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# Group Visits; What Could Be...



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# Group Visits; defined...

- A group of patients connected in *some way*, meeting together with their *health care team* (PCP, MD/DO/ARNP/PA, RN's, MA's, front office, etc...) to take care of *their health care needs*, the same needs that are currently met with traditional medical primary care
- (Not a support group, not education classes, although they may feel better supported and become better educated)

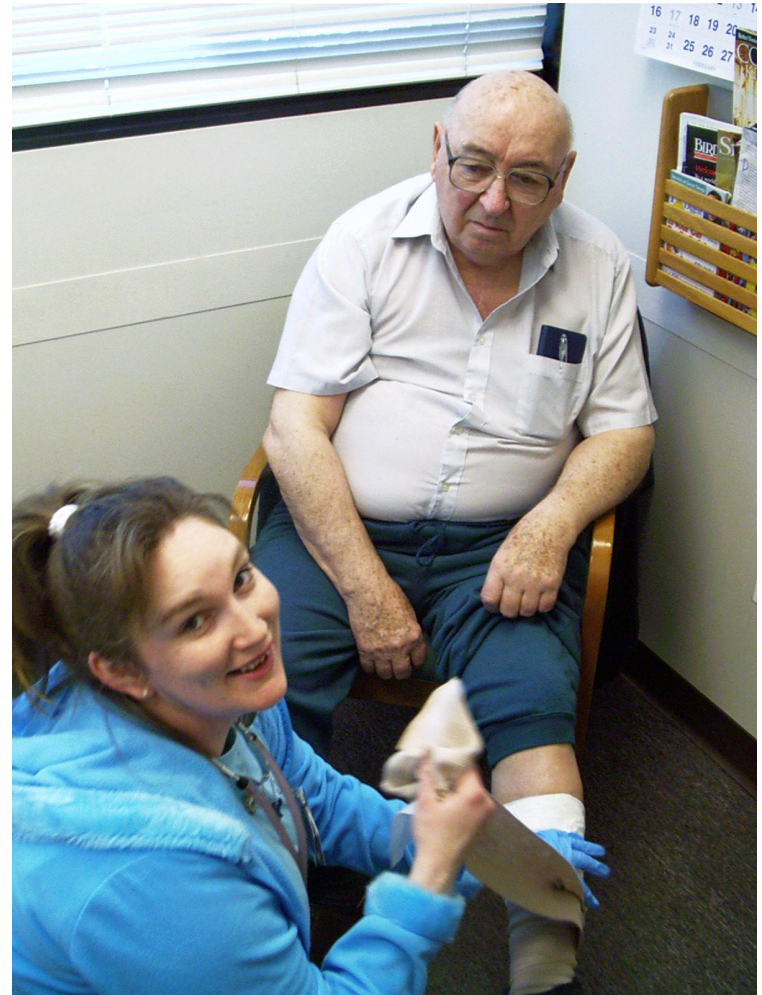
# Group Visits; why try?

- Improved disease outcomes
- More efficient, planned care
- If planned right can help \$\$
- Patient satisfaction is high
- Patient self-management better supported
- Improved patient psychosocial wellbeing
- Provider satisfaction can be higher
- Staff satisfaction usually high
- Diversify our services and give patients CHOICES



# Group Visits; which patients?

- Chronic disease
- Well Child Care
- Pregnancy
- Adult health main.
- Adolescent health
- Families
- Family group visits
- ...etc....



# Group Visits; which patients?

- Any patient or group of patients where you already know what it is you need to do as their PCP
- Any patient who visits without a symptom
- Any patient who would benefit from meeting others with the same problem or issue



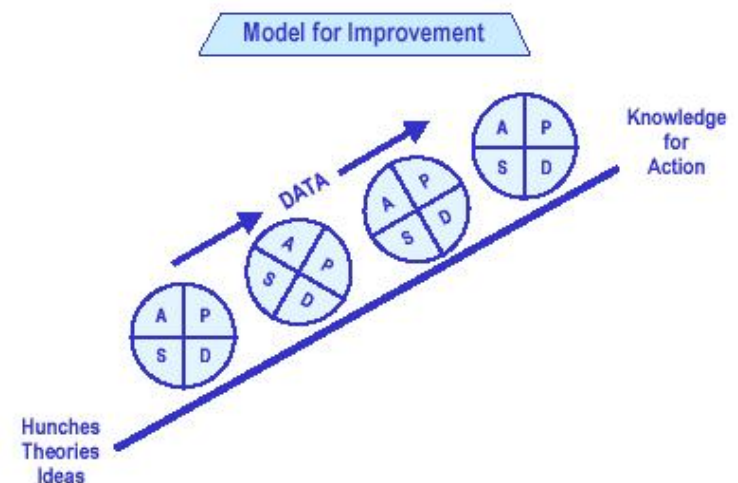
# Group Visits; how to get started-

- Need a provider willing to try something new
- Need support staff to work harder than they already are (and get rewarded for their efforts)
- Need a creative team willing to break from the traditional 1:1 patient:doctor, 15 minute, patient focused but provider driven visit
- Need “support from above”
- Lastly, need willing patients whose needs you understand



# Group Visits: step two...

- Identify the need, identify the patients (patient registry, EMR, searchable database)
- Start small (PDSA cycles- start with just a few patients, one visit, minimal staff, use existing documentation and space)



- STUDY the experience and plan for the next



# Group Visits: Our experience

- Diabetes Group visits- 3 types meeting different patient needs
  - Traditional
  - Open Office
  - “Mini” visit



# DGV- Traditional



# DGV- Open Office



# DGV- “Mini” visit



# Group Visits: Our experience

- Adolescent OB Group Visit



# Group Visits: Our experience

- Group Well Child Care
  - Matched by age
  - Matched by family (the group family health maintenance visit)



# Group Visits: Our experience

- The Group Family Home Visit



# Group Visits: Our experience

- The Group Family Home Visit
  - Parents with diabetes, hypertension, obesity
  - Three overweight kids in need of shots/health maintenance (9, 12, 18)
  - One 8 month grandchild with asthma behind on shots
  - One family physician and one MA who know the family well, with 2 1/2 hours in their home





**"Show Me The Money"**

# Group Visit: getting paid

- Provide the same care you would otherwise and document appropriately, then bill as you would routinely
- Grant money is available, is very helpful, but be careful what you ask for
  - You need to do the added work of grant work
  - You need to plan for life after grant money

# Group Visits: teaching Residents



# Group Visits: teaching Residents

- We involve Residents and their patients in each of the diabetes group visit opportunities and the teen pregnancy clinic
- These are required experiences
- Chronic disease curriculum is in development that will assure such experiences
- Medical students from UW also involved

# Group Visits at SPFM

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