This product was developed by the Help Yourself: Chronic Disease Self Management Program at Marshall University School of Medicine in Huntington, WV and the New River Health Association in Scarbro, WV. Support for this product was provided by a grant from the Robert Wood Johnson Foundation® in Princeton, New Jersey.
MEDICAL GROUP VISITS:

A Team Approach to Promote Self-Management

New River Health Association
Scarbro, West Virginia

Marshall University School of Medicine
Department of Family and Community Health
West Virginia

- Appalachian State
- Isolated rural communities
- System of rural primary care centers
- Almost heaven
MGVs have Caught On at NRHA

- Began 5/01
  - One team - Doctor, Nurse and Facilitator
    - 1\textsuperscript{st} and 3\textsuperscript{rd} Thursday of every month
- March 2006
- 8 Medical Group Visits
- Mental health (2 group)
- Black lung (1 group)
- Chronic pain -- GOLS (1 group)
- Chronic care teams (3 groups)
- Workers comp (1 group)
MGV Team

Facilitator
Team Approach

- Providers get help with the many tasks of a chronic care patient visit
- Being in the same room, provider and nurse can easily flex to coordinate tasks
- Facilitator coordinates paper work, answers questions
- Patients actively participate as part of the team
Tasks that are Accomplished

- Chronic disease follow-up; exam; questions
- Lab results
- New prescriptions/refills/change medication
- X-rays, lab tests ordered
- Referrals
- Forms filled out (Comp, insurance, disability)
- Diagnose and treat new problems
- Private exam if needed
Visit Setting

- Conference room
- Computer with wireless link to lab, EMR, pharmacy
- Chairs in a circle
- Rolling stool for provider to scoot pt. to pt.
- Small table in center for visit supplies (gloves, foot exam pads, etc)
- “Healthy” refreshments in corner of room
- Private exam room & bathroom near by
Typical Time Frame

8:00 to 8:30 AM

- Patients given clip-board – Vital signs recorded - Patient questions and needs noted
- Patient reviews EML and Continuing Problem List
- Introductions – and patients list reasons for the visit
Time Frame . . .

8:30 – 9:30

• Round one: doctor and nurse do individual medical exams

• Round two: Doctor will move around the room addressing patient needs

• Question and answer time
9:30-10:00

• Group Discussion - Lab reviewed and education topics discussed
• Goal setting and action plan
Key: Prepare Ahead

Nurse (2-3 days before)

- Organizes paper work – visits sheets, billing forms, etc
Prepare Ahead

Facilitator (day before)

- Reviews outcome data – notes who may be struggling
- Reviews preventive health screen
- Creates wall chart with patients’ data
- Sends charts to provider the day before the MGV
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Prepare Ahead

Medical Provider

• Reviews the Last 3 visit notes
• Reviews med, & Lab list
• Outlines a plan for the MGV, including self management topics
Key: Reduce Doctor Busywork

- Chart reviewing done ahead
- Lab orders
- Follow-up plan done by the team
- Progress note writing – Use of tablet PC with wireless connection to EMR
Benefits to Patients

- Almost no wait time for appointment
- More participation with medical team
- Discussion time/Q&A
- Patients learn from and support each other
- Relaxed setting/healthy snacks
- Patients can schedule themselves
- Family members and support welcome
Benefits to Medical Team

Saves time!

• Lab data on hand
• Referrals and apnt. made during the MGV
• Efficient use of other clinic support staff
  – Lab, front desk, social worker
• Satisfied Patients
Back up a moment . . .

Tools for Self Management
Behavior Change Materials

Key Messages

• **Balance your plate**

• **Choose to move**

• **Kick the habit**
Self Management Booklets

Educational booklets with basic information

- Kick the Habit
- Choose to Move
- Balance Your Plate
Patient Decision-Making

Action Plan Example ——

This week I will

Increase vegetables (What?)
One serving (How much?)
At lunch and dinner (When?)
5 days (How many?)

How confident are you? 9

(0 = not confident  10 = totally confident)
Maintenance

- “I am ready” PASSPORT
- Individuals have possession of health status data and can monitor their goals
Follow-up

“Help Yourself” Chronic Disease Self-Management Program

- Developed at Stanford University
- A six-session course; weekly 2-hour sessions with a focus on skills training
- Leaders follow a detailed leaders manual
- Designed to be led by non-health professionals and individuals with chronic conditions
Conclusion

- Expansion of MGVs has been successful at NRHA
- MGV’s improve patient access
- High level of patients and provider satisfaction with MGV process
- MGVs provide opportunity to integrate self-management into patient visit
- Patients who attend MGV are more likely to be engaged in self-management activities
With financial support from the –

Advancing Diabetes Self-Management Program

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