Quick Integration Survey

Please take a quick integration survey

Text the word COTTONWOOD to 797979

or go to

http://www.meet.ps/integrate
The Elephant in the Exam Room:  
*Can Integrated Primary Care Be Efficient?*

April Rhodes, LAMFT, CEO, Spectrum Healthcare Group  
Jessie Peters, FNP-BC, Director, Strategy and Innovation, Spectrum Healthcare Group  
Donald Bechtold, MD, VP Healthcare and Integration, Jefferson Center for Mental Health
Who is Spectrum?
The Cross-Road: The road less traveled
INTEGRATION TIMELINE

2009
- Initial 99 individuals with Serious Mental Illness (SMI)
- 0.5 Provider FTE
- Onsite co-located PCP

2011
- Independent Medical Licensure

2012
- Community privately-owned Family Practice
- 6000+ panel of clients
- Addition of Pediatrics into Primary Care service array
- Acquisition of Valley Medical Center

2013
- Rebranded to Spectrum Healthcare

2014
- Combined Medical Services
- 651 W.Mingus Ave
- 20,000 sq. ft
- $2.3 million dollar project

2017
- Expanded Locations
- Expanded Primary Care into Camp Verde and Sedona
- Acquisition of Internal Medicine practice in new market
- Addition of e-visit services
System Design Matters
CULTURE EATS STRATEGY FOR BREAKFAST
Don’t throw the baby out with the bathwater...
Flip everything we’ve always done on its head...
Consumer Driven Care
Strategies Implemented

• Just-in-Time (JIT) scheduling
• DMAIC Process Improvement
  \(*\textit{Define, Measure, Analyze, Improve, Control}\)**
• Tossed out templates (patient centered scheduling)
• No patient panels (team-based care)
• Created care team hubs
• Time in Motion studies
• Data monitoring
• Concurrent and collaborative documentation
Spectrum Results

- Decreased ED Utilization
- Increased Patient Volumes
- Earned VBP Incentives
- Decreased PC Operational Loss
- Decreased In-Patient Stays
- Accessible Follow-Up
- Decrease in Total Cost of Care
- Better Diabetic and Coronary Artery Disease Outcomes
Take-aways