everyone is “PVPing” (even Nursing Visits)
- Perceived value to the patient

Challenges:

- New way of working for care managers accustomed to condition specific functions
- Leveraging the entire team to work with the patient to bring full value – i.e. enhanced care management visits

TCPI Next Steps

- Developing a “dashboard” for key teams, such as Executive, Operations
- Aligning job descriptions to reflect the many changes that have occurred
- Implement one type of group visit



Thank you!

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