The Problem

- Providers often feel overwhelmed caring for complex patients.
- The General Medicine Clinic Care Management program is an interdisciplinary program that seeks to improve care for frequently admitted patients, but it is unclear if it also improves provider experience.
- Residents often have limited experience working with interdisciplinary care management teams.

Objective of Program

1) Improve provider satisfaction with caring for complex patients
2) Evaluate provider satisfaction with the General Medicine Clinic Care Management Program (CCMP)
3) Determine optimal methods of communication between the care management team and providers
4) Educate residents about care management and interdisciplinary teams

Description of Program

We used the following strategies to achieve our aims:

- Meeting with providers and care management team informally to elicit feedback about communication needs and optimal methods for communication.
- Creating guidelines for charting and email communication.
- Conducting interdisciplinary case conferences during resident pre-clinic conferences.
- Conducting enrollment surveys of providers whose patients were entering the program and sharing this information with the care management team to inform program design.
- Conducting follow up provider surveys.

Measures of Success

- Providers surveys at time of CCMP enrollment and six months post enrollment. Surveys address: 1) physician satisfaction with chronic care management, 2) time spent managing complex patients and 3) knowledge of patients’ clinical characteristics.
- Informal feedback was also elicited from providers and the care management team.

Findings to Date

- Of 28 providers with patients in CCMP, 12 completed the initial survey and 13 completed the follow up survey.
- 100% of providers responded that the care was ‘better’ or ‘much better’ than prior to enrollment in CCMP.
- Provider satisfaction improved across multiple domains of patient care.
- CCMP decreased the amount of time providers spent on coordination and paperwork, but not the amount of time they spent on the phone with patients, families, and other providers.
- Providers and CCMP team find huddling before clinic useful in person communication.
- Residents found case conferences increased their knowledge of how interdisciplinary teams function.

Key Lessons Learned

Complex care management can improve provider experience and perceived quality of care. Email guidelines and huddles help optimize communication between interdisciplinary teams and providers. Interdisciplinary case conferences can help improve resident knowledge about interdisciplinary care management.