Leveraging Time & Connection with Group Medical Visits

Shilpa P. Saxena, MD
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2 THINGS WRONG IN HEALTHCARE

1. HEALTH
2. CARE
The system values volume.
The system values speed and acceleration.
The Current System

PROBLEM
“If you do not change direction, you may end up where you are heading.”
A COSTLY ASSUMPTION:
Individual visits are the ONLY way to deliver medical care to patients.
A COSTLY INEFFICIENCY:

Giving similar lifestyle education & recommendations to patients ONE INDIVIDUAL VISIT AT A TIME.
Giving patients similar lifestyle education & recommendations ONE VISIT AT A TIME.
COMPLEX CHRONIC DISEASE

CAUSES

EFFECTS

CAUSES

EFFECTS

- NUTRITION
- EXERCISE
- TOBACCO & ALCOHOL
- STRESS MANAGEMENT
- SLEEP
- HEALTHY RELATIONSHIPS
Unique Branches of EFFECT

- Diabetes
- HTN
- Dyslipidemias
- OA
- Osteoporosis
- Dementia
- PCOS
- NAFLD
- Autoimmune
- IBS
- Acid reflux
- Fatigue
- Obesity
- Chronic pain
- Depression
- Anxiety
Unique Branches of EFFECT

Common Roots of CAUSE
Lifestyle Change & Root Cause Approach
Epigenetics

20%

80%
Behavior Change

SOLVE
Trigger the behavior!

- High Motivation
- Low Motivation
- Low Ability
- High Ability

Increasing likeliness to perform target behavior
Therapeutic Partnership
BUT...

You Need More Time
TIME IS MONEY
Group Visit

- A unique **provider-patient encounter solution**
  - where a patient receives essential lifestyle education
  - for improved chronic disease management

- A model which **expands visit time**
  - therapeutic partnership
  - benefits patient and provider
A Tool to Leverage Time
When Individual Visits Make Sense

• Complex decision making
  – Chronic disease evaluation
  – Emergent or urgent issue

• Privacy need
  – Risk of contagion
  – Private/sensitive issues

• Uncommon education
  – Unique condition
  – Unique diagnostics
When Group Visits Make Sense

• **Low acuity issues**
  – Chronic disease management
  – Lifestyle education benefit

• **Redundant education**
  – Similar content of education
  – Similar recommendations

• **Connection & extended time**
  • With provider
  • With condition
  • With others with similar problems
  • With others with similar goals
Leveraging Time

SOLVE
Common Roots of CAUSE

Lifestyle-Based Group Visit

Unique Branches of EFFECT
BENEFITS of Group Visits

HEALTH
+ CARE
+ OPERATIONAL
+ FINANCIAL

Solution
Group Visits

THE EVIDENCE IS CLEAR
Leading Medical Organizations Utilizing Group Visits

Harvard Vanguard Medical Associates
Atrius Health

Memphis VA Medical Center

Kaiser Permanente®

Wisconsin University of Wisconsin-Madison

Yale HEALTH

Cleveland Clinic
The Benefits of Group Visits

- More access
- Reduced wait times
- Superior knowledge
- Increased patient self-efficacy
- Better outcomes
- Higher patient satisfaction
- Higher provider satisfaction
- Significant productivity increases
The Power of Sharing

By concentrating on patient education and disease management, interactive meetings provide an opportunity for patients to share both successes and struggles with others experiencing similar challenges.

Studies demonstrated that SMAs improved

✓ patient access,
✓ enhanced outcomes, and
✓ promoted patient satisfaction.

SMA: Shared Medical Appointment

A Desire to Connect Is Universal

✓ Patients who participated in an SMA did not differ significantly from the regular patient population.

✓ Patients participated in an SMA primarily to
  ✓ Share experiences with fellow patients
  ✓ Learn from others
  ✓ Obtain more information.

✓ Both patients and health professionals reported that patients received more information during an SMA.

Process Improvements
CVD Prevention in Women

✓ Chronic diseases account for 75% of health expenditures... 70% are preventable through lifestyle change.

✓ Lifestyle modification is difficult in the context of a traditional medical visit.

✓ Process improvements include
  ✓ reduced appointment wait times,
  ✓ improved provider efficiency (more patients seen with the SMAs),
  ✓ high patient satisfaction (96%), and
  ✓ improved adherence to recommended medical monitoring (3.8 visits/year).

✓ Appointment **wait time decreased** from 180 days before SMAs to 84 days (53% reduction).

✓ The **number of patients seen** per month **increased** by 43%.

✓ The number of new clinic patients (both SMA and individual appts) who received **nutrition education and intervention increased** from approximately 50% before SMAs to nearly 75%.

✓ Overwhelmingly (87%) rated their satisfaction with SMA as excellent or very good.

✓ **90% would recommend to others.**

✓ Posttests revealed **superior knowledge** than controls (P<.02).

Why should they consider it?

Useful in many types of practice

- insurance/cash
- primary care/specialty
- physician/dieticians/CAM providers
- solo/specialty group/multi-specialty group
The data provided clear evidence to support the hypothesized upward, spiral, with perceived social connections serving as the link between positive emotions and health.

These findings add another piece to the physical health puzzle, suggesting that positive emotions may be an essential psychological nutrient that builds health, just like getting enough exercise and eating leafy greens.

Barbara Fredrickson
University of North Carolina at Chapel Hill
The Benefits of Group Visits

- **CLINICAL**
  - Superior patient knowledge
  - Increased patient self-efficacy
  - Better outcomes
  - Higher patient satisfaction

- **FINANCIAL**
  - More individual visit access
  - 200-600% productivity increases

- **OPERATIONAL**
  - Improved wait times
  - Staffing efficiencies
  - Higher provider satisfaction
TRADITIONAL VS GROUP VISIT

HOW DO I CHANGE TO THIS?

Lifestyle – Root Cause DIGMA Model
The Next Question

How???
A Common Question

HIPAA?
Billing?
Laughter is the Best Medicine
“They always say time changes things, but you actually have to change them yourself.”

~Andy Warhol
LET’S BRING BACK HEALTH & CARE TOGETHER!

For more information & resources-

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