

THE FAMILIAR PHYSICIAN

The Right Foundation for Care



PETER B. ANDERSON, MD | JULY 29, 2017

#DrAndersonSpeaks

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THE FOUR Cs

Competent, Continuous, Cost Effective, Convenient

- The attributes our society needs from primary care
- Primary care hasn't been able to meet these needs

OUTDATED DELIVERY PROCESS

The breakdown of primary care

- Keeps consumers from getting the Four Cs
- Essentially unchanged for the past century
- Only reason why primary care isn't thriving as a financially-viable business

THE TRADITIONAL PRIMARY CARE EXAM ROOM

- >60% of labor in the exam room is non-physician work
- Physicians' time and expertise are wasted
- Innovation is long overdue

THE FAMILIAR PHYSICIAN



**LACK OF INNOVATION
IS THE PROBLEM---
NOT PRIMARY CARE ITSELF.**

THE SOLUTION: AN EXAM ROOM TEAM

Trained nurse or MA is responsible for non-physician work

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- Ordering of the physician's treatment plan

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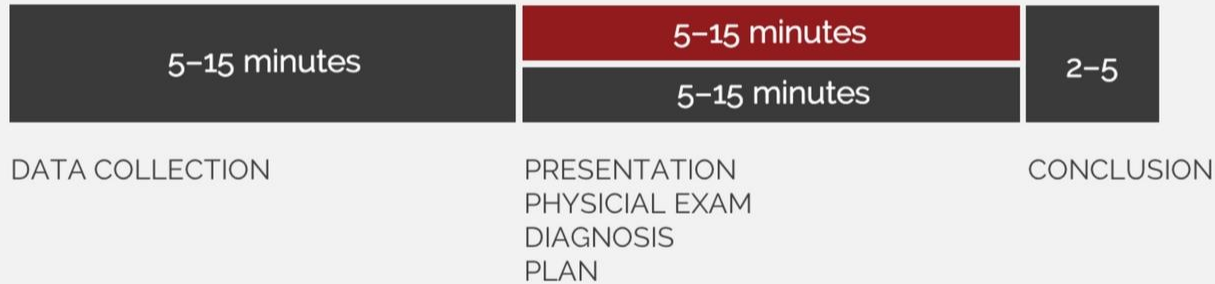
- Initial medical data collection
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- Scribing of entire visit
- Ordering of the physician's treatment plan
- Closure of the visit

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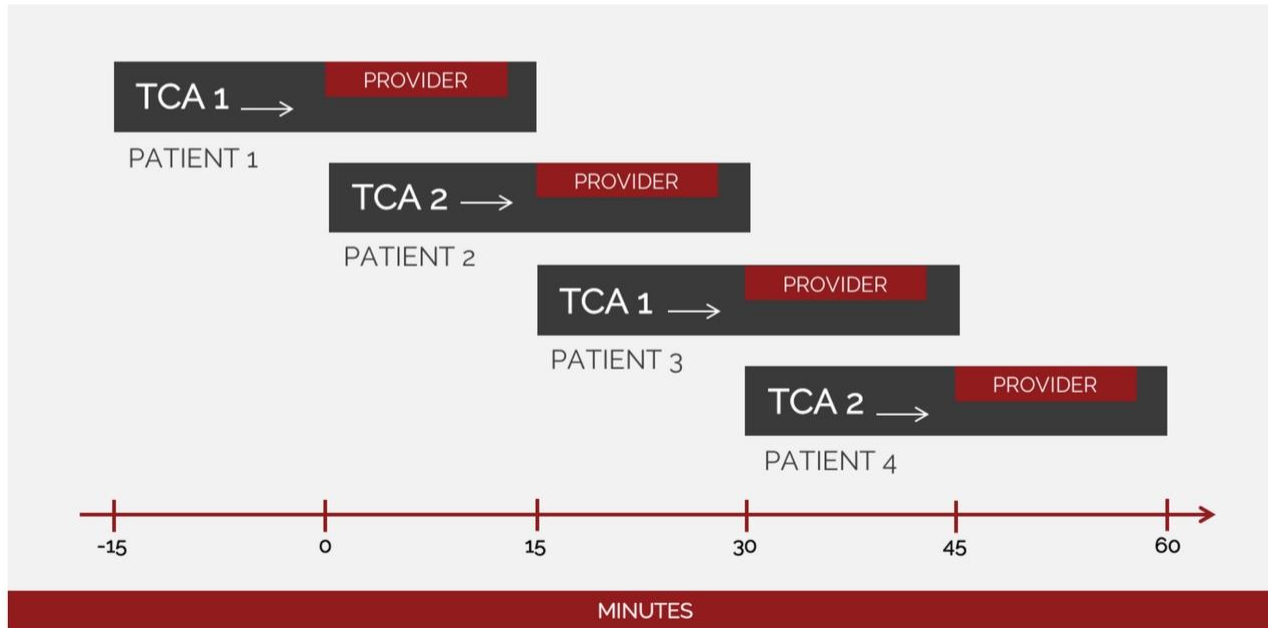
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- Closure of the visit
- Control of the visit

TCM VISIT



-  = Team Care Assistant (TCA) time
-  = provider time

MECHANICS OF EXPANDED ACCESS



THE IMPEDIMENT TO CHANGE

Fierce independence blocks innovation

THE HIGH COST OF INDEPENDENCE

THE HIGH COST OF INDEPENDENCE

- On the physician

THE HIGH COST OF INDEPENDENCE

- On the physician
- On the consumer

THE HIGH COST OF INDEPENDENCE

- On the physician
- On the consumer
- On the discipline of primary care

THE HIGH COST OF INDEPENDENCE

- On the physician
- On the consumer
- On the discipline of primary care
- On business

COMMUNITY HEALTH ALLIANCE RESULTS

Reno, Nevada FQHC

- 20% increase in daily visit volumes (6 months post launch)
- Collections increase of \$132,000 per year
- 30–90 minutes less of "work time" per day per provider
- Improved chart completion rates
- CMO: "TCM providers love the model"

HOSPITAL SYSTEM

South Carolina

- Collections increase of \$180,000 per year per provider (3 years post launch)
- Work RVUs up 38% per year per provider (3 years post launch)
- Cost per patient visit remained flat (3 years post launch)
- Dramatically improved chart completion rate
- Extremely satisfied providers

BUILDING BRIDGES

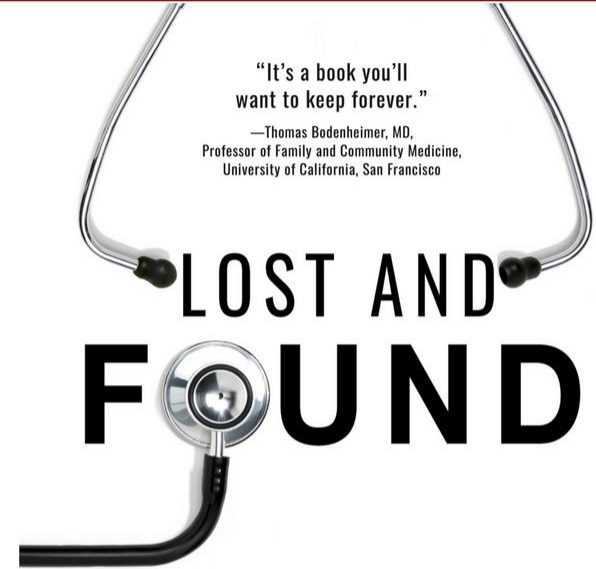
between physicians and administrators

- ***Physicians:*** acknowledge we owe the Four Cs to patients and must operate our practices using good business principles
- ***Administrators:*** protect "The Art of Medicine" and provide adequate staff with the right skills

**PARTNERSHIP CAN'T
BE TRULY EFFECTIVE WITHOUT
ENGAGING THE CONSUMER.**

HEALTH LITERACY

- Less than 20% of the US population is proficient in using evidence-based medicine



A Consumer's Guide to Healthcare

PETER B. ANDERSON, MD
AND PAUL H. GRUNDY, MD
with Tom Emswiler and Bud Ramey

STEPS FORWARD

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- Begin taking steps to fully transform your practice's delivery process
- Find out how Team Care Medicine can help
- Encourage your patients to read *Lost and Found* to help them make better healthcare decisions

**CREATING ACCESS
TO A FAMILIAR PHYSICIAN
IS THE RIGHT SOLUTION
FOR EVERYONE INVOLVED.**



TEAM
CARE
MEDICINE



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