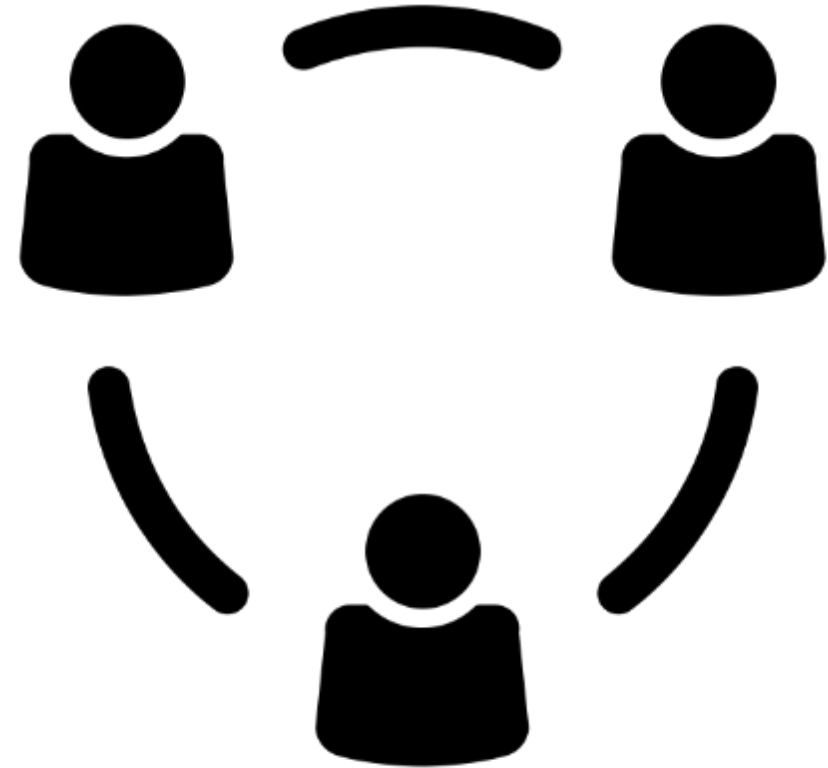


# Practice Transformation Addresses MD Burnout

**2.5 MA : 1 MD teams**



Created by Adrien Coquet  
from Noun Project

**CT Lin MD, CMIO** [uchealth](#)  
Professor, University of Colorado SOM

Blaming computer.  
Poor room setup.

Doc ain't happy,  
Ain't nobody happy.





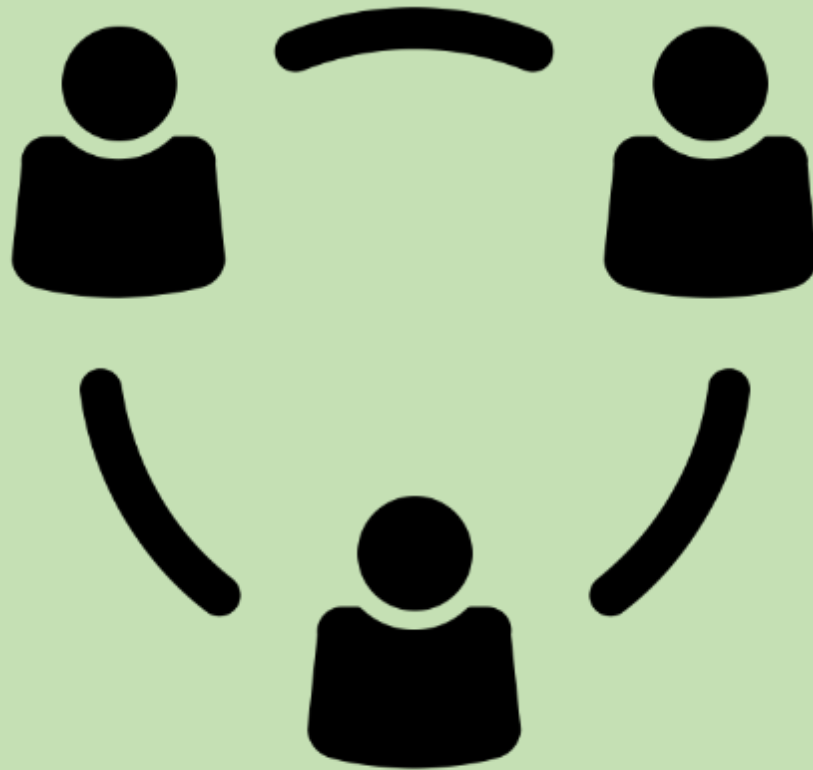
## EHR Sprint

Re-train EHR, custom tools



## Transform

Staff ratio, teamwork



Created by Adrien Coquet  
from Noun Project

# Care Redesign

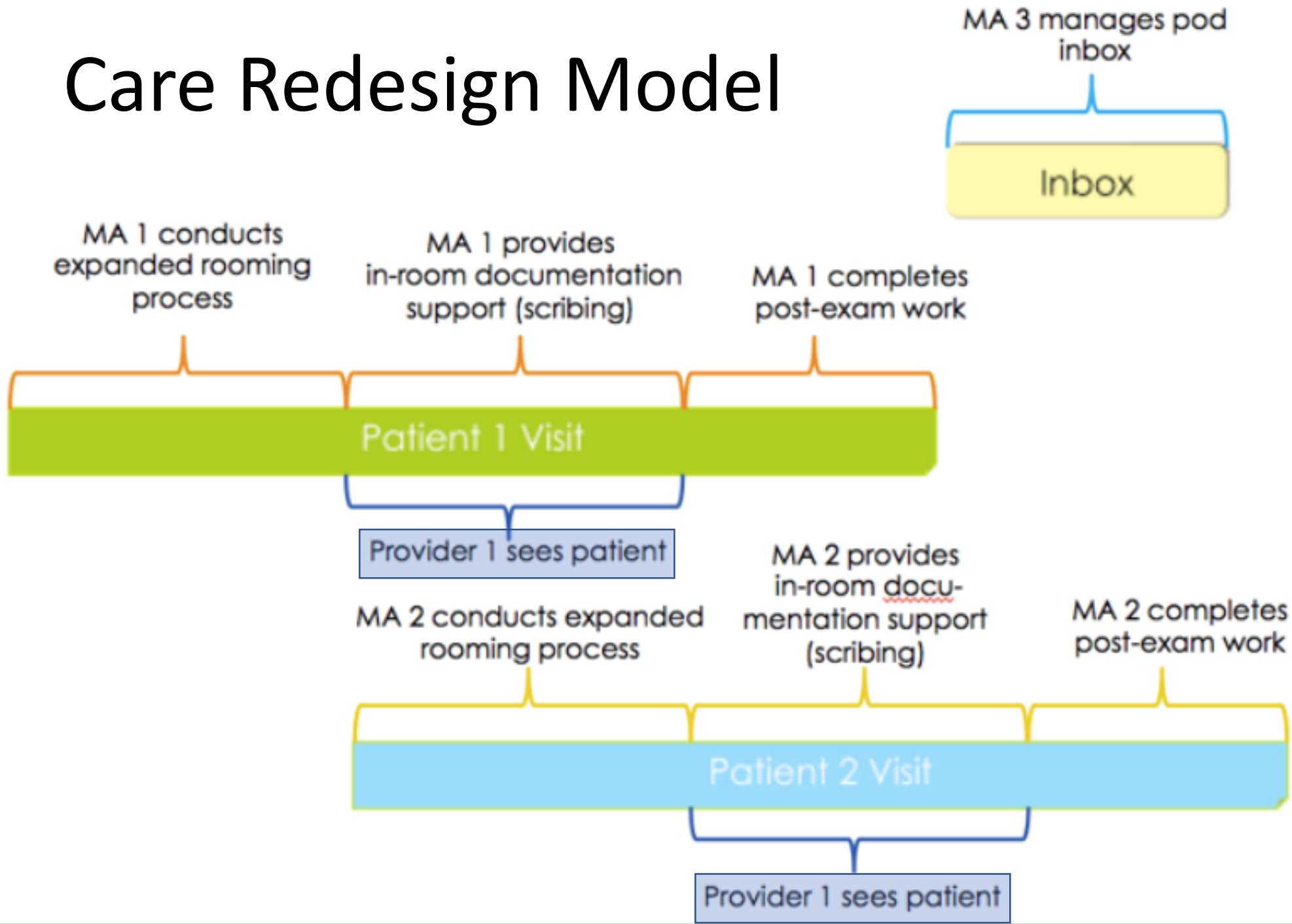
- **2.5:1 MA:MD ratio**
- **MA scribe**
- **Close care gaps**
- **Extended rooming**
- **“Pend” Rx, Lab, Vaccine**
- **Share Inbasket tasks**
- **Experience in 20 clinics**
- **Univ. of Utah’s Care by Design Model®**

Pre-Visit	
New Patient:	<ul style="list-style-type: none"> <li>Conduct New Pt Questionnaire in EPIC</li> <li>Obtain old records</li> </ul>
Established Patient:	<ul style="list-style-type: none"> <li>Pre-visit labs, Outside records</li> <li>Pre-visit assessments (PHQ-9, Medicare Wellness questions, etc.)</li> <li>In-Box management (Refills/PARS, MHC, lab call-backs, etc.)</li> <li>Care management outreach</li> </ul>
Advanced Rooming	<ul style="list-style-type: none"> <li>Height and weight</li> <li>Chief complaint, complete agenda, top 2 concerns</li> <li>Allergies/med rec/pharmacy/Pend refills</li> <li>Update Medical/Surgical/Family history, advanced directive</li> <li>Screenings: Fall, suicide, Learning barriers, PHQ2/9, GAD, etc.</li> <li>Identify and act on Care Gaps</li> <li>Take BP &amp; enter vital signs</li> <li>Get necessary equipment (biopsy materials, pap, etc.)</li> <li>Sets agenda with patient</li> <li>Obtain brief templated HPI/ROS ("X-Files")</li> </ul>
In-Room Support	<ul style="list-style-type: none"> <li>Documentation support</li> <li>Other "on the fly" support as directed (get team members, complete labs, prepare vaccines, room next patient, etc.)</li> </ul>
Post-Provider/ Check out	<ul style="list-style-type: none"> <li>Review plan and instructions</li> <li>Schedule follow up visits</li> <li>Gives vaccines, performs blood work as needed</li> <li>Escort patient from practice</li> </ul>



Created by Asha Gupta  
for the team

# Care Redesign Model



Created by Adam Goggin  
from Health Podcast

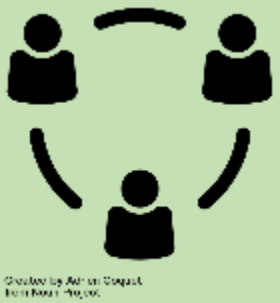
# EHR Workflows: 10 day MA Academy



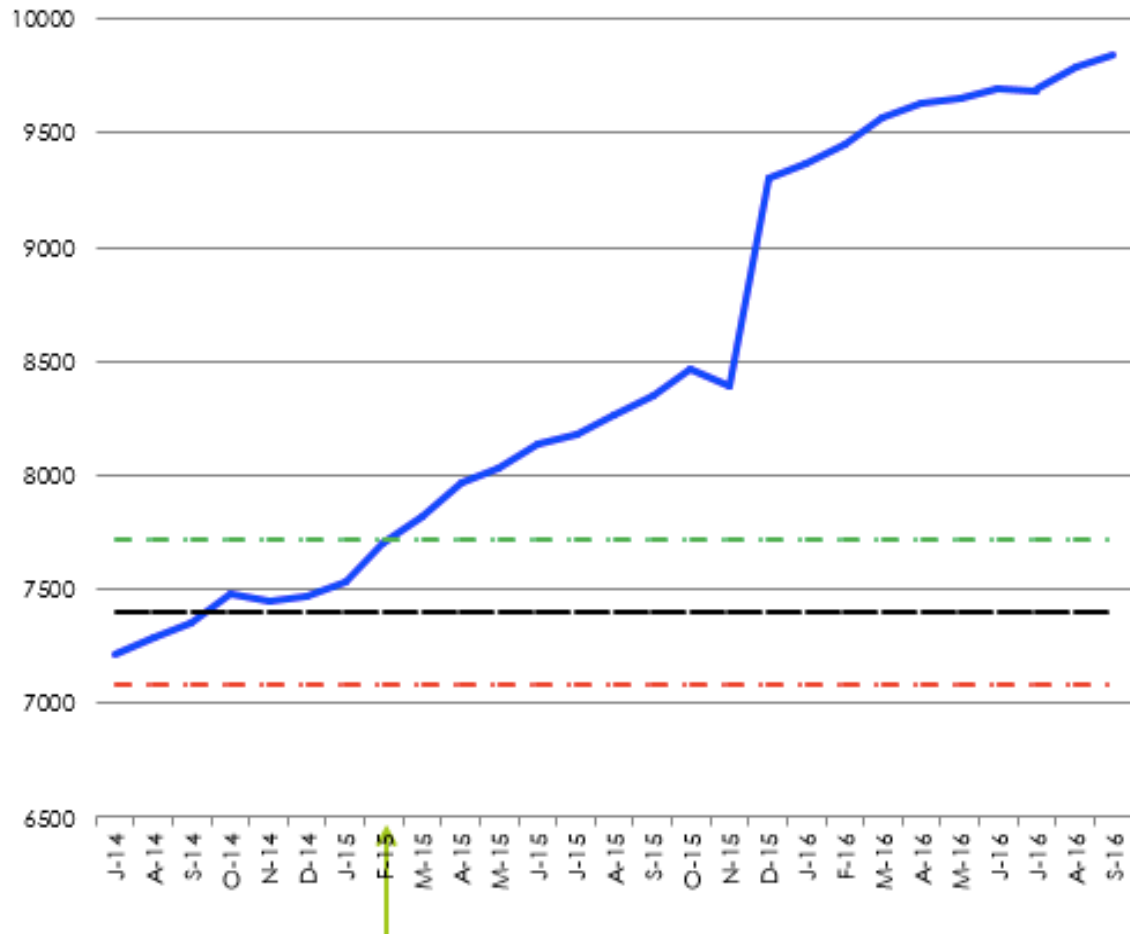
- Care Redesign philosophy
- Epic skills re-training
- Scribing and X-files “in-room documentation support”
- Vitals, venipuncture, injections
- Medication Reconciliation & Rx refills
- Health Maintenance: vaccines, POC labs, Monofilament
- Protocols and pended meds, labs, referrals
- Inbasket support
- Skills exam



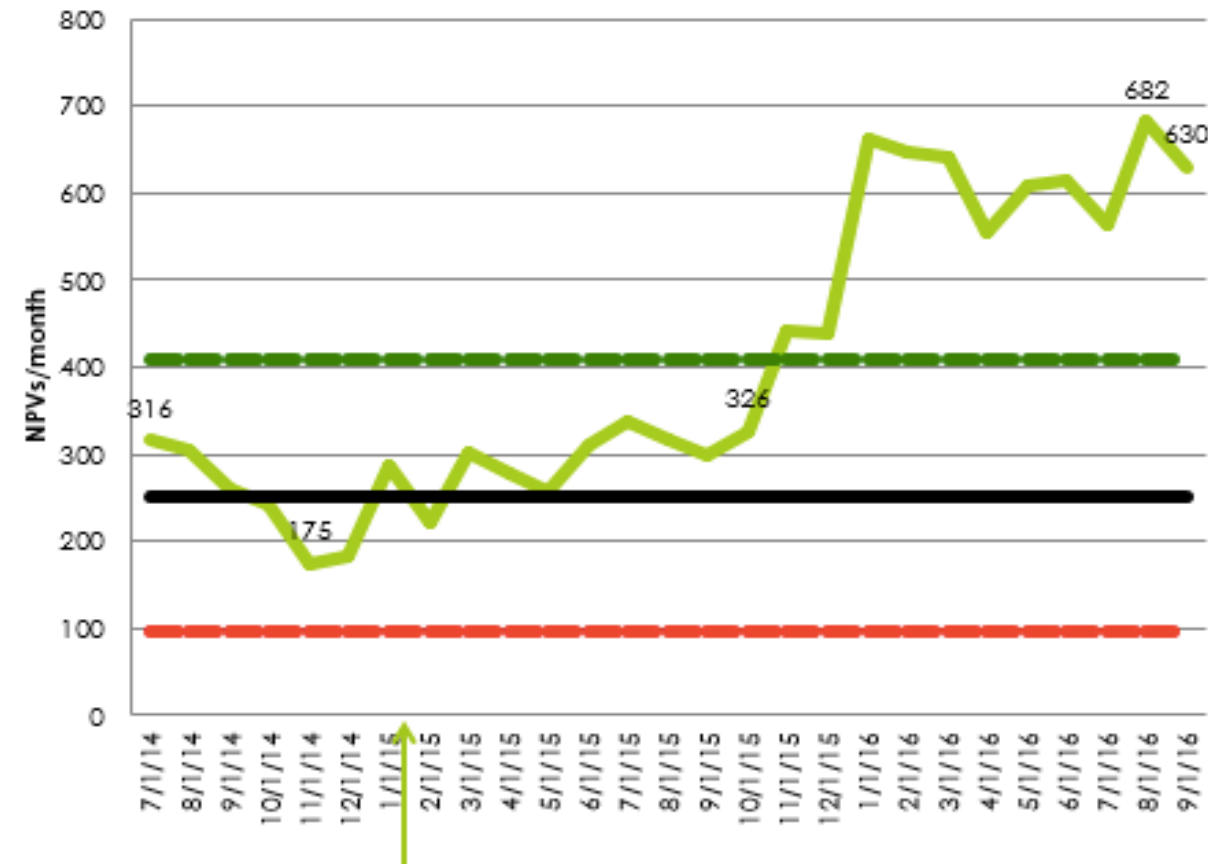
# Access Improved



Total N of Patients Seen in the Last 13 months

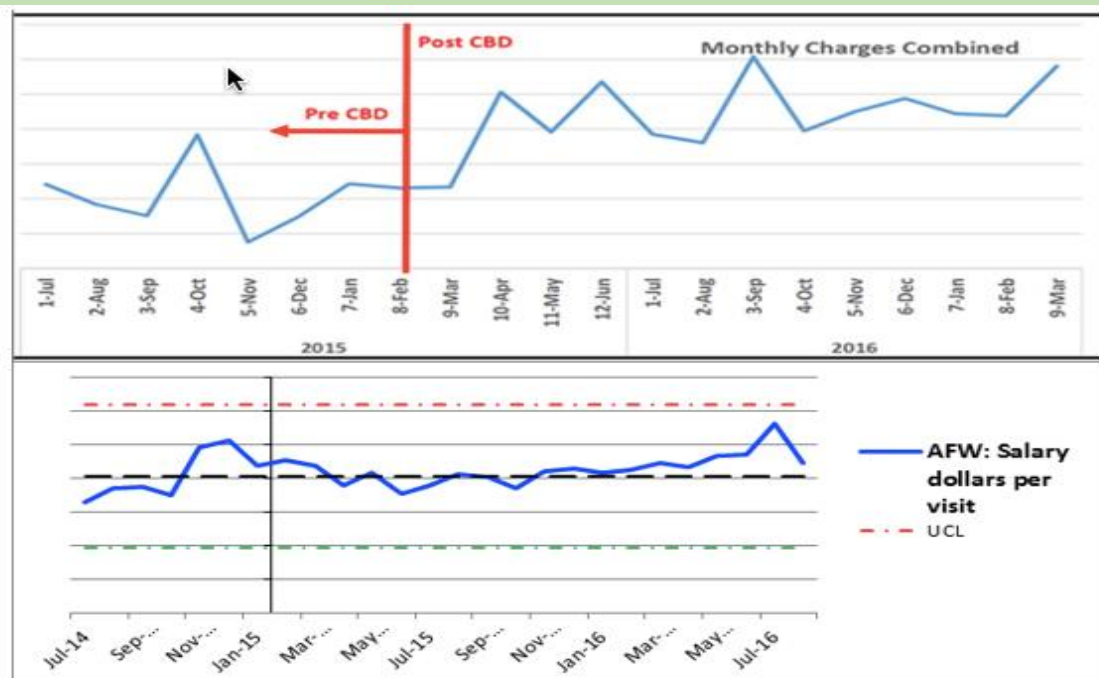


# New patient appointments per month

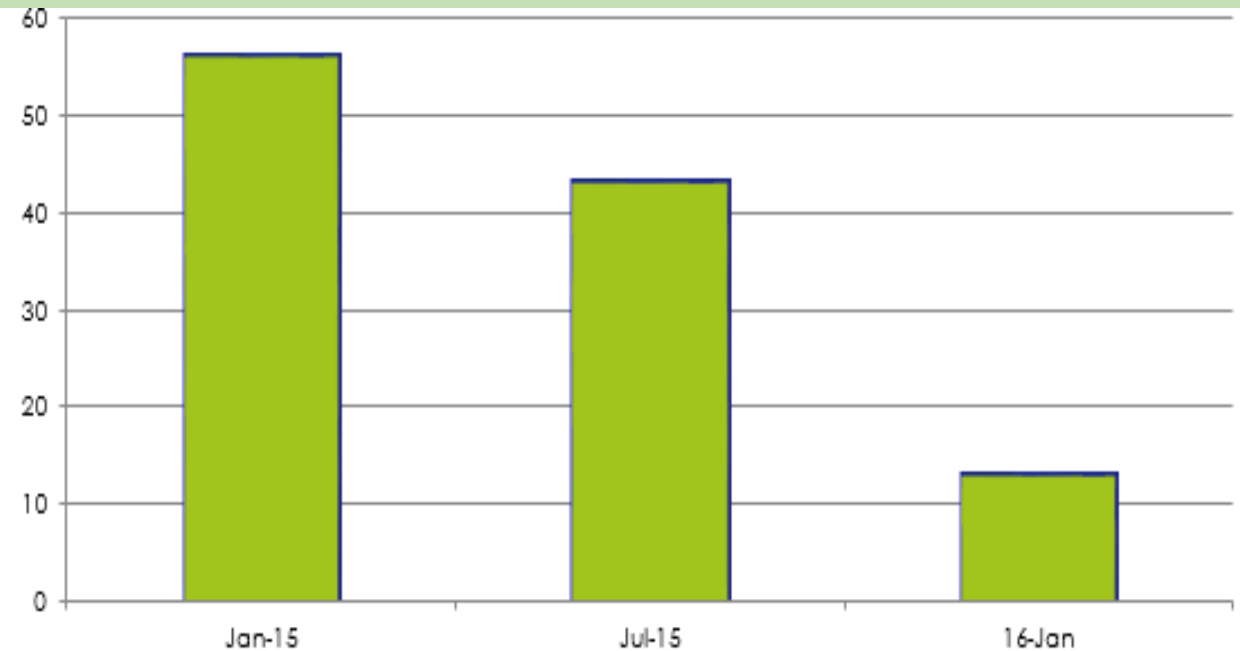




# Charges improved; Per-visit cost unchanged

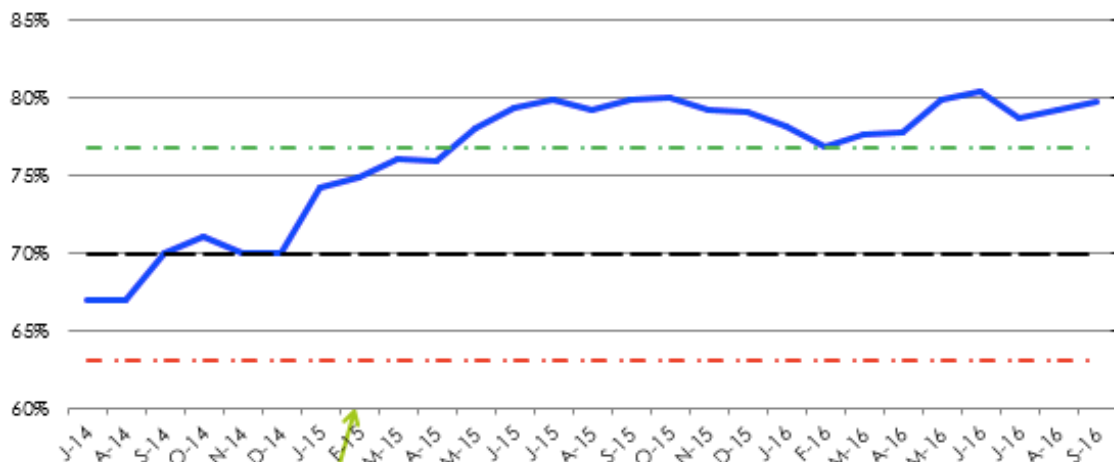


## Provider Burnout Decreased

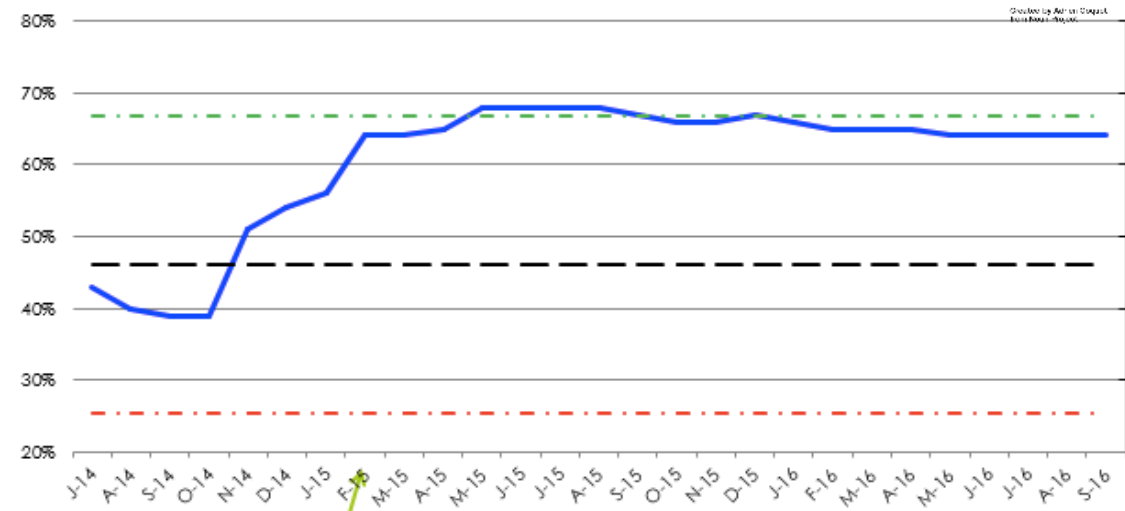




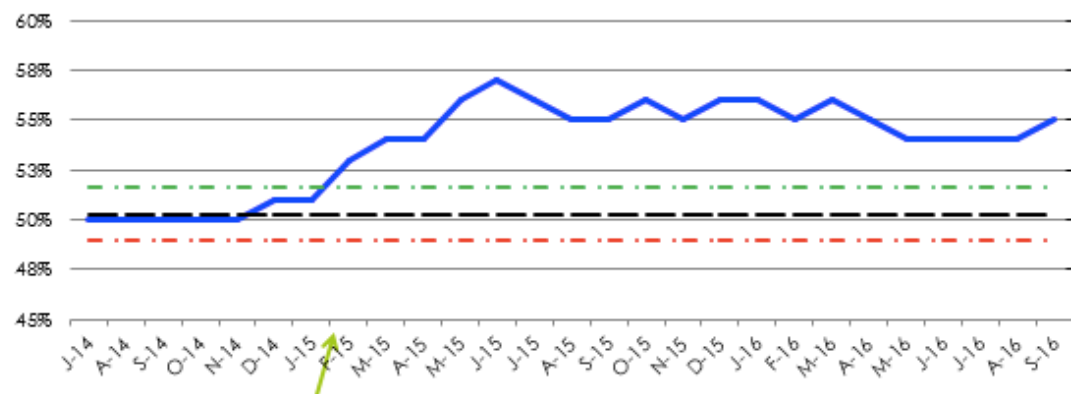
% of Clinic Population with Blood Pressure at Goal  
( $<140/90$  for  $<60$ ,  $<150/90$  for  $>60$ )



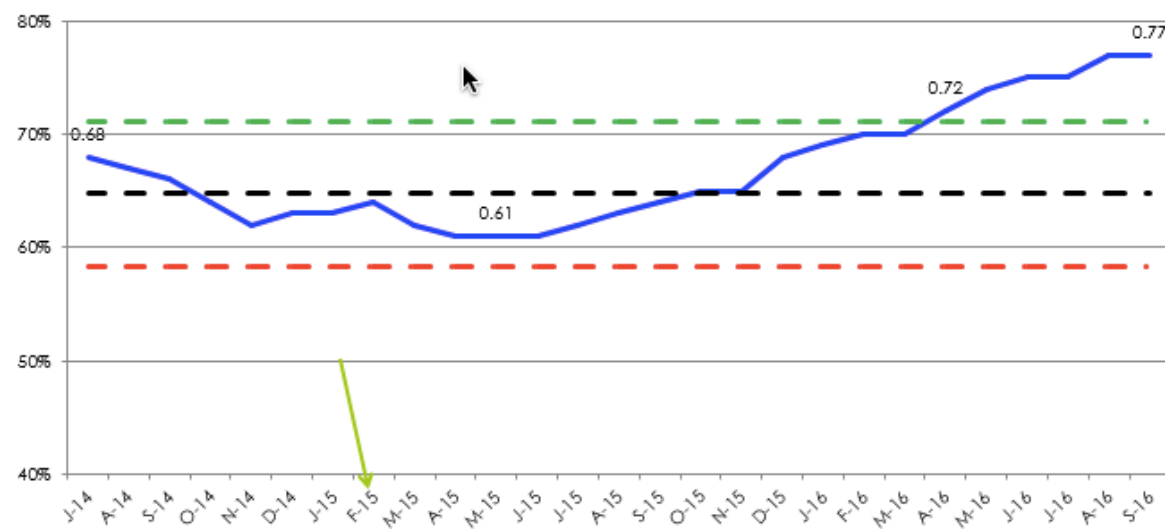
% of Clinic Population with Mammography Up to Date



% of Clinic Population with Colorectal Cancer Screening Up to Date

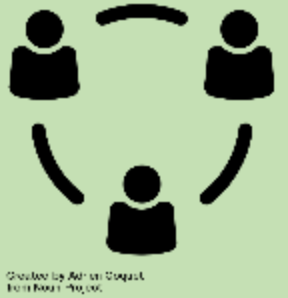


% with Positive PHQ2→9



Quality metrics improved

# Joy in Practice Patients



*I was **blown away by the service** ... 0 forms, 0 time wasted*

*I don't feel like a passive spectator anymore,  
I'm an **integral part** of my healthcare team*

*I have **never in my 66 years** felt so well-cared about and for*

# Joy in Practice— Medical Assistants

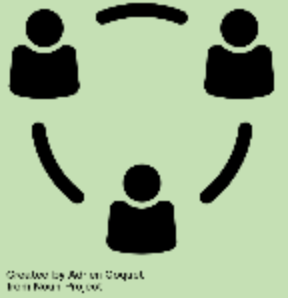


*I can help **get patients the care they need***

*We're **part of the patient's care more than ever***

*We're **having fun at work again and the work is done at the end of the day***

# Joy in Practice Providers



***I don't have to do it all. Patient interactions are more connected***

***I barely touch the computer in the room anymore***

***I'm done with all my notes by 5:30 or 6:00. That's never happened!***

***It's been a game-changer ...it allows me to stay in practice and be happy***



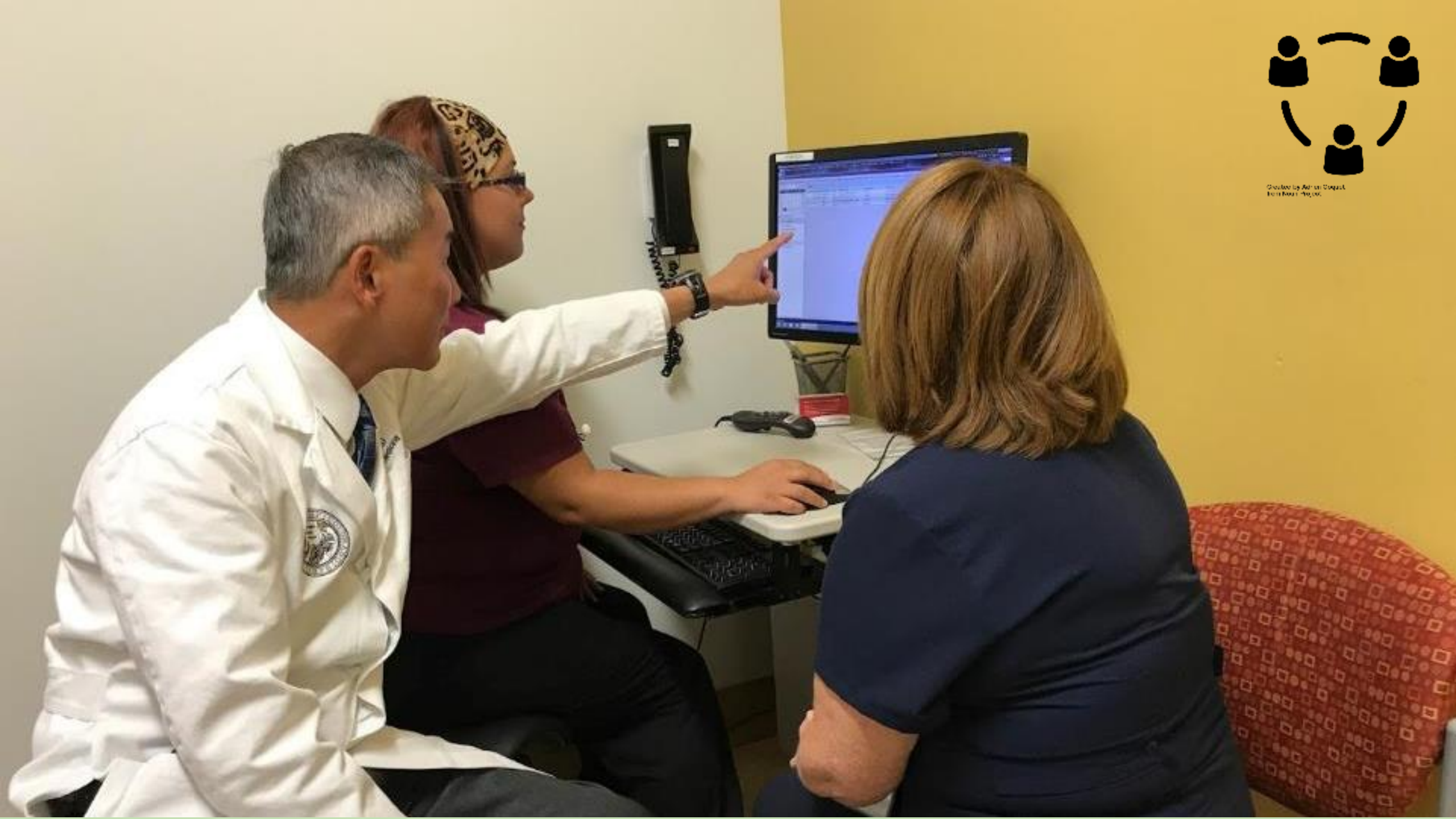




Created by Ash on Canvas  
from React - Project







Created by Ash on August  
10th 2021 10:00 AM



Created by Adam on August 10th 2010



## Our Informatics Vision

We improve physician and team  
wellness and effectiveness by building  
extraordinary relationships and innovative tools

Thank you!

CT.Lin@UCDenver.edu



**Everyone knows ... its Becky**  
***(apologies to Windy: the Association)***

Who's checking in my patients in clinic?  
Reconciling meds and living wills, yeah  
Who's reaching out to test the monofilament  
Everyone knows it's Becky.

Who's tracking down the immunizations?  
Smilin' at everybody she sees  
Who's sitting down to scribe my H & P  
Everyone knows it's Becky.

And Becky makes sure to see  
That you get colon-o-sco-py  
And Becky makes sure you get  
Your nicotine patch!  
Your nicotine patch!



And Becky makes sure her doc  
Gets home before 6 o'clock  
And Becky makes it all sing  
Our clinic scores  
Are outstanding!

Who's tracking down the  
immunizations?  
Smilin' at everybody she sees  
Who's sitting down to scribe my H&P  
Everyone knows it's Becky.