



Geriatric Practice
Leadership Institute

Geriatric Practice Leadership Institute (GPLI) Final Project Summary

HSC Health Family Medicine Clinic

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Purpose

- HSC Health Family Medicine clinic has a high population of older adults with Medicare (or dual eligibility) that need additional attention to ensure excellent care was delivered.
- The FM Clinic was seeking to be an Age Friendly Health System in order to meet the needs of the population. This will help us better serve our patients and connect them to appropriate resources while also meeting the 4Ms.
- The goal of this project was to increase the number of Annual Wellness Visits and partner with the Center for Older Adults to increase the number of advanced care planning appointments for patients.

Plan-Do-Study-Act Summary

- We worked with our patient care coordinators to call patients and schedule their AWW's but we were not able to reach as many patients as we hoped.
- We worked with a project manager to help increase the number of AWW by utilizing our Phreesia check in system. Patients are asked if they are interested in getting an AWW if eligible and providers are following up accordingly. This method worked great as it brought together the frontline staff with the providers to bring awareness to patients.
- We made changes to the scheduling template to make it as efficient as possible and to dedicate time to AWWs.

Data Review

Total # of AWV

Year	AWVs
2019	156
2020	273
2021	288

Total Revenue Generated

FM Total	Year
\$ 18,837.30	2019
\$ 36,304.79	2020
\$ 46,609.17	2021

**Started initiative in 2020*

Lessons Learned

- Education isn't always the answer for patients, it takes time and a trusting relationship to help our patients understand the importance of AWWs
- Not all providers are comfortable doing AWW and need additional training
- Understanding the insurance side and what defines an AWW versus a regular physical annual for staff and patients is difficult and needs to be better explained
- Feedback from all patient facing team members was crucial to implementing process improvement (call center, front desk, MA, NP, Social Worker, Physician)
- Integration within Phreesia and NextGen has limitations but we can learn how to maximize their uses for our benefit

Next Steps

- HSC Health Family Medicine Clinic will continue increasing the number of AWW's scheduled in the clinic
- Utilize outbound call services to eligible patients to increase scheduled AWWs
- All providers will be well trained in AWW's & maintain adequate trainings for all team members and students
- Continue utilizing resources (Phreesia check in system, patient portal, etc.)
- Work closer with our Quality team future projects to help enhance this initiative