

Mosaic Medical

(FQHC)

Name of Project	BRIDGES HEALTH (COMPLEX CARE CLINIC)	THE ANNEX: PRIMARY CARE FOR SPMI POPULATION	MOSAIC REDMOND PANEL MANAGEMENT
Stage of Project Development	Planning and Implementation	Planning and Implementation	Planning
Identification <i>What is your target population and how did you identify them?</i>	<ul style="list-style-type: none"> Identified patients at high risk for health care cost amenable to intervention. Identified with claims-based predictive algorithm. Provider referrals. 	Severe and persistently mentally ill (SPMI) clients with physical co-morbidities being treated at an out-patient mental health facility in Douglas County. Most patients are dual-eligible.	<ul style="list-style-type: none"> Starting with diabetic patients at the Mosaic Redmond clinic. Expanding to other major chronic conditions.
Intervention <i>Which intervention(s) do you plan to use?</i>	<ul style="list-style-type: none"> Specialty primary care clinic providing intensive whole-person, interdisciplinary care of limited duration. Patient returns to PCP when stabilized by program. 	Embedded primary care in mental health facility.	<ul style="list-style-type: none"> 90-minute panel management/care coordination huddles. Panel management specialist being hired.
Implementation <i>How do you plan to implement these interventions?</i>	Comprehensive, individualized care plan developed by multidisciplinary team. Intervention can include: <ul style="list-style-type: none"> Home visits Office visits Group visits Phone/computer communication 	<ul style="list-style-type: none"> Mosaic PCP and MA provide primary care on-site at mental health facility one day per week. Expansion underway to provide primary care on-site five days per week and expand care team. 	<ul style="list-style-type: none"> Clinic opened summer 2013. Financial analysis determined minimum number of patients to be seen daily to offset the blocked schedules.
Workforce <i>Who in your organization will be implementing the work?</i>	<ul style="list-style-type: none"> Providers RNs Pharmacists Behavioral Health Workers Nutritionists 	<ul style="list-style-type: none"> Provider, MA primarily. County staff and psychiatrist at the facility. Administrative oversight from Mosaic Medical's clinic administrator. 	<ul style="list-style-type: none"> Providers MA's Behavioral health workers Panel management specialist Data/reporting support
Evaluation <i>How will you be evaluating this work?</i>	<ul style="list-style-type: none"> Pre/post design General and disease-specific clinical measures Total cost of care ER and hospital use Patient experience Provider experience Standardized outcome and screening tools 	<ul style="list-style-type: none"> Clinical metrics Compliance with recommended guidelines No-show rates 	Tracking standard quality and operational metrics.
Resources <i>How are you funding this work?</i>	<ul style="list-style-type: none"> PacificSource pays case management rate. Mosaic Medical pays for clinic build-out and start-up. 	<ul style="list-style-type: none"> Funded through standard patient revenue streams. Space provided by county at no cost. Facility expansion needs funded by county. 	<ul style="list-style-type: none"> Mosaic savings/cash. New Access Point grant from HRSA. PacificSource Community Health grant for one year.
Project Team <i>Project coordinators are indicated in bold.</i>	Beth Patterson, Clinic Administrator <i>beth.patterson@mosaicmedical.org</i> Dr. Christine Pierson, Medical Director <i>christine.pierson@mosaicmedical.org</i> Kate Wells <i>PacificSource</i> <i>Kate.wells@pacificsource.com</i> John Ryan, COIPA <i>jryan@coipa.org</i>	Tamarra Harris, Director of Bend Operations <i>tamarra.harris@mosaicmedical.org</i> Dr. Tina Busby <i>tina.busby@mosaicmedical.org</i> Travis Sammons <i>Deschutes County</i> <i>541-330-4635</i>	Nora Beck, Clinic Manager <i>nora.beck@mosaicmedical.org</i> Dr. Martin Smart, Medical Director <i>martin.smart@mosaicmedical.org</i>
Other comments	<ul style="list-style-type: none"> Extensive community collaboration for nearly two years. Model can open to other payers. Flexibility in meeting patient needs. 	<ul style="list-style-type: none"> Program idea launched three years ago after string of premature deaths in this high-risk population. SPMI patients can have difficulty accessing primary care due to their conditions as well as logistical /transportation barriers. 	<ul style="list-style-type: none"> New clinic staffed by an experienced, high-performing and innovative team. Mosaic considers this a "testing ground" for developing an advanced team-based culture.