



Practice Transformation: Why Medical Students and Family Medicine Residents Will Save America

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An update from the Practice Transformation Core Team of
Family Medicine for America's Health (FMAHealth)

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Family Medicine Residents + Medical Students

Topics to cover

- What's up with FMAHealth these days?
- Why is person-centered care important?
- Why is change hard and what can we do about it?
- The function of the "change agent"
- How can I be prepared for what will be asked of me?

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"The Working Party"



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FAMILY MEDICINE for AMERICA'S HEALTH

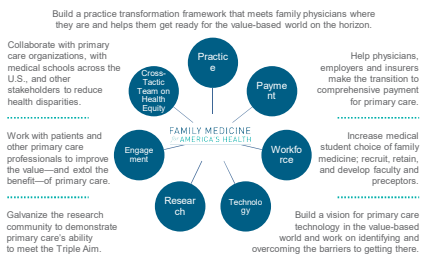


Seven Core Strategies

In collaboration with patients and other primary care professionals:

- | | | | |
|--|---|---|-----------------------------------|
| 1. SHOW THE BENEFITS OF PRIMARY CARE | 2. EVERY PERSON WILL HAVE A PERSONAL RELATIONSHIP WITH A TRUSTED FAMILY PHYSICIAN OR OTHER PRIMARY CARE PROFESSIONAL IN THE CONTEXT OF A MEDICAL HOME | 3. ACHIEVE THE TRIPLE AIM | 4. REDUCE HEALTH CARE DISPARITIES |
| 5. LEAD THE CONTINUED EVOLUTION OF THE PATIENT CENTERED MEDICAL HOME | 6. ENSURE A WELL-TRAINED PRIMARY CARE WORKFORCE | 7. MOVE PRIMARY CARE REIMBURSEMENT AWAY FROM FEE-FOR-SERVICE AND TOWARDS COMPREHENSIVE PRIMARY CARE PAYMENT | |

What is the work of the seven Tactic Teams?



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Practice Team

Enable family physicians, and other primary care professionals, to provide people with the right care at the right place at the right time at the right cost. In order to do this:



Practice Team Initiatives

Elevator Pitches for multiple stakeholders

Practice Readiness Project

Pathways to Practice Transformation & Payment Reform

Measures That Matter Project

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Payment Team

Provide the highest quality and lowest cost primary care to people throughout the country. To make this possible:



Payment Team Initiatives

Qualitative study of physicians and practices working in a comprehensive payment framework.

Make the business case for comprehensive payment—calculator project—to calculate the cost of comprehensive care for an individual patient and a patient population.

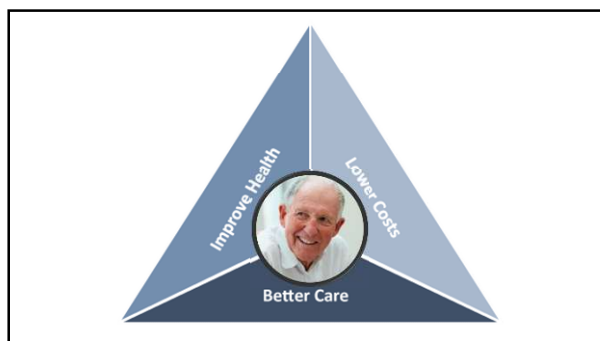
Project to help primary care physicians and care teams participating in healthcare systems and group practices receive payment commensurate with the value they provide


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Pathways to Transformation

Blend the work of the Payment and Practice Core Teams to prepare the "family" of Family Medicine to launch beyond PCMH:

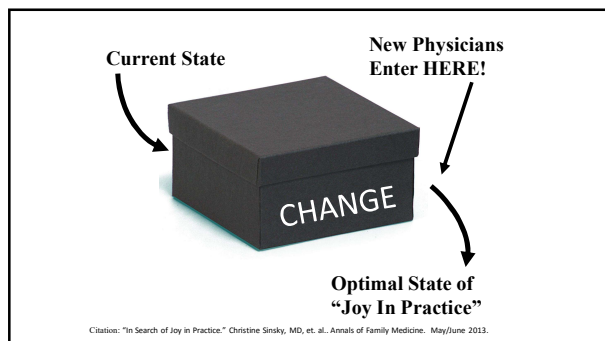






(a.k.a
Saving
America)

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TODAY

Fee For Service


Small practices / Huge groups

The Patient comes to the Practice for everything

"Making the Patient Better" is the goal

"Others" are in charge of all non-medical areas

High administrative burden, burn-out, disappointment, unmet expectations



6-10 YEARS (Joint Principles of Primary Care)

Comprehensive Practice / Comprehensive Payment

Small practices linking arms and mid-size groups

"The Practice" is available and accessed widely

"Keeping the Patient Well" is the goal

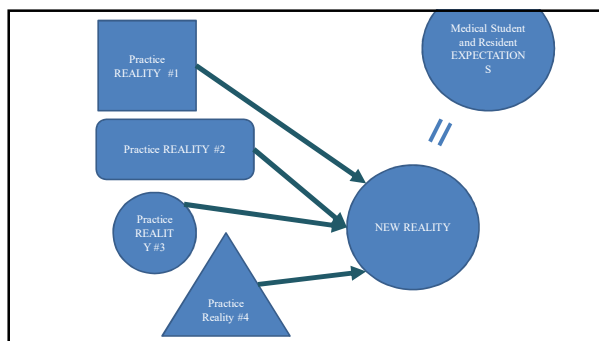
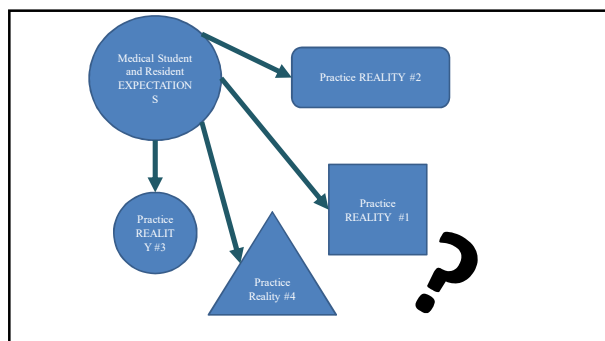
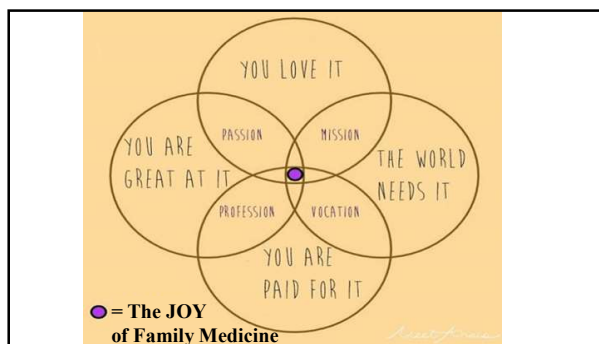
We advocate for social determinants

JOY, respect, value

Stages of Change

- Precontemplation
- Contemplation
- Planning
- Action
- Maintenance

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The Change Agent...

- Know yourself and your teaching style
- Get to know the learning styles of your new "team"
- Figure out "the system" and infiltrate it
- Identify the "prime movers"
- Look for the money
- Start with a little project (but see it as part of a bigger plan)
- Play the "newbie" card well
- Don't be afraid to take the first steps alone – but bring some influential patients with you
- Share your successes and ask for advice about your failures
- Cheerful persistence
- Find a cheerleader

Guiding Principles to the Transformation Ahead...

- Keep the PATIENT in mind first, foremost, and always
- This is a marathon, not a sprint
- Assume you can do more meaningful work, not just "more work"
 - Population Health
 - Health Equity
 - Community Engagement
 - Social Determinants of Health

FIRST STEPS...

- Read about the PCMH
- Read about Tom Bodenheimer's work
- Talk to your patients
- Explore "teams of care"
- Use technology wisely
- Collaborate & Communicate
- Know the Joint Principles of Primary Care

Joint Principles of Primary Care

- Continuous
- Comprehensive
- Person-centered
- Accessible
- Integrated
- Coordinated
- Team-based

Some Quotes to guide you...

- "It isn't 'patient-centered' until the patient says it is 'patient-centered'" – Reid Blackwelder
- "We cannot let our autonomy, responsibility and authority erode from the pressures of 'the system'. If we do, we are turning our backs on our specialty" – Larry Green
- "People who say it cannot be done should not interrupt those who are doing it" – Toby Mac
- "Anxiety is the dizziness of freedom" – Søren Kierkegaard

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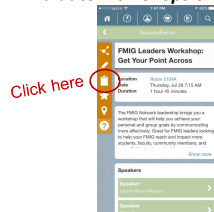


Q&A

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(Family Physicians Residents)
at Richard Schulz

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