

Florida State University College of Medicine
Internal Medicine Residency Program at
Sarasota Memorial Hospital

Utilizing Mega Planning Theory to
Eliminate Health Care Disparities:
A CLER Vision

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No Disclosures



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Associate Program Director and Immediate Past Chief of Staff,
Sarasota Memorial Hospital

Vida Farhangi, MD

Director, Sarasota Memorial Internal Medicine Residency Practice at Newtown

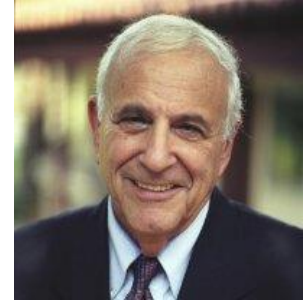
Objectives



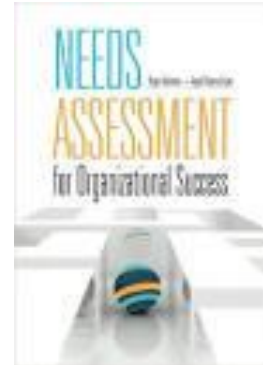
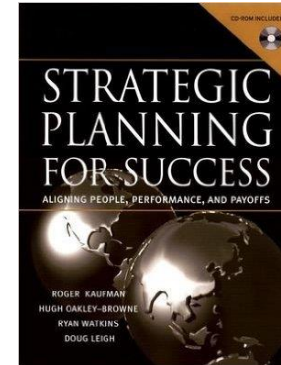
1. Identify opportunities for GME Program(s) to decrease health care disparities in their community
2. Apply principles of Kaufman's Mega Planning and Organizational Elements Model to eliminate health care disparities in an Internal Medicine Residency Practice
3. Share preliminary outcomes of the application of this model

“Mega Thinking & Planning”

- ✓ Focus on strategic planning to help define and achieve organizational success
- ✓ How can we use our organization as a primary vehicle for adding value to society?
- ✓ If our GME program is the solution, what is the problem?



Roger Kaufmann



Alignment in Program Planning



Based on Organizational Elements Model; Kaufman, 2000

Mega Planning Steps



Kaufman R, Guerra-Lopez I; *Needs Assessment for Organizational Success*; 2013 ASTD Press

The Ideal Vision

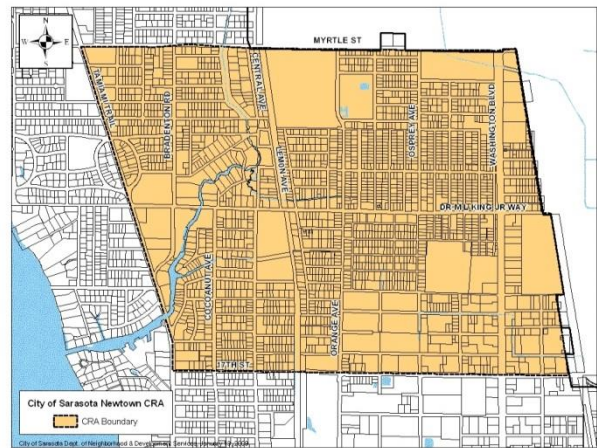
“Belief and assumption that the primary purpose of every person and every organization is to create a better world for the Child of Tomorrow—The Ideal Vision”



The Ideal Vision

- ✓ Access and delivery of health care
- ✓ Disease prevention and wellness
- ✓ Population Health





Sarasota is the 6th richest county in Florida www.census.gov/quickfacts

SMH: Safety Net Hospital

Mission Services & Community Programs

Fiscal Year 2016

✓ Bad debts	\$27.2 Million
✓ Traditional Charity Care	\$15.5 Million
✓ Medicare Losses	\$33.8 Million
✓ Medicaid Losses	\$19.1 Million
✓ Emergency Care Center call & subsidy	\$ 9.4 Million
✓ Anesthesiologist, Hospitalist & Psychiatric coverage	\$ 6.5 Million
✓ Clinics and Community programs	\$ 3.4 Million
✓ Indigent care fund	\$ 8.6 Million

TOTAL \$123.5 Million

SMH Outpatient Visits: Charity, Indigent, Self-Pay

Outpatient View

Sarasota Memorial Hospital

8/1/2014 to 7/31/2

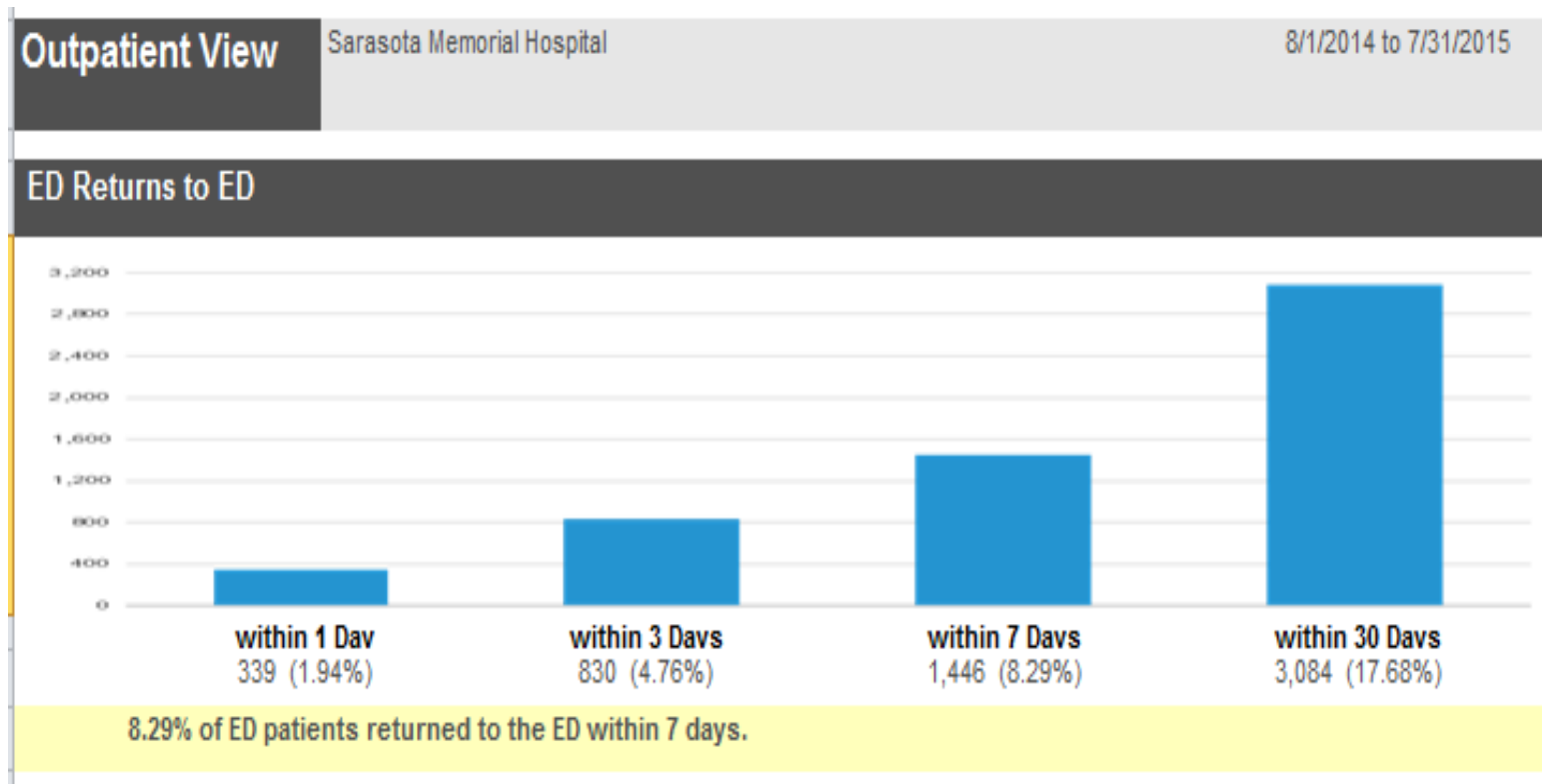
Outpatient Patient Type Distribution

	Facility	Percentage
Total Outpatient Cases	34,300	

ED Cases	17,444	50.86%
Other Outpatient Cases	14,352	41.84%
Recurring/Series Cases	1,310	3.82%
Observation Cases	706	2.06%
Same Day Surgery Cases	488	1.42%



SMH ED Returns: Charity, Indigent & Self-Pay



Rationale for Internal Medicine Residency Continuity Clinic in Newtown

Problem:

52% of population is below poverty level*

Solution:

✓ Provide access to internal medicine clinic to adults in the community in which they live

Metrics:

- ✓ Decrease use of Emergency Department as source of primary care
- ✓ Provide follow-up and continuity care to discharged patients
- ✓ Decrease hospital readmissions for the un(under)insured

*<http://www.city-data.com/neighborhood/Newtown-Sarasota-FL.html>

Measuring Performance



Accomplishments
vs. Predetermined
Standards



Feedback



Data-driven
decisions

Measurable Indicators

Ideal Vision (Mega)	Ideal Targets	Performance Indicator
All adult patients will have access to primary care provider	All Newtown adults will be provided internal medicine care in their community	# of adult patients seen in clinic compared to adult patient population without primary care
Decrease adult ED utilization for non emergent visits	All Newtown clinic patients will utilize clinic for non emergent conditions	# of adult patients seen in ED from Newtown
Decrease hospital readmissions by ensuring adequate follow-up	All discharged patients will have a physician visit and/or phone call within 7 days of discharge	# discharged patients that were seen or contacted within 7 days # discharged patients that were not seen or contacted within 7 days

Measurable Indicators

Ideal Vision	Ideal Targets	Performance Indicator
All patients will have access, availability and affordability of healthy food options	All Newtown families will have access, availability, and affordability of healthy food options	<p>Total number reporting access points that offer healthy foods (farmer's market, grocery stores)</p> <p># of existing access points</p> <p># referrals to food bank</p> <p># referrals to nutrition/ cooking classes</p> <p># of individuals eligible for government food assistance</p>

Measurable Indicators

Ideal Vision (Mega)	Ideal Targets	Performance Indicator
Patients are able to obtain and afford medications	All Newtown patients will have access to prescribed medications	# of patients unable to afford medications # of Referrals to Good Samaritan Pharmacy
Patients will not experience health- harming legal issues.	All Newtown adult patients will have access to free medical-legal counsel to address health harming legal needs.	# of Referrals to Legal Aid Manasota # of Patients with increased disability that quality for additional benefits

Sarasota Memorial Internal Medicine Newtown



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Opened July 6, 2017
Outcomes Data

On-Site Services

✓ *Patient Financial Services*

- ✓ 221 patients screened; 64 qualified for assistance programs

✓ *Laboratory Services- on site phlebotomist*

✓ *SMH Pharmacy Residency Program*

- ✓ Pharmacists, pharmacy residents collaborate with the IM physicians and residents to identify medication or therapy issues
- ✓ Assist in finding lowest cost medications for un/underinsured and those transferring between coverage
- ✓ Counsel patients on medication accessibility, administration, and compliance

On Site Services

- ✓ *Liaison to SMH Community Medical Clinic*- access to specialty care
- ✓ *Case Management*
 - ✓ Provides resources for anticoagulation patients
- ✓ *Legal Aid*
 - ✓ Partnered with Legal Aid Manasota. One of 3 Medico-Legal Partnerships in Florida.
 - ✓ Provide on-site free legal counseling on issues that impact health.
- ✓ *Nutrition Classes* – through All-Faiths Food Bank to begin June 2018

✓Number of visits through May 15th = 2,074

✓Cardiac diagnosis encounters (most patients have multiple diagnoses):

Diagnosis Description	Number
Essential Hypertension	753
Type 2 Diabetes Conditions	327
Long Term Use of Anticoagulants	296
Obesity	75
Hyperlipidemia / Hypercholesterolemia	93
Heart Failure	40
Atrial Fibrillation	51
Atherosclerotic Heart Disease	2
Chest Pain	18
Peripheral Vascular disease	13
Palpitations	16
Total	1,684

It Takes a Village to Impact the Health of a Community...

Health Care Partners	Referrals To Newtown	Referrals From Newtown
SMH Inpatient Services	138	
SMH Emergency Department	39 seen	4
SMH Community Medical Clinic (<i>subspecialty care</i>)		227
Outpatient SMH CHF Clinic	12	2
Good Samaritan Pharmacy		88
Sarasota Public Health Dept. (<i>Hep C only</i>)		20
Community AIDS Network		15
Senior Friendship Center		10
Epilepsy Services		6
Behavioral Services * (<i>Behavioral/Centerstone</i>)		20
WeCare Manatee		12
Legal Aid Manasota		12

Fifty hospitalizations prevented to date.

Impact of Good Samaritan Pharmacy

Total Patients (July-May 3, 2018)	88
Total # of prescriptions filled	534
Total number of PAP's* completed	46
Total \$ value of prescriptions filled at GSPHS	\$52,598.32
Total \$ value of PAP's completed	\$278,539.42
Total Value of Prescriptions Filled and PAP's Completed	\$331,137.74

Making a Difference... One Patient at a Time



To: ^{Best Service Ever}
All Staff.
from front to doctors
I would like to
thank you staff
were there was no hope
your team from getting
medicaid to keeping me
out of hospital.
I am very Happy
with your Service.

Newtown
Patient



THANKS for going
above and beyond
in your efforts to
help me get the
surgery that I needed.
nobody else would help

Newtown
Patient

2018 Sarasota Unity Awards for Healthcare



Residency leaders honored for championing diversity and inclusion

Congratulations to SMH's Karen Hamad, MD, Wilhelmine Wiese-Rometsch, MD, and Vida Farhangi, MD, who recently won Unity Awards from *Sarasota Magazine* for their work with the Sarasota Memorial-Florida State University Internal Medicine Residency Program and the hospital's new Internal Medicine Practice in Newtown. The awards recognize local champions of equality and diversity who help advance inclusion in the community and around the world. Pictured at the recent awards ceremony are (l - r): Joan Younger Meek, MD, associate dean for Graduate Medical Education-Florida State University College of Medicine; Internal Medicine Residents Bahaa Amer, MD, and Marilyn Mosquera, MD, Dr. Hamad, who serves as the residency program's associate director, and Dr. Wiese-Rometsch, who is the program's founding director.

Take Home Points

1. What is the “Ideal Vision” for your community as and how can your GME program contribute to that vision?
2. Identify, engage, and obtain commitment of stakeholders.
Inclusive of the C-Suite.
3. Identify performance metrics and reassess. How do these metrics impact the mega vision and our stakeholders?

References

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Questions?



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