Disclosure to Participants
Conflict of Interest (COI) and Financial Relationship Disclosures:
- None
Non-Endorsement of Products:
- None
Off-Label Use:
- None

Who is North Shore Physicians Group?
- Multi-specialty Group:
  - 12 Primary Care and 8 Specialty Practices
    - Internal Medicine, Family Medicine, Endocrinology, Neurosurgery, Pulmonary, Gastroenterology, OB/GYN
- 610 Employees
- 86,451 Total unique patients registered FY15
- 308,288 Total ambulatory visits in FY15

Challenges Faced Today
- Poor access to primary and specialty care
- Shortage of physicians, esp PCPs
- Long wait times for an appointment
- Schedules are backlogged
- Employ one dietitian
- Physician, staff and patient dissatisfaction
My Journey…

What is a Shared Dietetic Appointment (SDA)?
• 90 minute appointment
• Individual followup visits in a group setting
• Sign a confidential waiver at every visit
• Homogeneous & Heterogeneous groups
  – Type 1 DM, Type 2 DM, Bariatric
• Multidisciplinary team: Dietitian, Documenter, Behaviorist

What Happens during a SDA?
• Receive ongoing nutritional support
• Plan, change or renew dietary strategies
• Discuss dietary options
• Anything you would normally do in an individual office visit can be done in a shared dietetic appointment.

Implementation Plan
• Introduce and discuss the SMA/SDA concept to the physician and executive bodies
• Develop infrastructure of the program – involve Billing, Coding, IT, Compliance, Marketing
• Creation of space

Implementation Plan (Cont.)
• Meet with the care team to design the program
• Determine GO LIVE date
• Observe SMA
• Develop confidentiality waiver
• Train Behaviorist, Documenter, PSRs

Implementation Plan (Cont.)
• Develop scripting for the Dietitian and staff
• Develop marketing campaign to promote
• Patient satisfaction survey
• Conduct a “MOCK” session
• Meet regularly to discuss obstacles, concerns
Confidentiality Waiver

Introduction: (Include the purpose of the Confidentiality Waiver and the shared appointments)

Shared Dietetic Appointments (SDAs) are appointments with your dietitian that occur in a supportive group setting with other clients and their family members or support persons. A multidisciplinary team will also be present in your care experience today – a team that may include a behaviorist, a documenter, and possibly other staff. Your participation in today’s SDA is voluntary; and it is simply meant to provide you with an additional healthcare choice. You can always make a private appointment with your dietitian, even after attending a SDA.

Because your care will be delivered in a group session, your dietitian and his/her team will discuss your personal health information with you and other members of the group. You will hear about other participants’ health issues and personal information. As a matter of trust, it is your duty to keep everything you hear confidential. If you violate this confidentiality obligation, you will not be permitted to participate in SDAs in the future. Nothing that identifies a participant in any way (including job, ethnicity, religion, diagnosis, etc.) can be shared outside this group setting. However, you are welcome to take anything you learn of a general nature that is helpful to you in your own health care management and share it with your loved ones, as long as you do not reveal identifying information about others when doing so.

On occasion, there may be other healthcare professionals present to observe the SDA for educational purposes. These individuals will be identified to the group and each has agreed to keep the medical information from the group confidential. If you have questions or concerns about the observers, please let a SDA staff member know prior to the beginning of the appointment.

By signing this Consent Form and Confidentiality Agreement for Shared Dietetic Appointments, you:

(1) agree to voluntarily participate in today’s SDA;
(2) consent to the release of your personal health information in the group setting today;
(3) agree to respect the confidentiality of the participants of the group by not revealing their medical, personal or other identifying information about them after this visit is over; and
(4) agree to the presence of health care professionals as observers.

Marketing

NorthShore Physicians Group

[Contact Information and Website]
Satisfaction Survey

Voice of the Customer

- “Learned how to manage similar problems that others had.”
- “Got different ideas from others.”
- “I enjoyed the sharing and the support provided by others.”
- “I don’t feel so alone in managing my diabetes anymore.”

Customer Reports

- Prompt access to care
- More time with the Dietitian
- Allows for positive role modeling among their peers
- Teach each other by sharing experiences
- Set the agenda to discuss with the dietitian

Dietitian Reports

- Increased customer education
- Improved access to customers
- More time and relaxed environment
- Decreased repetition
- Opportunity to do something new and different

Keys to Success

- Leadership and physician buy-in
- Administrative and Provider Champions
- Encourage all staff involvement
- Recruitment of customers
- Robust marketing campaign
- Provide adequate space

Keys to Success (cont.)

- Provide scripting for staff
- Maintaining census levels
- Solving operational issues immediately
- Get documentation support
My Personal Story…

Thank You!

AADE16