Creating a One-Stop Healthcare Shop

The expansion and augmentation of services at

lower
shore
clinic
Our notion was that a patient should be able to receive all clinical services under the same roof.

- Primary Care
- Behavioral Health Care
- Pharmacy
Why?

- Encourage prevention rather than ER use
- Reduce health disparities
- Reduce chronic comorbid conditions
- Reduce premature death
- Improve medication adherence
Why?

- Improve access to care
- Reduce transportation barriers
- Capitalize on established relationships
- Same day access
- Integrate behavioral and primary care
One Stop Shop
One Stop Shop

- Collaboration versus Integration

  Collaboration is a process through which relationships are developed among healthcare professionals to effectively interact and work together for the mutual goal of safe and quality patient care.
One Stop Shop

- **Collaboration versus Integration**

Integration is a process of bringing together providers and services across disciplines and settings to focus on particular conditions or care episodes.

(Kovner & Knickman, 2011)
One Stop Shop
One Stop Shop

“Concern has been growing that traditional care is often too fragmented, uncoordinated, and inefficient, leading to undesirable patient experiences, suboptimal outcomes, and unnecessarily high costs” (Schoen et al., 2006).
One Stop Shop

“Professional expertise and knowledge are often located in dispersed centers ... and thus disconnected from the local healthcare environment of patients” (Hannemann, 2011).
Caseload Growth

- Primary Care only
- Primary Care-integrated
- Outpatient Mental Health Clinic
how?

- same space, same governance
- weekly team meetings
  - Mondays difficult cases, QA, admin staff
  - Wednesdays liaison with outreach/PRP
- warm transfer, augmentation of services
- opened an on-site pharmacy
what?

- 48.5% reduction in ER visits for non-urgent care
- 90% of patients with chronic somatic conditions are compliant with preventive care
- Increased the amount of patients receiving a physical in a year, projected 360 – actual 434
- Developed and maintain Healthy Living group for Dual Diagnosed patients within PRP.
One Stop Shop
Lower Shore Clinic finances 2009 -- 2015

- FFS revenue
- grants
- pharmacy
- other
- total revenue
- program services
- management and general
- total expense
- variance