The Primary Care Team: New Roles and Relationships

Health Workforce Innovations to Support Delivery System Transformation

Houston, TX Sept 12-13, 2016
Workforce challenges, circa 2016

- Shortages
- Maldistribution: by specialty, by geography
- Burnout
- Shifting from volume to value
How to deal with a potential physician shortage

Train more

Find someone else

Lose fewer

Waste less

Shipman, Sinsky, *Health Affairs*, 2013
Is the day just full, or wasteful?

• ~75% of a physician’s day in the office is spent outside direct patient care (50% on EHR, desk work)

• *Clerical duties*: 35-50% of a physician’s time during a patient visit is spent on EHR, clerical work

• *Administrative tasks*: 30-60 minutes per day on insurance and billing questions

• *Inefficient technology*: the simple has become burdensome (60 minutes/day on non-value added clicking, scrolling, signing on, etc)

In Shipman, Sinsky, *Health Affairs*, 2013; additional sources available on request
Workforce retention: 
Physician Resiliency and Burn-out

54% of physicians burned out
40% screen positive for depression
6.4% with suicidal ideation in past 12 months

Inefficiency across the care continuum

Team
APN, PA
Primary Care Physician
Subspecialist
Inefficiency across the care continuum

- Team
- APN, PA
- Primary Care Physician
- Subspecialist

Poor communication, coordination
Fragmentation of care
Efficiency across the care continuum

More effective use of teams
More comprehensive, patient-centered care
Better use of physician time
Create *adaptive reserve*
Efficiency across the care continuum

Opportunity to promote more efficient care at the interface of primary care and subspecialty care
Waste less:

If half of all physicians saved 30 minutes a day and spent that time with one additional patient per day, 15-20 million more physician visits could take place each year.
Innovations that

• Reduce fragmentation
• Enhance primary care comprehensiveness
• Right size referral rates
• Improve access to specialty care
Kathy Kerscher, Team Leader of Operations and Leader of Team-based Care Redesign, Bellin Health

“We have visited many primary care practices and have shadowed many care teams. This was the most impressive team-based care model we have seen.”

Tom Bodenheimer, MD

Sanjeev Arora, MD, Director and Founder of Project ECHO

The Washington Post
New Mexico experiment aims to fix the doctor shortage – no new doctors required

“His experiment in medical learning collaboratives, dubbed Project ECHO, is now used by everyone from the Department of Defense to the Brazilian health-care system.”