

4/22/13

Summary points:

1. Continuity of care with primary care providers is improved in family medicine, pediatrics and adult medicine. The attached graph measures the percent of each patient's primary care appointments that were scheduled with a patient's primary care provider.
2. Missed appointment rates are decreasing. See attached graph. Now at nearly 14%. As we roll out pre-registration calls our goal is to get to 10% or less.
3. CHF slots are back. More info below.
4. Rapid improvement event on streamlining and improving the medication refill process is happening this week. Come to report outs on Friday, April 26. Report Out presentations are at 7:45am at West County Health Center, 10:00 AM at CCRMC Hospital lobby and 12:15pm at Pittsburg Health Center.

Our coordinated STRONG (Specialized Training and Resources for adherence to National Guidelines) CHF appointments were temporarily unavailable during the roll out period for recent access changes. They are now available again, as of 4/22. These visits enable prompt access for the numerous CHF patients in our system, as only the most complex can be seen in Cardiology clinic due to appointment availability. They are available for hospital or ED discharge follow up, or for referral from providers within the clinic. All of these providers have special training and interest in caring for CHF patients, but the CHF patient also needs a primary care MD. The goal is to follow along with the PMD and make medication and other suggestions for the CHF management of these often complex patients. The CHF provider can use these slots to rapidly titrate CHF medications to optimize their care over a series of frequent visits, then return them to usual care once stabilized. These CHF appointments do not require a separate cardiology referral. When a provider asks for a routine CHF visit for a patient please schedule the patient in a CHF slot based upon their primary clinic site, or their address.

The providers and sites are as follows:

Antioch Health Center: Mark Smith, MD Family Medicine

Brentwood Health Center: Joseph Chavez-Carey, MD Family Medicine

Concord Health Center: Ori Tzvieli, MD Family Medicine
Vijay Bhandari, MD Internal Medicine

Martinez Health Center: David Brody, MD Internal Medicine
Nusrat Chaudry, MD Adult Medicine
Gabriella Sullivan, MD Internal Medicine
Sonia Sutherland, MD Internal Medicine

Pittsburg Health Center: Oliver Graham, MD Internal Medicine

West County Health Center: Sara Levin, MD Internal Medicine (appts available beginning early May)

Andrea Sandler, MD Family Medicine
Lynette Stromberg, MD Adult Medicine