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# DIABETES INITIATIVE

A National Program of The Robert Wood Johnson Foundation



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*Primary Care Re-Designed:  
Four Steps to Patient Self-  
Management Support*

Devin Sawyer, MD, Family Physician  
St Peter Family Medicine Residency Program  
RWJF Diabetes Initiative Capstone Meeting  
October 20, 2006



# The Patient



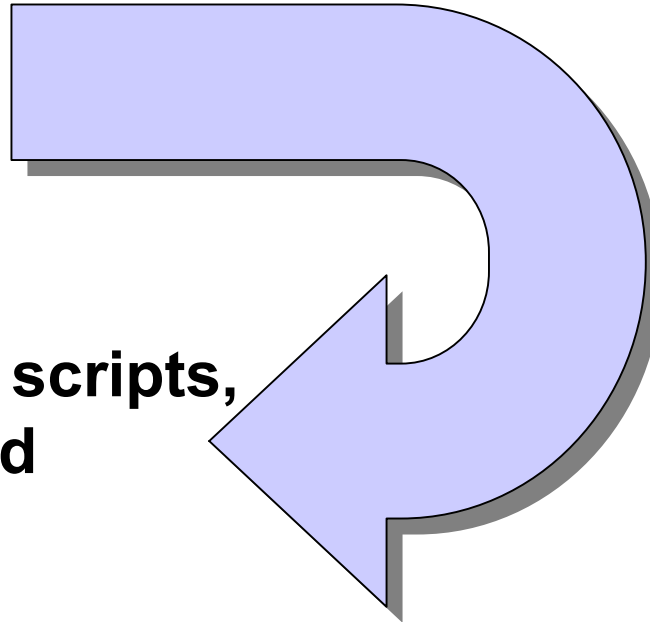
# The Medical Assistant



# The Provider



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



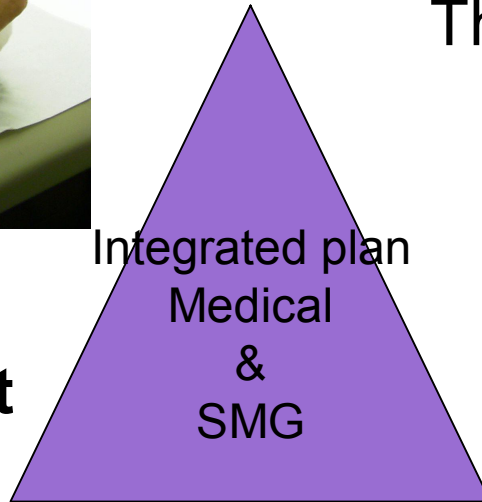


## Other Activated Patients

### The Patient

### The Non-Clinical Staff

### The Provider



### The Medical Assistant





# *What is different? Four key services*

- 1) Planning and preparation- **MA planned visits** and CDEMS/Centricity registry...includes action planning





# *What is different? Four key services*

**2)The Provider-** taught how to negotiate a *medical plan* and integrate with a patient-oriented self-management *action plan* (SMG)



B  
B  
S  
W  
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# *What is different? Four key services*

## ***Patients helping patients***

- 3) The MINI-group visit
- 4) The Open-Office Group visit
  - Both involve action planning
  - Stressors, depressed mood, barriers, difficulty coping ALWAYS covered





# *What changes?*

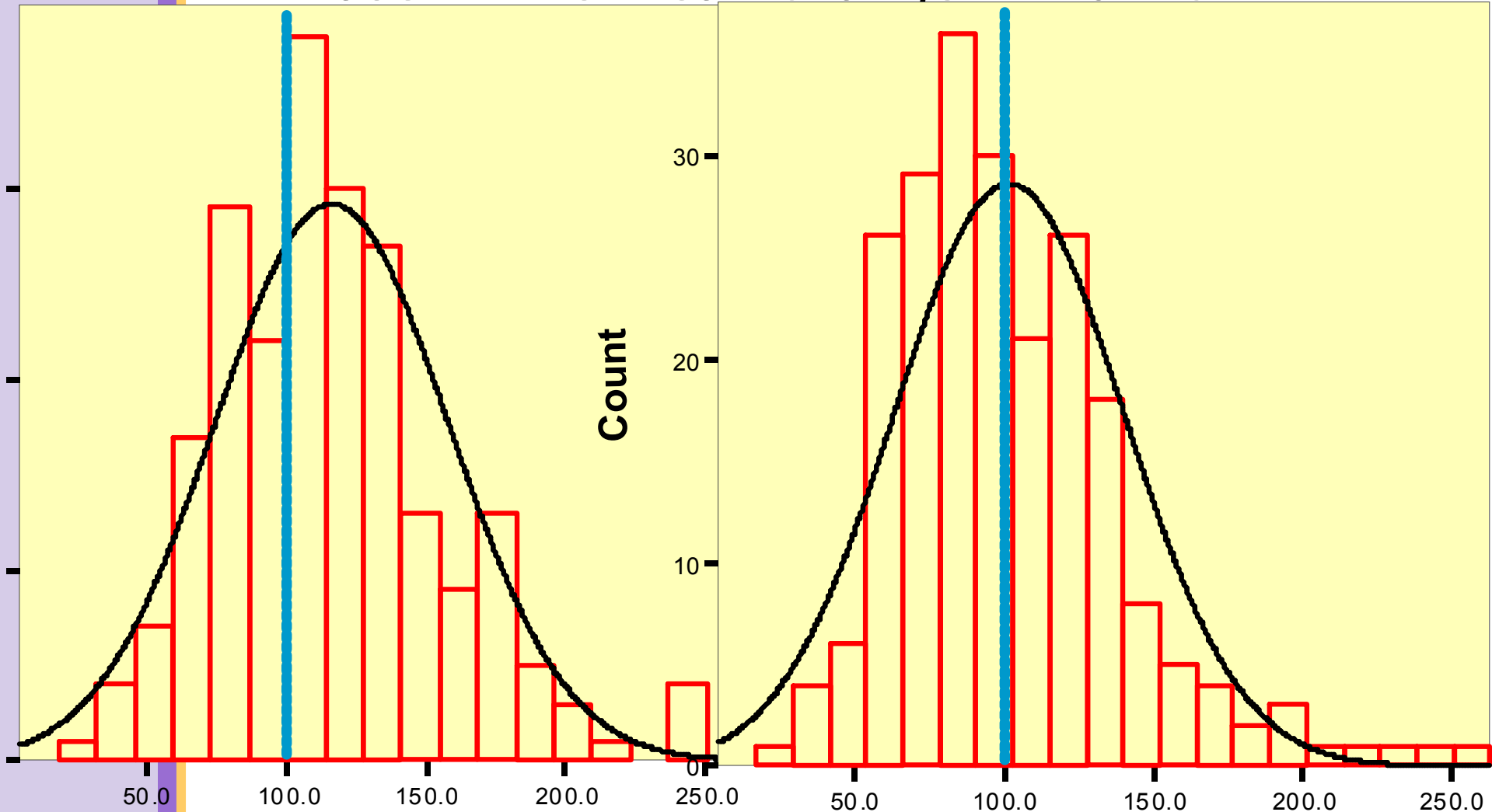
- MA:patient develop a closer relationship that the patient believes is MORE VALUABLE
- MA:provider partner with the patient to effect real behavior change
- Shared responsibilities begin to develop
- Provider perceives they have more time during their visit because of the pre-planning and preparation, and grouping of patients
- PATIENTS SELF-MANAGE





# *Does it make a difference? Data...*

- Phase I: The mean change in HbA1c=





# *Equifinality in Self-Management*

Goal Setting	At every visit. With MA and PCP
DM Management Skills	Basics- the MA. Medical- PCP. Comprehensive- Referral to DM Ed
Problem Solving	Begins at Planned visit. Happens primarily at Mini and Open Office group visits. Can happen at PCP visit.
Monitoring & Feedback	MA phone support. CDEMS. PCP
Ongoing support and Encouragement	Connecting each visit to the last.





# *Some of our stories...*

Polly and her Dad, Allen



MA planned visit

Lillian- Open Office group visit



Carol - the MINI visit