Dr. Julie Novak: Nurse-Managed Clinics

Slide 1

Nurse-Managed Clinics: Improving Access, Expanding Clinical Sites, Optimizing EHR Use and Ensuring Sustainability

Julie Cowan Novak, DNSc, RN, MA, CPNP, FAANP
University of Texas Health Science Center San Antonio School of Nursing
Professor and Vice Dean, Practice and Engagement
Executive Director, UT Nursing Clinical Enterprise

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UT Nursing Clinical Enterprise Mission:
Consistent With Systems Approach
Health Home Model

- Integrate research/discovery, teaching/learning, and practice/engagement and policy to enhance the well-being of the local to global community
- Emphasize best practice and education that is evidence-based
- Provide excellent learning experiences for our students while serving our community
- Ensure accessible, continuous, compassionate, coordinated and culturally proficient care

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The Health Home

- **A Health Home is:** "A systemic approach to provide comprehensive primary care that facilitates partnerships between individual patients, and their personal providers, and when appropriate, the patient's family."
- **Purpose of Health Home:**
  1. Improve access to and continuity of health care
  2. Reduce health disparities among the underserved communities
  3. Increase the utilization of preventive screenings
  4. Increase participation in age-appropriate vaccinations
  5. Reduce risk of preventable emergency rooms visit and/or hospitalizations
  6. Improve continuity of health care delivery that results in meaningful health improvement and reduce fragmented care

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UT School of Nursing Clinical Enterprise – Base of Operations

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Nurse-Managed Clinics

Over the past 40 years, academic nursing centers have been developing, implementing, and evaluating alternatives to the failing, mismanaged U.S. healthcare delivery system.

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Slide 6

Purpose

- Design an integrated, innovative, accessible, high quality, patient and family-centered sustainable model of Nurse-led care
- Create learning, research, and practice collaboratories for nursing and other students and faculty in the Health Science disciplines
- Provide excellent learning experiences for our students while building and sustaining our university community partnerships

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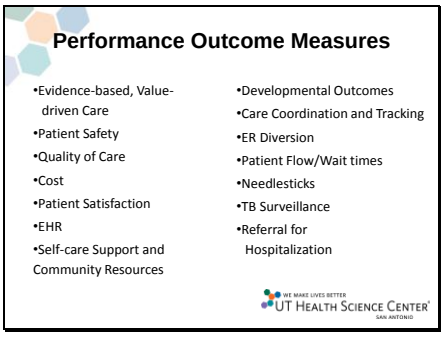
Slide 8



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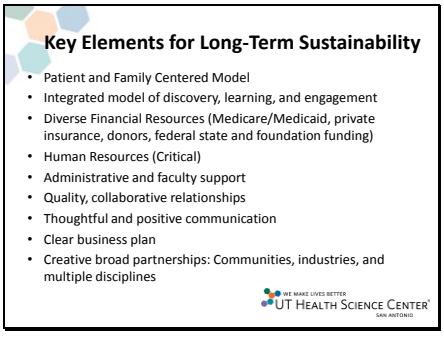

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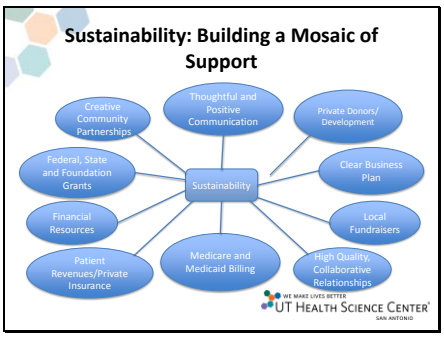

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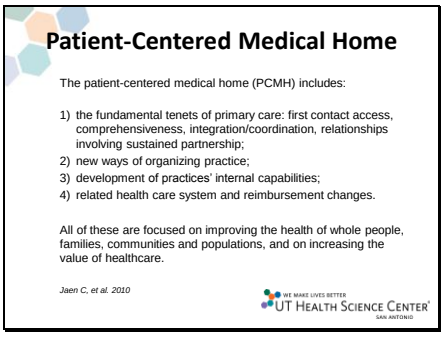

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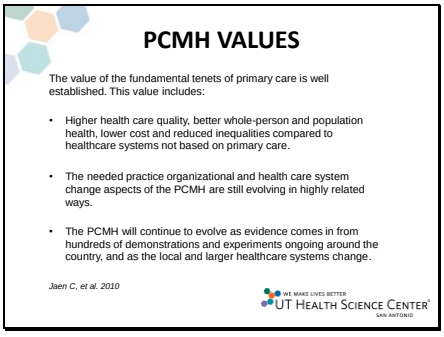

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PCMH MEASURES

Measuring the PCMH involves the following:

- Giving primacy to the core tenets of primary care
- Assessing practice and system changes that are hypothesized to provide added value
- Assessing development of practices' core processes and adaptive reserve
- Assessing integration with more functional healthcare system and community resources

Jaen C, et al. 2010

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PCMH Evaluation

- The PCMH, like primary care, is worthy of support, evaluation and evolution as a fundamental building block for a high-value health care system.
- In these efforts, it will be important to recognize the complex interactions of the PCMH at multiple levels, so that a narrow and short-term focus does not scuttle the potentially transformative nature of the PCMH before it has had a chance to make good upon its promise.

Jaen C, et al. 2010

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UTHSCSA Clinical Enterprise Staffing

- 10 Pediatric, Family, and Women's Health Nurse Practitioners/APNs
- All faculty and staff are cross-trained
- Two collaborating physicians review 10% of charts per Texas Law
- Available 24/7 for consultation
- Physicians spend 4hrs/month in consultation, case discussions, team meetings, and record review


Mark Nadeau, MD, FAAFP


Dennis Conrad, MD, FAAP

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UTHSCSA Student Health Center

2007 - School of Nursing assumed control

2009 – Expansion from 2 to 4 exam rooms and 2 to 9 NPs

Designated medically underserved population (MUP)

3,800 Health Science Center students:

- 10 Faculty Nurse Practitioners (PNPs, FNPs, Women's Health NPs)
- Advanced Practice Public Health/Occupational Health Nurse Psych/MH Clinical Nurse Specialists/NPs
- 3 BSN/RNs
- Clinic/Billing Managers
- Business Administrator
- Project, Grants and Marketing Coordinator
- Medical Assistant
- Health Clerk

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Slide 17

Child Health Evening Clinic
For Children of Health Science Center Students
to Support Community–based Health Homes
Spring 2012 Launch

Executive Director:
Julie Cowan Novak, DNSc, RN, MA, CPNP, FAANP
University of Texas Health Science Center San Antonio
School of Nursing
Professor and Vice Dean, Practice and Engagement
Executive Director, UT Nursing Clinical Enterprise

Staff:

- Patsy Clarke, MSN, RN - Certified Pediatric Nurse Practitioner
- Rebecca Fenton, MSN, Pediatric CNS - Clinic RN
- Dr. Dennis Conrad, Collaborating Physician, UTHSCSA Department of Pediatrics

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SCHOOL OF NURSING
UT HEALTH SCIENCE CENTER
EMPLOYEE HEALTH AND WELLNESS CLINIC

The Employee Health and Wellness Clinic

- Adjacent to Student Health Center
- Established November 15, 2010
- 6,000 employees
- 70% from underrepresented groups

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Employee Health and Wellness Clinic

Staffing:
- 4 Faculty Nurse Practitioners
- Advanced Practice Nurse Public Health/Occupational Health
- Psych/MH Clinical Nurse Specialist/NP
- Collaborating Physician (24/7 consultation and chart review)
- BSN/RN
- Medical Assistant
- Clinic/Billing Manager
- Business Administrator
- Project, Grants and Marketing Coordinator
- Health Clerk

Services for Student Health Center and Employee Health & Wellness Clinic:
Primary Care
Comprehensive Wellness and Health Promotion
Behavioral Healthcare
Women's Health/Men's Health
Immunizations
STD Screening/Treatment
Patient Survey with QR Code
Smoking Cessation
Healthy Weight Management
Pediatric Evening Clinic for Children of HSC Students
Acute Illness and Minor Injury
Minor Occupational Injury Assessment/Treatment
Chronic Disease Management
Quest Diagnostics phlebotomist, Mon-Fri, 8 am – 12 pm

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Community Outreach Health Home Project Goals:

To develop an accessible high quality efficient and cost effective system of care that establishes:

a) A Health Home for all enrolled children.
b) Education and training for all professionals who work with these children and their families.
c) Ongoing data collection at existing health home sites and initiate data collection in new and developing sites.
d) Community Partnerships.

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Principle of Health Home

- To identify and evaluate methods for expanding access to primary health care to Medicaid enrolled SAISD.
- Provide health care for pre-kindergarten through first grade students (7,750 are Medicaid enrolled) at 58 different SAISD elementary schools.
- 7 pods: Feeder schools to the 7 SAISD High Schools.
- Provide primary healthcare, dental and psychological behavioral health care and health education services for SAISD children enrolled in Texas Medicaid.

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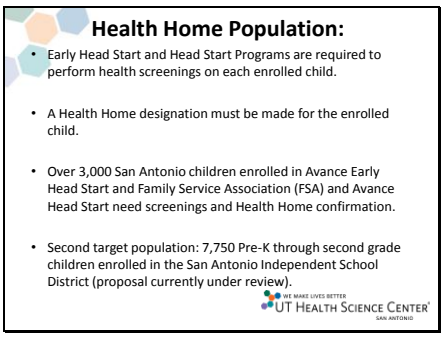

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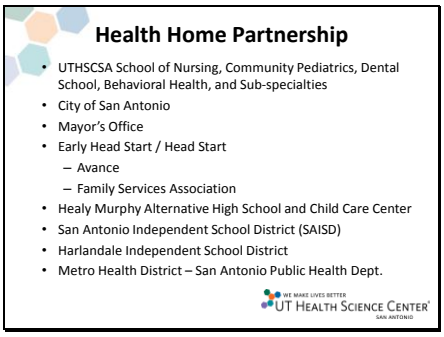

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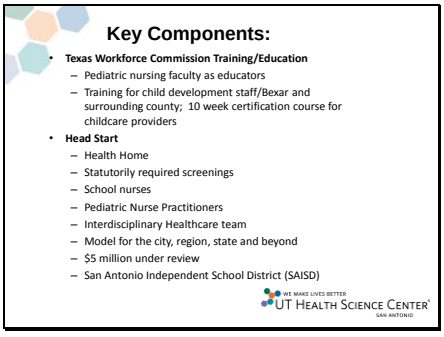

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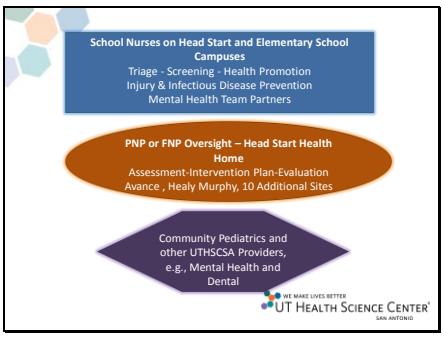

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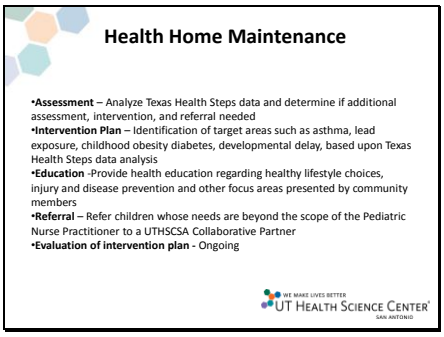

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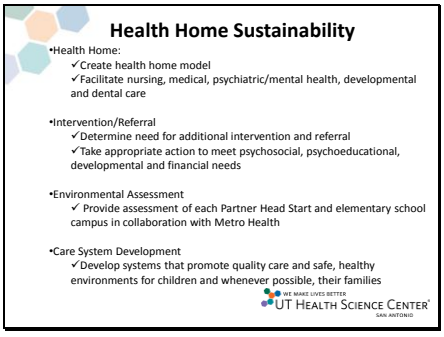

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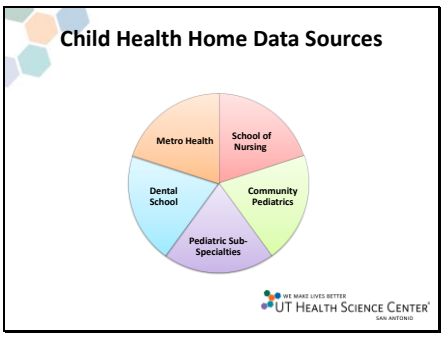

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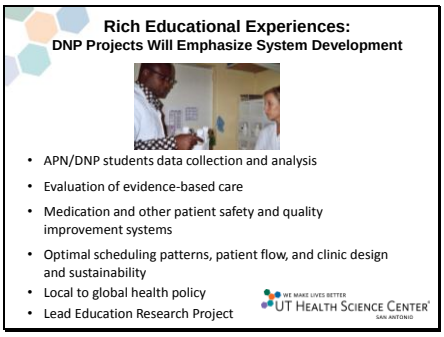

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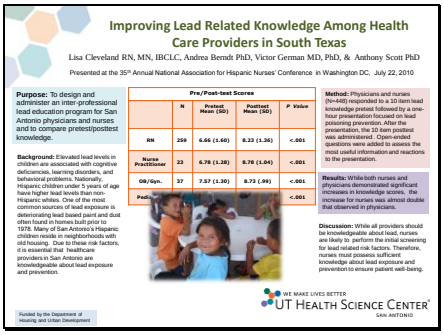

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Opportunity for Growth

• EHR implementation grant funding resulting from the HITECH Act

•HRSA grant received to support EHR – Health Home Linkage – "Go Live" September 2011

• Comparative Effectiveness Research Funding from AHRQ

• Expansion of UTHSCSA interprofessional health care provider educational programs and associated opportunities for funding

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Avance Community Partnership Clinic & Healy Murphy Alternative High School and Day Care Center

- Established relationships 2005, Early Head Start Clinic opened in 2007
- Patient, family-centered primary care health home
- Nurse-led model: PNPs, MA, Health Assistant, collaborating pediatrician from UTHSCSA Community Pediatrics
- PNPs provide pediatric primary healthcare to 600 children enrolled in the Avance Early Head Start program and Healy Murphy Day Care Center
- Targets vulnerable children and families
- Sites for faculty practice and integration of the mission
- 95% of population of Hispanic origin
- 50% of Healy Murphy high school students are pregnant or parenting
- Public Health, Senior Leadership, Capstone and PNP preceptorships
- Site for masters and doctoral research
- Interdisciplinary service learning projects

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Avance Community Partnership Clinic & Healy Murphy Alternative High School and Day Care Center

Services:

- Developmental assessment/ health promotion/disease prevention
- Parent coaching/counseling
- Behavioral Healthcare
- Acute illness diagnosis and treatment
- Chronic condition management
- Specialty referral and collaboration
- Lead education research project

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