



Task Force Subgroup Update: Primary Care

VA New Hampshire VISION 2025 Task Force

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Membership

- Jacqueline K. Spencer, MD, VISN1, Primary Care Director
- Hugh Huizenga, MD, WRJ, Primary Care Chief
- Dan O'Brien, PA, Manchester, Acting Assoc Chief of Primary Care
- David McGrath, MD, Northampton VAMC, Primary Care Chief
- Lou Trevisan, MD, Psychiatry Service, VISN1 Mental Health Director
- Monica Sharma, MD, Bedford VA, Primary Care Chief
- Karen Swartz, WRJ, Primary Care AO
- Bobby Edwards, PMF, Admin Support

Process

- Data reviewed: Patient Centered Management Module (PCMM) Web, Primary Care Monthly Management Report, New Hampshire Workbook, Referral pattern data
- Site visits completed: 8/30/2017, 9/8/2017, 9/15/2017, 9/22/2017
- Staff listening sessions completed: 9/22/2017
- Other resources considered: Patient Aligned Care Team Handbook, Patient Aligned Care Team Space Module Design Guide, 2016 Survey of Patient Aligned Care Team (PACT) Report. **Liaison with Ernest Bland and Associates (master planners) for space calculations**

Initial Options Considered

- Retrofit current space
- Expand Clinical Video Telehealth (CVT) as broadly as possible to deliver a broader array of clinical services virtually only

Option #1: Primary Care Space Redesign to Deliver 21st Century Care

- A. Expand footprint of each primary care practice site to meet or exceed community and VA standards **to support fully staffed PACT teams and expanded care team members**
- B. Combine Somersworth and Portsmouth Community Based Outpatient Clinics (CBOCs)
- C. Co-locate all Primary Care teams at Manchester
 1. Women's Health with general Primary Care Clinic
 2. **Homeless PACT in similar vicinity**

Space Needs to Meet Future Demand

Option #1:

- Primary Care Space gap = 24,500 sq. ft.
 - Gap includes Manchester campus plus CBOCs

Option #2:

- Ambulatory Specialty Space gap = 50,000 sq. ft.;
- Ambulatory Mental Health Space gap = 7300 sq. ft.
 - Gaps include Manchester campus plus CBOCs
 - Appropriate location and mix determined in design

Staffing Needs to Meet Future Demand

Expanded Care Team Analysis for Manchester		Avg Salary	Costs	Comments
Current Clinical Pharm specialist FTEE*	1.5			
Clinical Pharm specialist FTEE vacancies	0.0			
Current Clinical Pharm specialist FTEE- Anticoag*	1.0			
Recommended CPS (0.33/1.0 FTEE provider)	8.4			
Gap- CPS need based on current provider FTEE (incl vacancies)	7.0	116,846	\$817,922	
Current SW staffing FTEE*	3.0			
Recommended SW (0.5/1.0 FTEE provider)				
Gap - SW need based on current provider FTEE (incl vacancies)	2.0	75,249	\$150,498	
Current Psych/PCMHI staffing FTEE*	3.5			
Recommended psych (0.33/1.0 FTEE provider)	8.3			MH Prescriber (CNS/NP):
Gap - psych/PCMHI need based on current provider FTEE (incl vacancies)	5.0	115,927	\$622,742	**\$130,296
Current RD staffing FTEE*	0.0			
Recommended RD (1.0 FTEE/6,000 patients)	3.6			
Gap - RD need based on current provider FTEE	3.6	82,340	\$296,424	
Total additional costs:			\$1,887,586	

****2 psychologists + 3 MH Prescribers
(CNS/NP) = 5 total staff**

Option #2: Enhanced Delivery of Specialty Care for Primary Care Patients

- A. Establish co-located high demand medical and surgical specialty services at Manchester and Community Based Outpatient Clinics onsite/virtually (Expansion of CVT)
- B. Locate Community Care Office liaison proximal to Manchester Primary Care
- C. Information Technology – Wi-Fi at all sites, laptops/tablets

High Referral Services

- Important to determine what services to potentially co-locate in a multispecialty CBOC versus provide via CVT

Clinical Video Telehealth

- Awaiting Gap Analysis
- Example:

TIL BUP CVT NTHMH OS	Nat'l Center TeleMental Health Buprenorphine
TIL ENDOCRINOLOGY CVT OS	Endocrinology
TIL MHC CVT CRONIN DS-X	Mental Health Prescription Clinic
TIL MHC PTSD CVT TRAINOR OS	Mental Health Post Traumatic Stress Disorder
TIL MOVE SUPPORT GRP CVT OS	MOVE Clinic
TIL NEUROPSYCH CVT OS	Neuropsychology
TIL NUTRITION CVT OS	Nutrition
TIL OSTOMY RN CVT OS	Ostomy RN
TIL PC CLIN PHARM CVT OS	Primary Care Clinical Pharmacy Specialist
TIL REHAB EQUIP OT CVT OS	Occupational Therapy
TIL REHAB EQUIP PT CVT OS	Physical Therapy
TIL RENAL CVT OS	Renal
TIL RHEUMATOLOGY CVT OS	Rheumatology
TIL SPR AMPUTEE CVT GRP OS	Amputee Support Group
TL HT CVT PCRN OS	Home Telehealth Enrollments

Local/VISN responsibilities

- Culture
- Leadership structure
- Staffing gaps

DRAFT