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## **December 2018 Partner Summit Summary Notes: 8 Minutes: So much to do, so little time**

### **Panel Summary**

There are many challenges that our physicians face that include managing the administrative component of their clinics, care team collaboration, effective patient communication and timely patient/clinic management. Our AAFP member physician panel confirmed that they manage many types of patients, conditions, procedures and needs that comprise their daily activities. There is a high need to reduce the burden from electronic documentation as well as a need for better collaboration and task sharing with members of the care team in order to be as efficient as possible. Having the appropriate resources and education to share with their patients is also a high need knowing there are not always easily accessible resources nearby. The physician panel addressed different process improvements and changes they made in their practices to address their opportunities and needs. Both expressed incremental success from these implementations.

Overall, the physicians confirmed the challenges and burdens they face and the efforts they are making to ensure they can provide the best care possible for their patients and communities.

### **Technology discussion notes:**

Most of the topics discussed in the breakout correlated to the action that Dr. Waldren is currently taking to meet this challenge through pursuing opportunities that will integrate technologies that enhance and support patient care model improvements.

Keys areas discussed in the breakout included:

- Technology capable of matching resources to the patient in real-time based on information collected in the visit and in the patient record
- Technology capable of listening, interpreting, and providing instant real-time feedback for clinical support as well as direct documentation into the EHR (machine learning and AI)
- Approaches that can scan and summarize large pools of data into meaningful consumable chunks of information that a provider can easily access
  - Such as presenting the physician with the most recently published research on a topic they are discussing with a patient
  - Such as presenting the physician with patient education as well as community resources that are a match for their needs
- True interoperability between health systems and their EHRs – how to maintain a complete patient record knowing they visit multiple clinics, change providers, or change insurances frequently
  - Recognition that the model needs to be changed to actually encourage interoperability and centralized patient records
- Technology that can drive decision support for prescribing medications based on patient insurance, health factors, access, etc. in real-time to prevent insurance denials or prior authorizations that can block a patient from their medications
- How to share, consume and interpret patient data from consumer devices such as fitbit, apple watch, smart scales, etc. that are being used in the home
  - How could this data be shared to prevent patient health challenges in real-time instead of retroactive review and intervention?

**Patient-centered care and engagement discussion notes:**

- Patient preparation pre-visit – resources needed to support the patient better
- Office champions – use the established model to focus on the patient experience
- Need to brainstorm ways to get patients to find and use familydoctor.org more readily
- Integrate familydoctor.org information into the electronic medical record – improves the type of education resource providers can access and share and checks the box for meaningful use
- TIPS module in development focuses on agenda setting with patients during visits – will have tools that can be shared with patients to use
- Develop networks between multiple practices to share resources, training, expertise, etc.
- Develop post-visit tools, plans, and/or documents to better support the patient after they leave (clear summary, directions, etc.) – which would also be extremely helpful for caregivers

**Team-based care discussion notes:**

- Billing and Coding resources are an important and relevant resource for physicians and their care teams to ensure successful, efficient team-based care. We ensure members have these resources through FPM and it's blog (<https://www.aafp.org/journals/fpm/blogs/gettingpaid.html>), live annual AAFP meetings and through embedding the information in disease state/preventive health education that is positioned for members and their care teams. Keeping staff aware of current codes is crucial.
- Chronic Care Management codes, specifically AWV, TCM and CCM codes were of interest to the group. They were curious as to why more physicians had not adopted these codes. Dr. Mullins explained the co-pay that was required in the past has recently been removed. Re-educating about this removal and teams finding time to start a new service is still a barrier.
- Low staff turnover is a key to successful office-based teaming.
- It is crucial that education is targeted to offices at multiple learning levels – high school to physician. Don't under estimate the role of the office staff.
- Physicians need to look for ways to maximize staff time by looking for duplications in their office tasks and processes.
- It is important to make sure the team has strong patient resources to aid in caring for the patient. AAFP members love the ability to print out patient education from familydoctor.org, the AAFP's trusted patient resource, as handouts for their patients.