

The Integral Role of RNs in Primary Care: Developments from the Field; Recommendations for the Future



Our Vision: Since 1972, Community Health Center, Inc. has been building a world-class primary health care system committed to caring for underserved and uninsured populations and focused on improving health outcomes, as well as building healthy communities.

CHC Inc. Profile:

- Founding Year - 1972
- Primary Care Hubs – 13 ; 218 sites
- Organization Staff – 650; active patients; 130k
- Specialties: psychiatry, podiatry, chiropractic;
- Specialty access by eConsults

Elements of Model

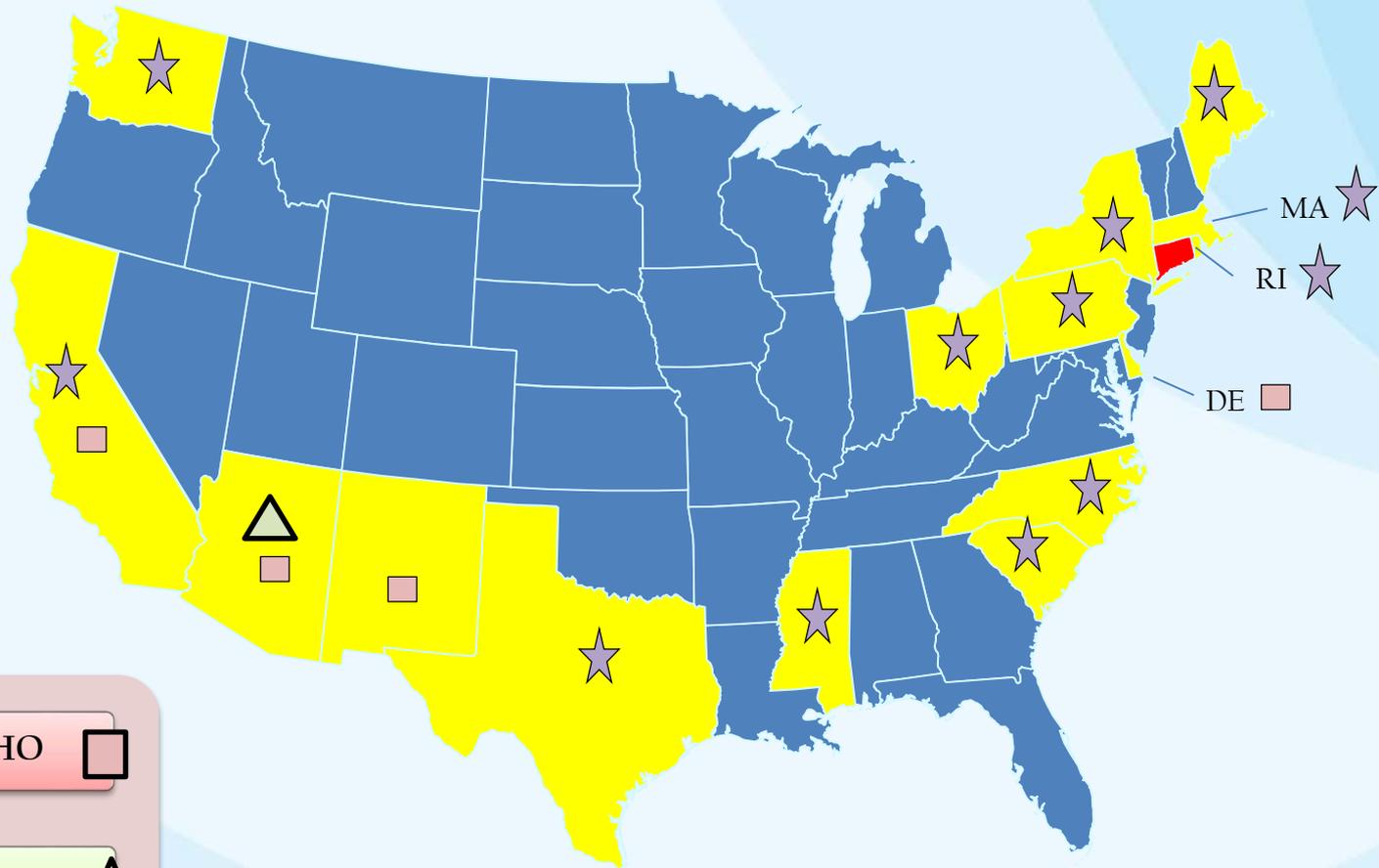
- Integrated primary care teams/pods
- Integrated medical, dental, BH EMR
- PCMH Level 3,
- School Based Health Centers across Ct
“Wherever You Are” HCH program
- INNOVATIONS
- Postgraduate Training Programs
- Weitzman Institute
- Project ECHO –CT (pain, suboxone, QI)

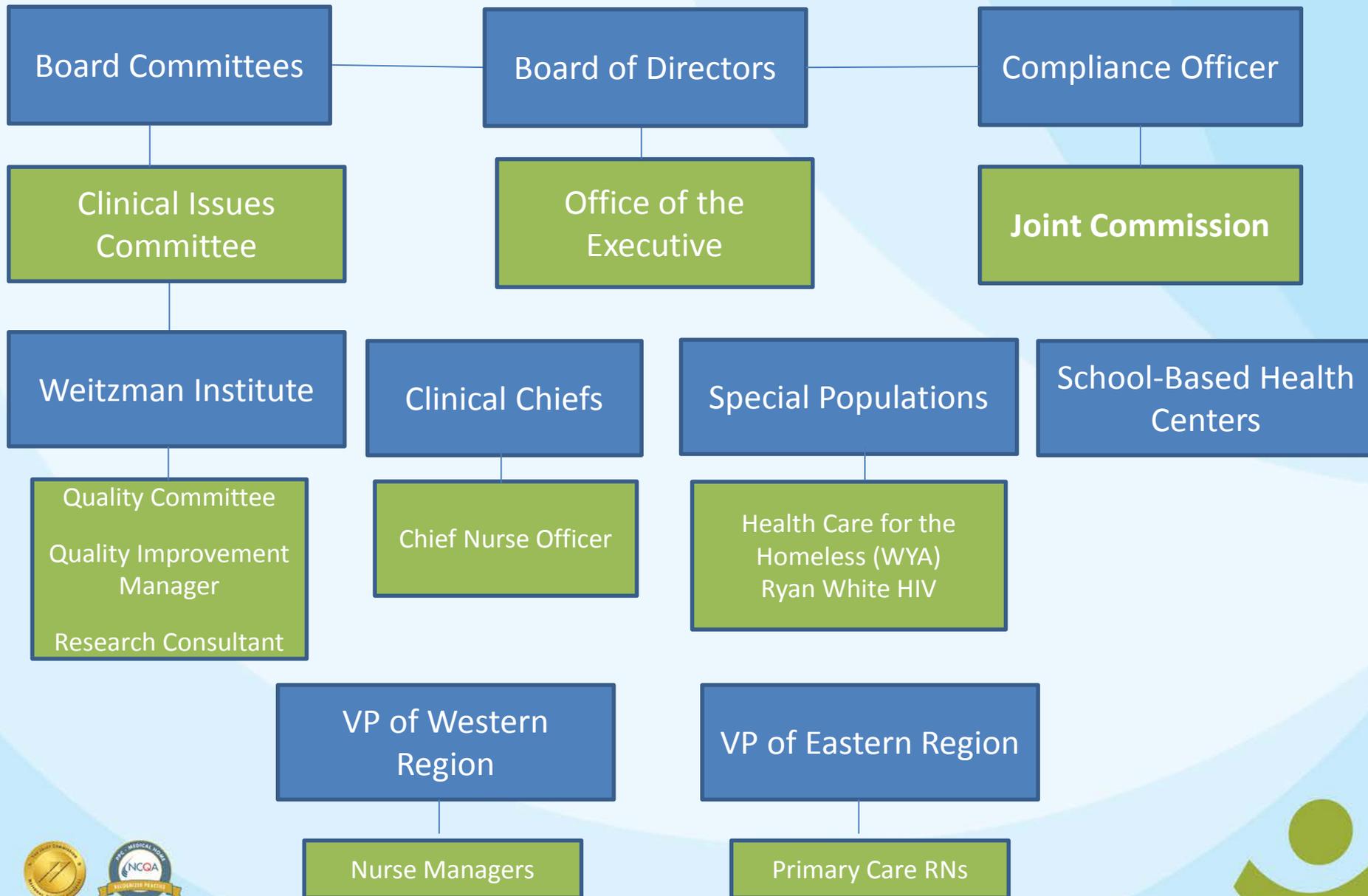


Three Foundational Pillars
Clinical Excellence
Research & Development
Training the Next Generation

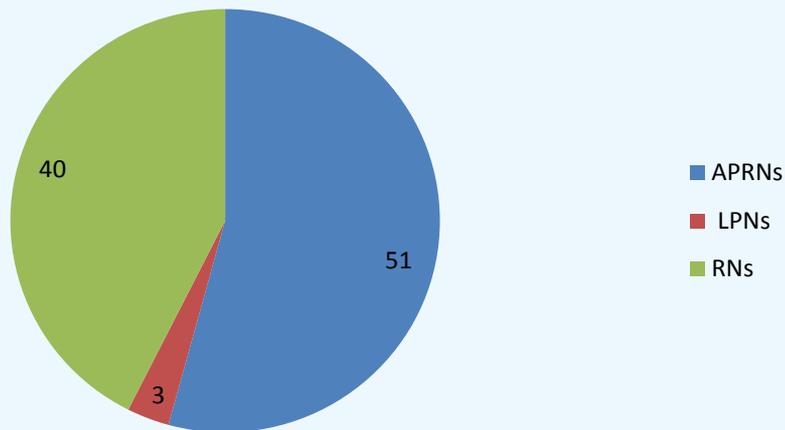


CHC's Educational, Technical & Innovation Projects

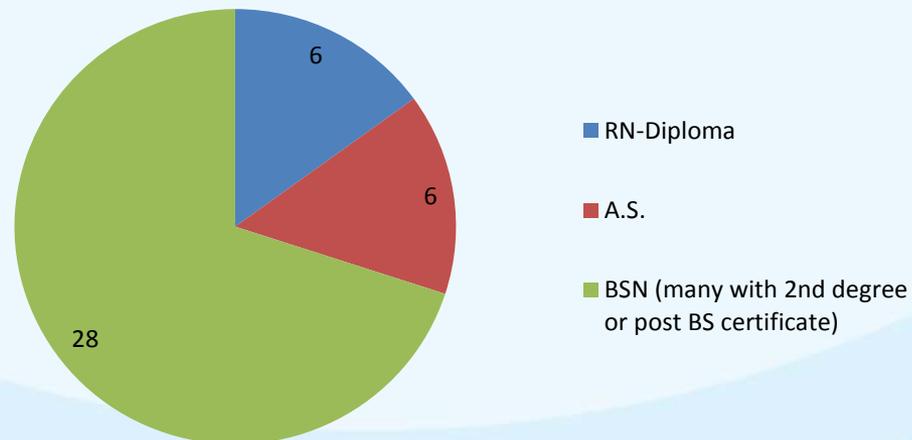




Nurses Employed by CHC



Nursing Degrees



Domains of RN Nursing Practice at CHC, Inc.

Essential member of the primary care team and interprofessional activities

(1) RN supports (2) primary care providers/panels

Key functional activities:

- Patient education and treatment within provider visits
- Independent Nurse Visits under standing orders
- Delegated provider follow up visits using order sets
- Self management goal setting and care management
- Care Coordination, management and planning
- Telephonic Advice and Triage via dedicated triage line
- Quality improvement leaders, coaches, and participants
- Leaders and participants in research
- Clinical mentoring of RN students; Supervision and mentoring of medical assistants



Independent Nursing Visits: Standing Orders

Policy: Standing Order and Protocol for Tobacco Cessation Counseling
Location: Provision of Care, Treatment, and Services
Department: Medical
Date: October 1, 2013

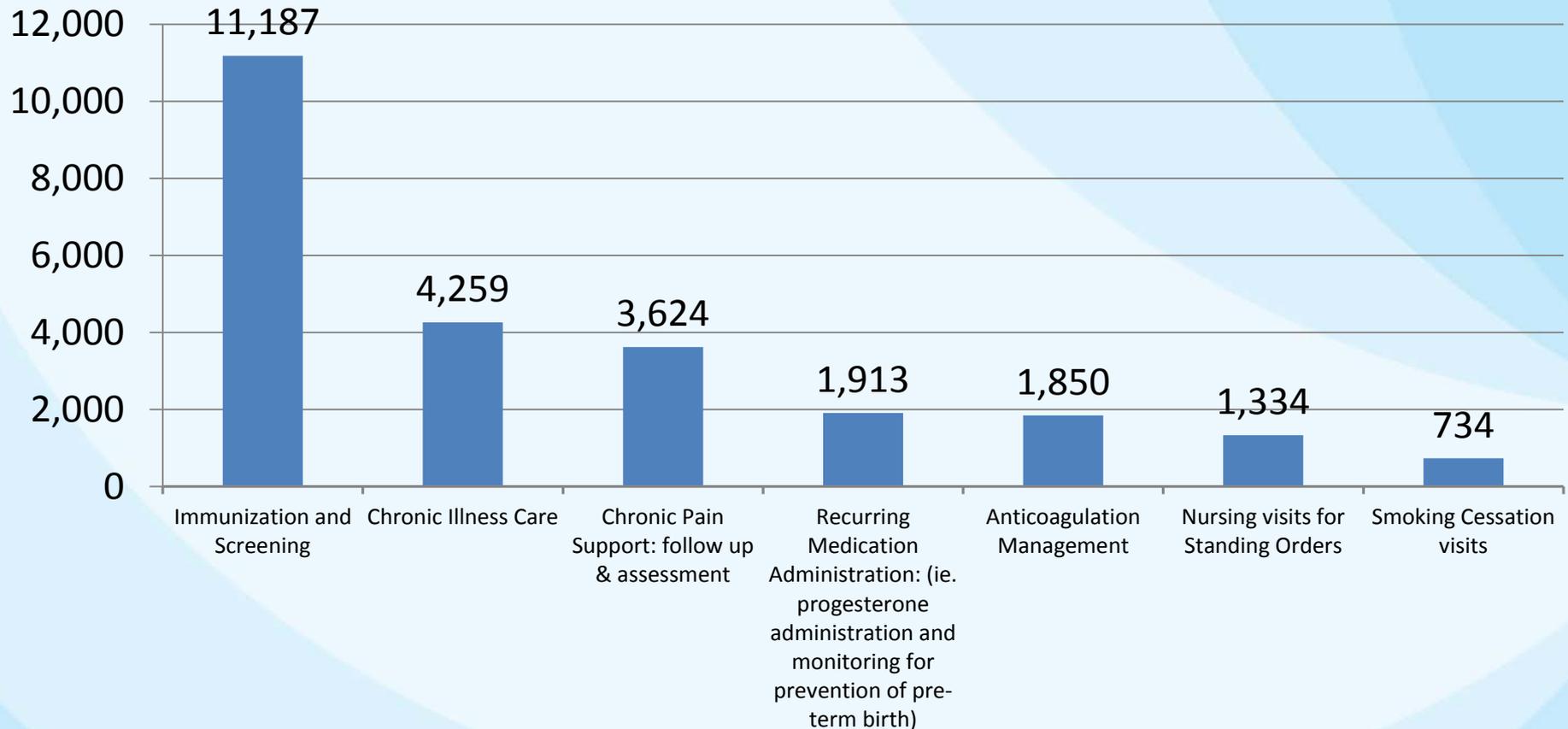
Policy:

Medical visits primarily for tobacco cessation intervention including assessment, counseling, pharmacologic management, carbon monoxide monitoring, and education can be done by a licensed medical provider (MD, NP, PA, DO) or by a nurse as a delegated visit. The Chief Medical Officer of CHC, Inc. has established a standing order for delegated medical visits conducted by nurses for tobacco cessation.



Independent Nursing Visits

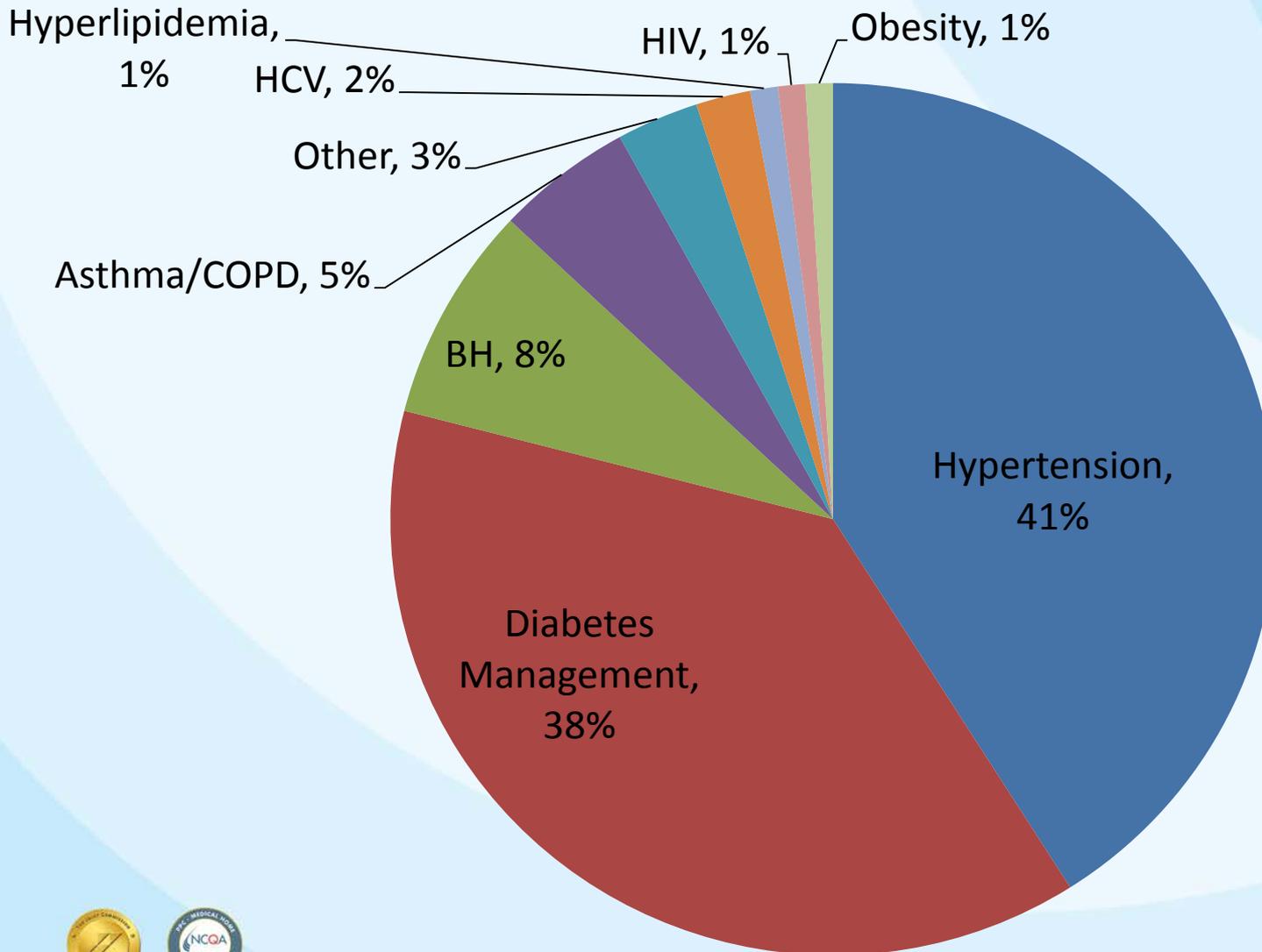
Total Visits: 24,901



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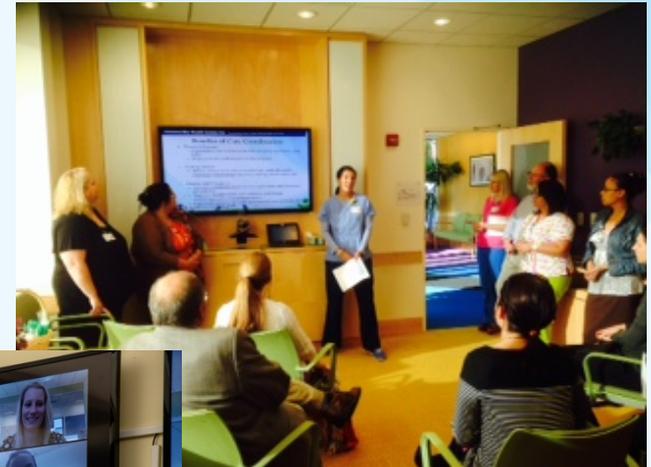


Chronic Illness Care



RN Care Coordination

- 4-day comprehensive didactics for Care Coordination
 - Transition Care, Medication Reconciliation, CHF, DM, Pediatric Asthma, COPD, Psych, Motivational Interviewing, Self Management Goal Setting
 - Supervision Case Reviews via videoconference
- EHR Templates
 - Structured Intakes/Follow up
 - Nursing Informatics/Outcome Measures
 - Dashboards (Population Management)
- Community Engagement
 - Open House
 - Data Sharing



Care Coordination Dashboard



Care Coordination



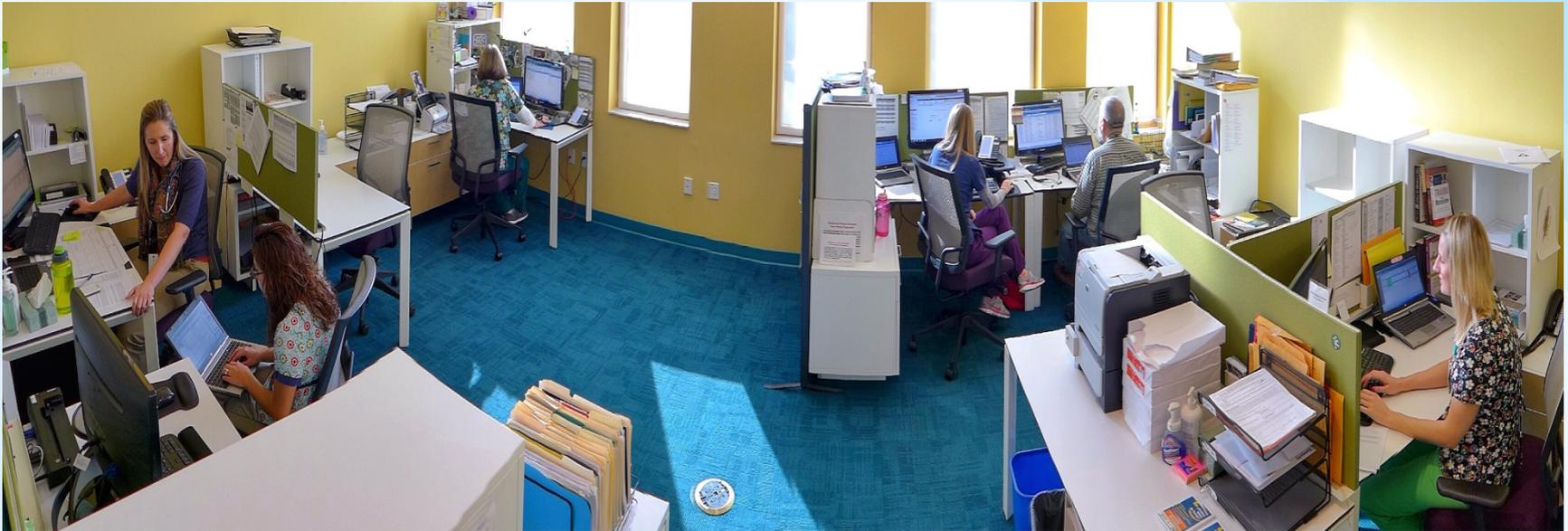
Patient ID	2 ER Visits in Last 12 Mths.	Hosp. in Last 12 Mths.	Uncontrolled DM	Uncontrolled HTN	Uncontrolled Asthma	4 Chronic Cond.	Smoking Status	A1C	Blood Pressure	LDL	Gender	Age
							former smoker		123/73	112	F	62
							current every day smoker		130/84	98	M	50
		7/15/2014					never smoker		126/71	125	F	58
							current every day smoker	5.8	100/74	134	F	61
		9/8/2014					never smoker	7.7	116/77	93	M	60
		9/18/2014					never smoker	13	114/76	79	F	41
							current some day smoker		139/94	140	F	54
							current every day smoker		121/77	104	F	51
							smoker,		120/68	177	F	67



Upskilling of Medical Assistant

- Planned Care
- Ordering of Routine Screenings
- Panel Management
- Remote Diabetic Retinopathy
- QI/Microsystem Participants

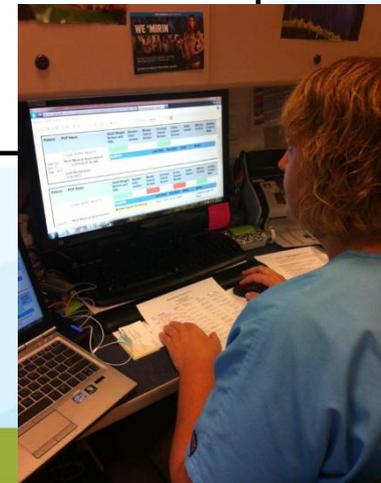




Planned Care Dashboard

Patient	PCP Name	Adult Weight Screen and Edu	Smoker Intervention	Breast Cancer Screen	Cervical Cancer Screen	Colon Cancer Screen	Child Immun	DM A1c Control	Asthma Control Med	CAD Lipid Med	IVD Aspirin	HTN Control	Bubbles			
													TE	Rx	Doc	Lab
													2			
		ALERTS		Last Date	Due Date	Value	Notes									
	Next Medical Appointment: 10/22/2014 9:20:00 AM	Needs Flu Vaccine 2014-2015														
	Last Dental Visit: 8/27/2013	Colonoscopy Screening		Never Done	Never Done											
		Blood Pressure		6/10/2014		116 / 77										
		Body Mass Index		6/10/2014		35.34	Needs Education									

Patient	PCP Name	Adult Weight Screen and Edu	Smoker Intervention	Breast Cancer Screen	Cervical Cancer Screen	Colon Cancer Screen	Child Immun	DM A1c Control	Asthma Control Med	CAD Lipid Med	IVD Aspirin	HTN Control	Bubbles			
													TE	Rx	Doc	Lab
															2	3
		ALERTS		Last Date	Due Date	Value	Notes									
	Next Medical Appointment: 10/22/2014 9:40:00 AM	Needs Flu Vaccine 2014-2015														
	Last Dental Visit: Never Done	Blood Pressure		4/21/2014		122 / 73										
		Body Mass Index		4/21/2014		33.12	Needs Education									
		Depression Screening		7/23/2013	7/23/2014											



Impact on Outcomes

Intervention

UDS Clinical Measures	Reported Percentage 2012	Reported Percentage 2013	% Change
IVD and ASA	53%	87%	34%
Asthma therapy	53%	92%	39%
Cervical Cancer Screening	50%	77%	27%
CAD lipid therapy	85%	85%	0%
Colon Cancer Screening	85%	90%	5%*
Tobacco Cessation Intervention	44%	71%	27%
Tobacco Use Assessment	100%	100%	0%
Childhood Immunization**	65%	82%	17%**
Diabetes Control	73%	76%	3%
HTN Control	67%	66%	-1%
Child weight assessment/counseling	50%	54%	4%
Adult Weight Screen and Follow Up	32%	37%	5%



Leadership and Support for RNs: The Role of the CNO

- 1 of 4 Clinical Chief positions
- Collaboration/Integration among departments
- Training/Competencies
- Program Oversight
- Developing Standing Orders
- Chair of the Pharmacy & Therapeutics Committee
- MU2 Implementation
- PCMH & UDS Reporting
- MA/RN recruitment
- Nursing Informatics
- Promotion of Research & Translation
- Mentor/Coach to the Nurse Managers
- Relationships with Professional Schools





Recording

weitzman institute

inspiring primary care innovation

Quality Improvement



Training the Next Generation

Technology

Research



Project ECHO and Quality Improvement Coaches

- Healthcare professionals playing a critical role in the systems change process
- Increasingly being used by health systems to adapt important changes
- Specially trained to improve healthcare delivery using QI tools and techniques
- Connecting coaches with expert faculty using videoconferencing system
- Coaches present challenging problems from their own practices
- Expert team offers advice and recommendation
- Participants gain new skills that can be used to make the healthcare system more patient-centered, more effective, and more efficient



Current Research Projects

- Rewards to Quit: A Study of Financial Incentives to Promote Tobacco Cessation in Community Health Centers
- Project STEP-ing Out: Improving pain management at CHC
- Comprehensive Assessment of a Care Coordination Quality Improvement Project in Primary Care
- Technology Enhanced Access to Comprehensive Healthcare and Buprenorphine Maintenance Therapy (TEACH-BMT)
- Risks Screening in Urban Primary Care Centers
- Empowering Medical Assistants with Clinical Dashboards: Evaluation of an EHR Extension to Accomplish Planned Care



Recommendations to the NACNEP

Recognizing that RNs are an essential and integral component of a team based, high performance primary care, we respectfully make the following recommendations to the Council:

- Recognition of nurse visits among all payors, private and public, as billable nurse visits, within the scope of practice and when satisfying the conditions of billable encounters
- Inclusion of primary care as an element of community health within undergraduate preparation of RNs, by setting and competencies. In particular, we support the concept of dedicated education units within FQHCs
- Development of post BSN nurse residencies in primary care settings
- Support for interprofessional education and training, including quality improvement and change management



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