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 Washington  
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SCHOOL OF MEDICINE



**DIABETES INITIATIVE**  
A National Program of The Robert Wood Johnson Foundation



## *Primary Care: Redefined*

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# St Peter Family Medicine Residency





# The Patient



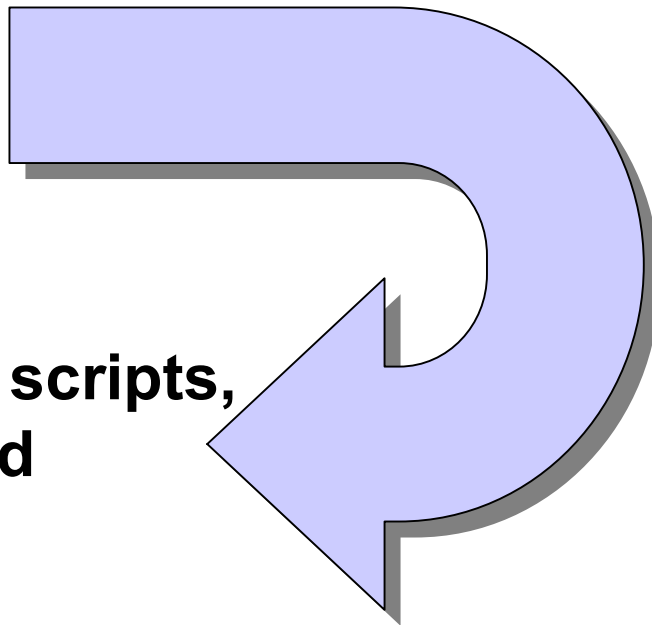
## The Medical Assistant



## The Provider



**Leaves with scripts,  
referrals, and  
instructions**





# *The Provider*

- Trained to identify disease & treat
- Good at acute care with motivated patients
- We SOAP every patient
  
- We apply this skill to asymptomatic patients with chronic disease
  
- When faced with chronic illnesses we “try to do it all”



# *The Patient*

- Expect to be SOAP'ed
- Tend to be passive
- Wait for the “treatment plan”
- Offer minor symptoms at the chronic care visit
- The MA is the “health care host”
- Expect the doc to know and do “it all”



# *The Medical Assistant*

- Room and 'vital' a patient first
- Respond to the PCP
- Relationship with patient typically not well developed
- Job performance measured by ability to perform tasks and *keep the provider moving*



# *There is a better way...*

## Four key services...

- MA planned visits, followed by...
- Provider visit
- Mini-group visits
- Open-Office group visits

And we have discovered we do better with depression management and healthy coping...patients feel better when empowered to participate and when able to problem solve





# *What is different? Four key services*

## 1) MA Planned visit using CDEMS

Set up the PCP visit

Start the patient oriented SM *action plan*





# *What is different? Four key services*

2) A prepared Provider visit- more time...

Negotiate a *medical plan* and integrate with a patient oriented self-management *action plan*





# *What is different? Four key services*

3&4) Two types of group medical visits

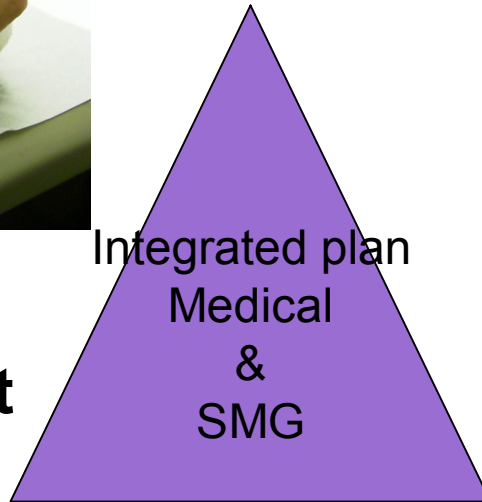
- The MINI visit
- The Open-Office Group visit
- ...both involve patient action planning





## The Patient

## The Non-Clinical Staff



## The Provider



## The Medical Assistant



## Other Activated Patients





And we have discovered we do better with depression management and healthy coping...patients feel better when empowered to participate and when able to problem solve



# *Some of our stories...*

Polly and her Dad, Allen- MA planned visit





# *Some of our stories...*

## Lillian and the Open Office group visit







# *Some of our stories...*

## Carol and the MINI visit

