



GEORGIA DIABETES SYMPOSIUM
FOR HEALTH PROFESSIONALS

SATURDAY, NOVEMBER 12, 2016

8:30AM - 5:00PM

*ATLANTA MARRIOTT MARQUIS
265 PEACHTREE CENTER AVE NE,
ATLANTA, GA 30303*

Disclosures to Participants



- **Requirements for Successful Completion:**
For successful completion, participants are required to be in attendance in the full activity, complete and submit the program evaluation at the conclusion of the educational event.
- **Conflicts Of Interest and Financial Relationships Disclosures**
- **Planners:** LaShonda Hulbert, MPH - None
- Lisa Graham, RN, BSN, CDE – None
- Sarah Piper, MPH, CDE – None
- CaSonya Green, MA, CHES, CDE – None
- Gerald Griffin, RPh – None
- Jessica Knopf, MSW – None
- Glenda Summerville, DNP, BC-ADM, CDE, FNP-C – none

Presenters



- Sarah Piper, MPH, CDE – None
- Glenda Summerville, DNP, BC-ADM, CDE, FNP-C – None
- Darin Olson, MD, PhD – None
- Monica W. Parker, MD – None
- Whitney Wharton, PhD – None
- Michael Crooks, PharmD – None
- Yiling Cheng, MD, PhD – None
- Betsy Rodriguez, MSN, DE – None
- Fritz Jean-Pierre, MD, FACS, FASMBS – Speakers Bureau –
Ofirmev, Pacira
- Patricia Tatro, LCSW, MSW, MSM – None
- Michelle Bravo, RD, CDE – Employee, Stock – Dexcom
- Fadi Nahab, MD - None



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The AADE is also accredited by the California Board of Registered Nursing (CEP#10977).



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Activity-Type : Knowledge-based

Shared Medical Appointments in Primary Care for Diabetes



GLEND A SUMMERVILLE, DNP, FNP, BC-ADM, CDE

Objectives



- Discuss the utilization for Shared Medical Appointments for people with diabetes
- Identify planning process and staff roles involved in Shared Medical Appointments
- Discuss the challenges observed to date in implementing Shared Medical Appointments

Shared Medical Appointments (SMA's) Background

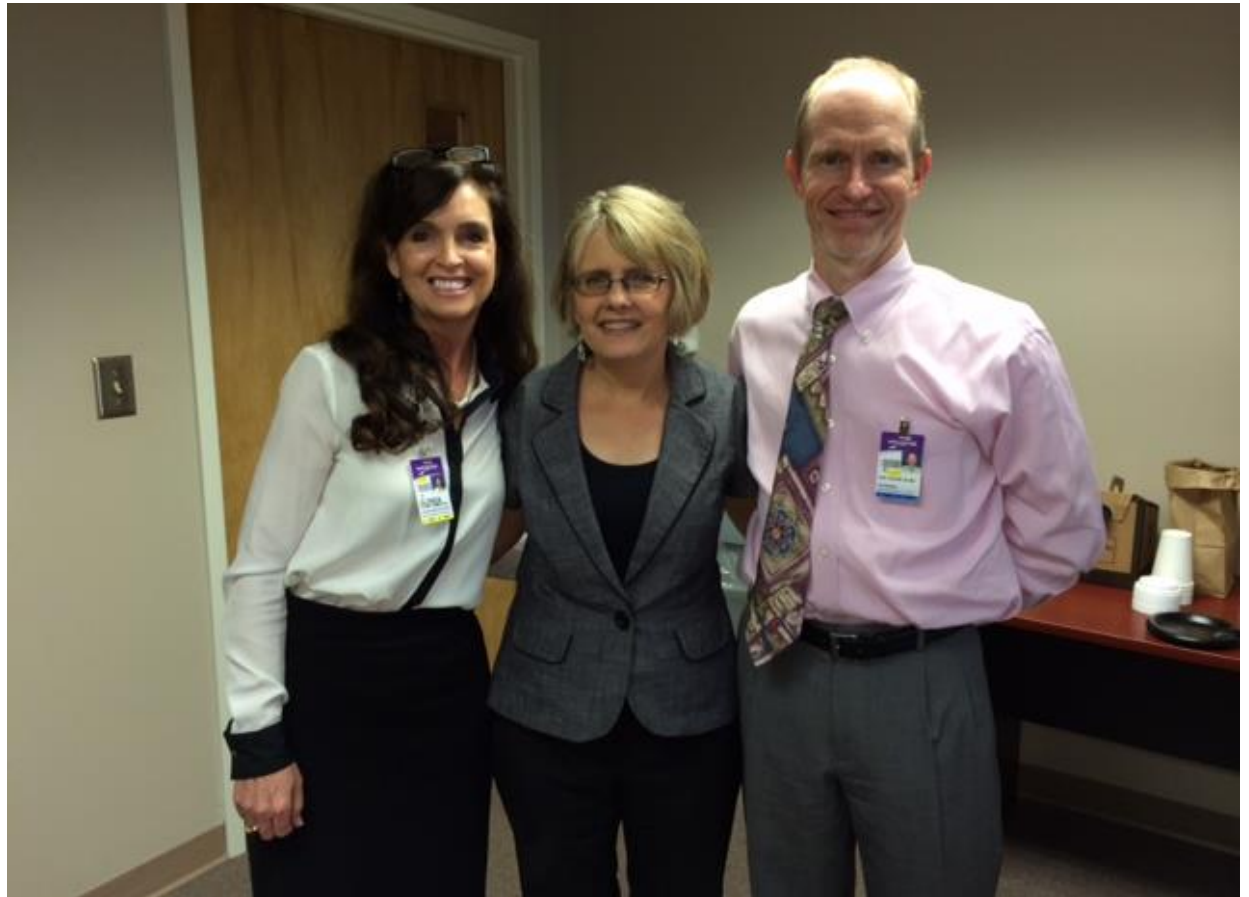


**MODELED AFTER THE CLEVELAND
CLINIC, CARL GOOLSBY JR. MD AND
GLENDA SUMMERVILLE DNP BEGAN
DOING SMA'S FOR DIABETES IN 2014**

**- MORE THAN 250 + PATIENTS HAVE
PARTICIPATED THUS FAR**



October 2014



Cleveland Clinic/ Dr. Anne Samago

What is a SMA?



- -A periodic Medical appointment held by a physician or an advance practice provider for 90 minutes or longer to provide routine or follow up care for groups of patients for chronic health conditions
- - The appointment includes an abbreviated physical exam along with addressing pertinent medical needs which includes reviewing and ordering future labs as well as refilling medications

SMA Features



- -Voluntary- if at any time after attending an SMA the patient does not feel comfortable with the concept, he or she may go back to regular office visits
- -Interactive-provides an opportunity for patients to learn from each other through questions
- -Care delivery systems (not classes)
- -Designed to enlist patients in their own care
- -Efficient and effective-any wait time is used for learning and speaking with medical staff including a dietitian

Candidates for SMA's



- -Patients needing routine follow up care for chronic health conditions such as diabetes
- -Patients seeking more information regarding their chronic condition

SMA's not appropriate for everyone; for example not designed to



- -Replace individual visit with the provider for acute minor illnesses
 - -Treat urgent health medical concerns
- -Diagnose and treat complex medical problems

Benefits for providers



- -Improved customer focus for the organization, an important consideration for medical groups who are Patient centered Medical Homes
- - greater efficiencies by providing the provider with an opportunity to relate the same information in a group setting that might otherwise be delivered in several one –on –one appointments
- - possibly one option for busy, back logged practices

Benefits for patients



- -More time in a relaxed group environment
- - Trusting relationships with provider
- -Increased patient education
- - Peer support, help and encouragement from other patients in the group

Maximizing Opportunities



- -Reasons SMA's have been found to successful in primary care
- - patients with diabetes have shown improved adherence to standards of care, higher trust in providers, decrease in hemoglobin A1C's, lower hospitalization rates
- - studies have also shown increased quality of life, increased diabetes knowledge

Identify planning process and staff roles involved in SMA's



- - Identification of a Provider Champion
 - Suggested characteristics of the “champion” and other team members
 - - excellent decision making skills
 - - ease with making quick decisions in a short period of time in front of others
 - - history of teaching ability with patients, students are other clinicians
 - - strong interpersonal and facilitation skills with good relationships with support staff

Identify planning process and staff roles involved in SMA's



- -Identification of Roles
- -Provider
- -Facilitator
- -Support staff (medical assistant)

Identify planning process and staff roles involved in SMA's



- -Planning a timeline
- -Choose a time of day that best suits your target population
- -Weekly, bi-weekly, monthly

Typical SMA Visit



- - Check in v/s rooming
- -provider in exam room for quick physical exam. Heart, lungs and foot exams
- - Patient led into the SMA room
- -Facilitator- write v/s labs results on white board
- -Facilitator- (NP/RN/LPN/MA/DIETITIAN) have pts sign consent (HIPPA forms). Ask about concerns
- -Moderator-(Provider)- moderate the SMA
- - our most recent addition- a dietitian who address dietary questions and concerns
- -set goals
- -satisfaction survey

Group Interaction can be Powerful



- Studies have shown health care providers are often tempted to use group visits as an opportunity to lecture patients-to tell patients everything they think patients should know about the disease process, treatments, etc. This can seriously undermine the success of the group visit.
- Resist the temptation to take over and lecture. Trust the group to lead the way. The role of the health care team is to facilitate the group interaction.

SMA's not appropriate for everyone; for example not designed to



- - replace individual visit with the provider for acute minor illnesses
- - treat urgent health medical concerns
- -diagnose are treat complex medical problems

Recruitment

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Diabetes Follow-up Shared Medical Appointments at WellStar East Paulding Primary Care

FREQUENTLY ASKED QUESTIONS

What are Shared Medical Appointments (SMA's)?

Shared Medical Appointments, or SMAs, are a unique way to offer patients an alternative way in addressing health care needs. SMAs are 90 minute appointments with other patients that have similar health issues. The appointment includes a physical exam along with addressing all of the patients medical needs which includes reviewing or ordering lab work and refilling medications.

Patients that take advantage of the SMA actually receive more information than at a typical one-on-one office visit.

What are the advantages of SMA's?

SMA's allow more time with your provider and:

- Provides patients the ability to learn from other patients questions
- Offers easy access to appointment scheduling
- Any wait time is used for learning and speaking with medical staff
- Relaxed atmosphere to receive medical care and valuable health information

Will my insurance pay for this?

SMA's are covered by insurance as typical office visits. There is no extra charge for the additional time of the visit.

Will my physical exam be done in front of the group?

Undressed physical exams are not done in front of the group. If an undressed physical exam is needed at your SMA, you will be examined in a private exam room. Again, any wait time while physical exams are being performed is filled with valuable medical information by experts.

Is my medical information confidential?

SMA visits are confidential. Each participant signs a confidentiality agreement prior to each appointment that

addresses discussion of patients medical conditions to not be held outside of the SMA.

What about if I do not like the SMA concept?

SMAs are optional and not binding. If, after attending a SMA you do not feel comfortable with the concept, you may go back to scheduling one-on-one appointments. It is surprising; however, that other practices offering the SMA have 85% return rates after experiencing the SMA. The extra time with their provider and the ability of gaining more information about their medical condition was very valuable to these patients which made them want to return. We recommend you try it before making a decision of not attending since you may be surprised that this may be the way to go for you!

Can I bring my spouse or a family member?

Yes and No. We understand that family support is beneficial to your compliance and understanding of your medical condition, however, sometimes there is not enough room to accommodate a support person and therefore we may ask that only patients attend a particular SMA. If a support person is at your SMA, rest assured that they are required to sign and agree to the same confidentiality agreement that you signed and agreed to.

Is a Shared Medical Appointment a Class?

SMAs are not classes. The Shared Medical Appointment is an actual office visit and has the additional benefit of incorporating valuable medical material to address your medical condition. The unique group setting offers an environment of support from other patients with similar experiences along with a caring medical team prepared to assist in promoting your quality of life!



We hope to see you at a Shared Medical Appointment at your next Follow up visit!

- Dr. Carl Goolsby & Glenda Summerville, NP

Challenges

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- -Managing patients with complex medical issues
- -Recruitment of patients secondary to something that is new and different

Billing for SMA's



- -A series of one-on-one patient encounters' in a 90 minute group setting
 - bill as individual appointments 99213 or 99214 (E/M Visit codes)
 - Code according to *level of care delivered*
 - Document
 - Counseling time is not billable
 - Patient Privacy Release signed form signed prior to beginning SMA visit
 - We are still working on a way to incorporate the billing for Diabetes Center Services (Dietitian, CDE)

Experience to date



- Started SMA in 2014
- 2014-2015 once monthly
- 2016 twice monthly
- $N = 250 +$

SHARED MEDICAL APPOINTMENTS (SMA) FOR DIABETES IN PRIMARY CARE

Wellstar East Paulding Primary Care, Hiram, Georgia
Carl Goolsby, Jr. MD and Glenda Summerville DNP, BC-ADM, CDE

What is a SMA?

- A unique way of offering people with diabetes an alternative method of addressing their health care needs
- It is a 90 minute shared appointment among people with similar health issues such as diabetes, as opposed to a 15 traditional appointment
- The visit includes an abbreviated physical exam, a review of labs, medication refills, and addressing associated health problems or concerns

Advantages for patients

- Patients receive more education and an added component of support from others with similar health concerns than in a typical 15 minute office visit

Advantages for Providers

- Providers facilitating and staffing the SMA engage in a high sense of camaraderie and teamwork in getting even challenging patients to improve their own care
- Improved access to care
- Improved patient outcomes

Wellstar SMA is Modeled after the Cleveland Clinic SMA Model

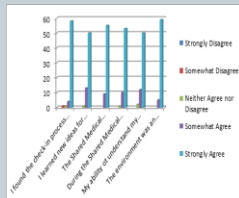
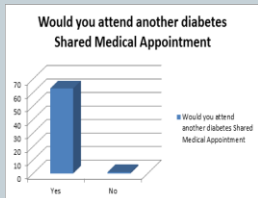
Preparation for action

- Identification of a provider champion
- Identification of roles
- Planning a timeline

Challenges observed thus far (2015-2016)

- Flow of patients from check in until roomed in SMA room
- Addressing multiple co-morbidities during SMA visit

Data Collected to Date



- ### Future Plans
- adding a CDE nurse/dietitian/ Pharmacist
 - Branching out with SMA 's to include obesity /pre-diabetes

Future Plans



- - Obesity and Pre-diabetes/insulin pump SMA visits.

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