



SCHOOL OF MEDICINE
Department of Family Medicine
UNIVERSITY OF COLORADO ANSCHUTZ MEDICAL CAMPUS

Extreme Makeover

Primary Care Redesign (aka Apex)

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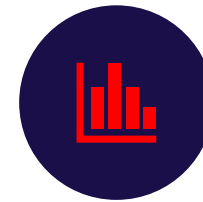
Pre-intervention Context



Growing recognition
of the impact of
healthcare workforce
burnout



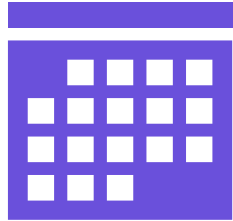
Impossible task for
providers: (acute +
chronic + prevention
care) x panel = **21.7
hours/ day**



Less-than-stellar
quality metrics



Primary Care Redesign - Model Overview



Planning and Implementation

8 rapid improvement events with > 120 providers/staff

2 pilot sites

Practice coaches

Informed by University of Utah - *Care by Design*



Increased MA ratios & functions

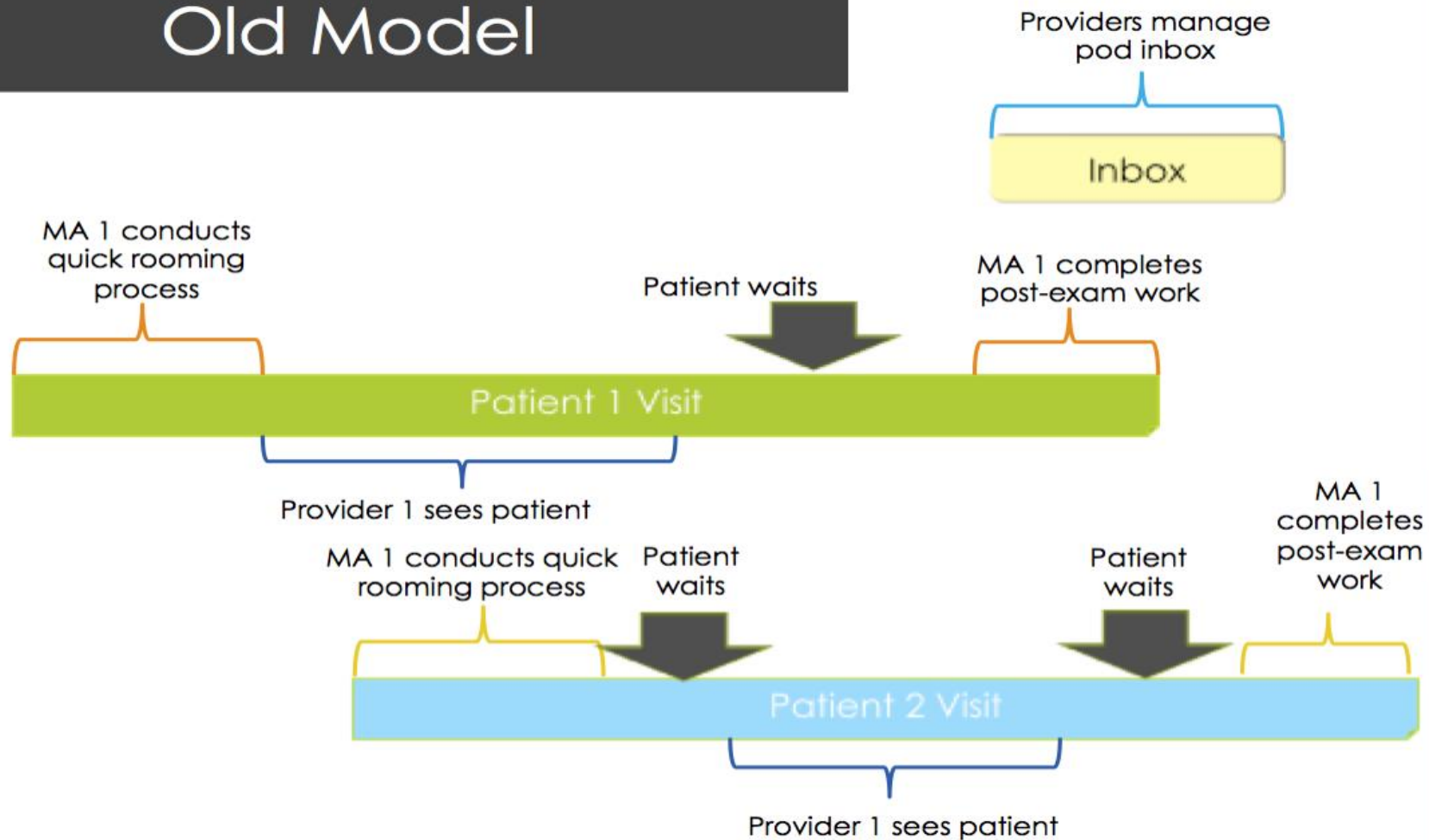
From 1 MA : 2 providers → 2.5 MAs : 1 provider

MAs Conduct:

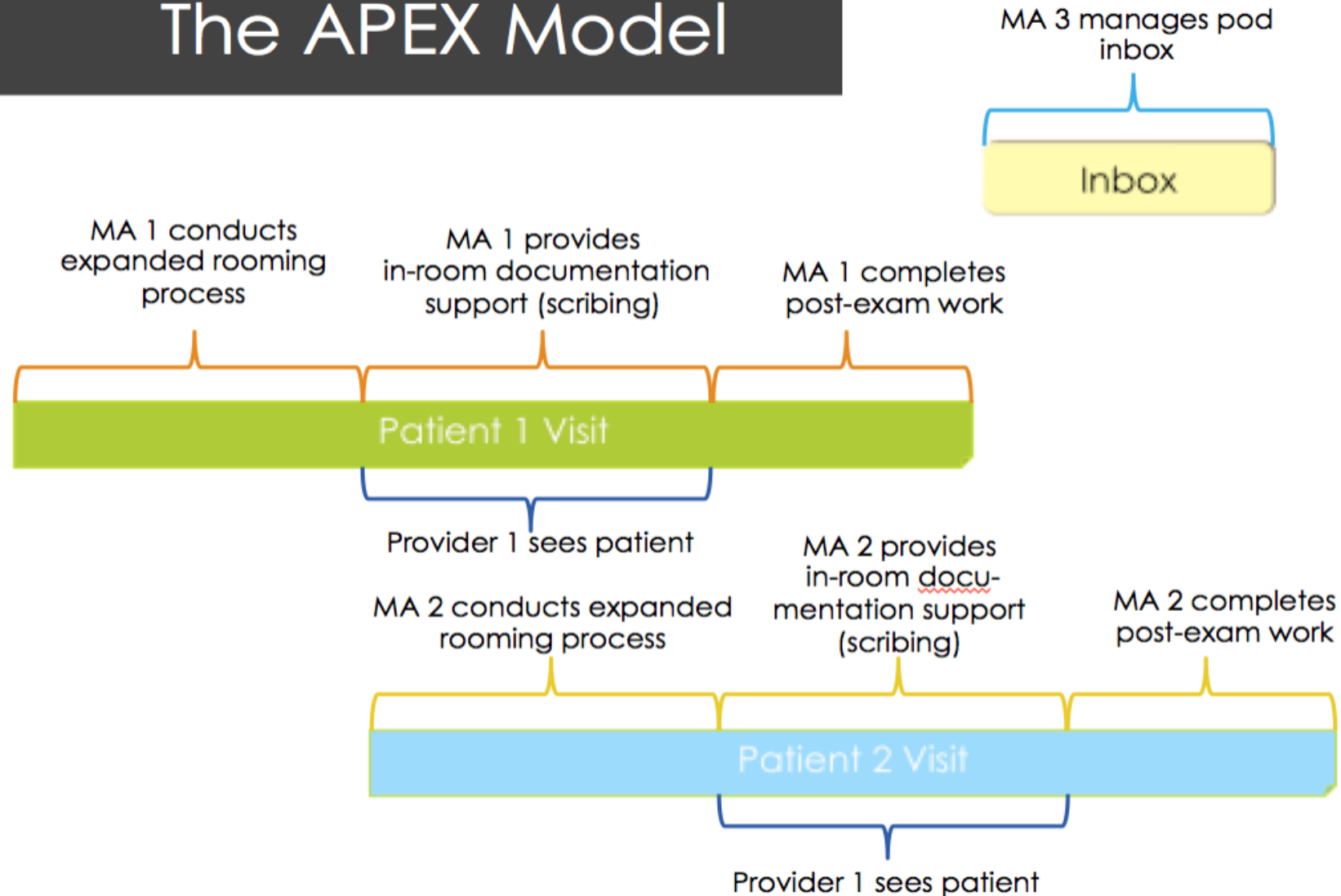
- Expanded rooming process
- In-room documentation support
- Visit wrap up
- In-box assistance



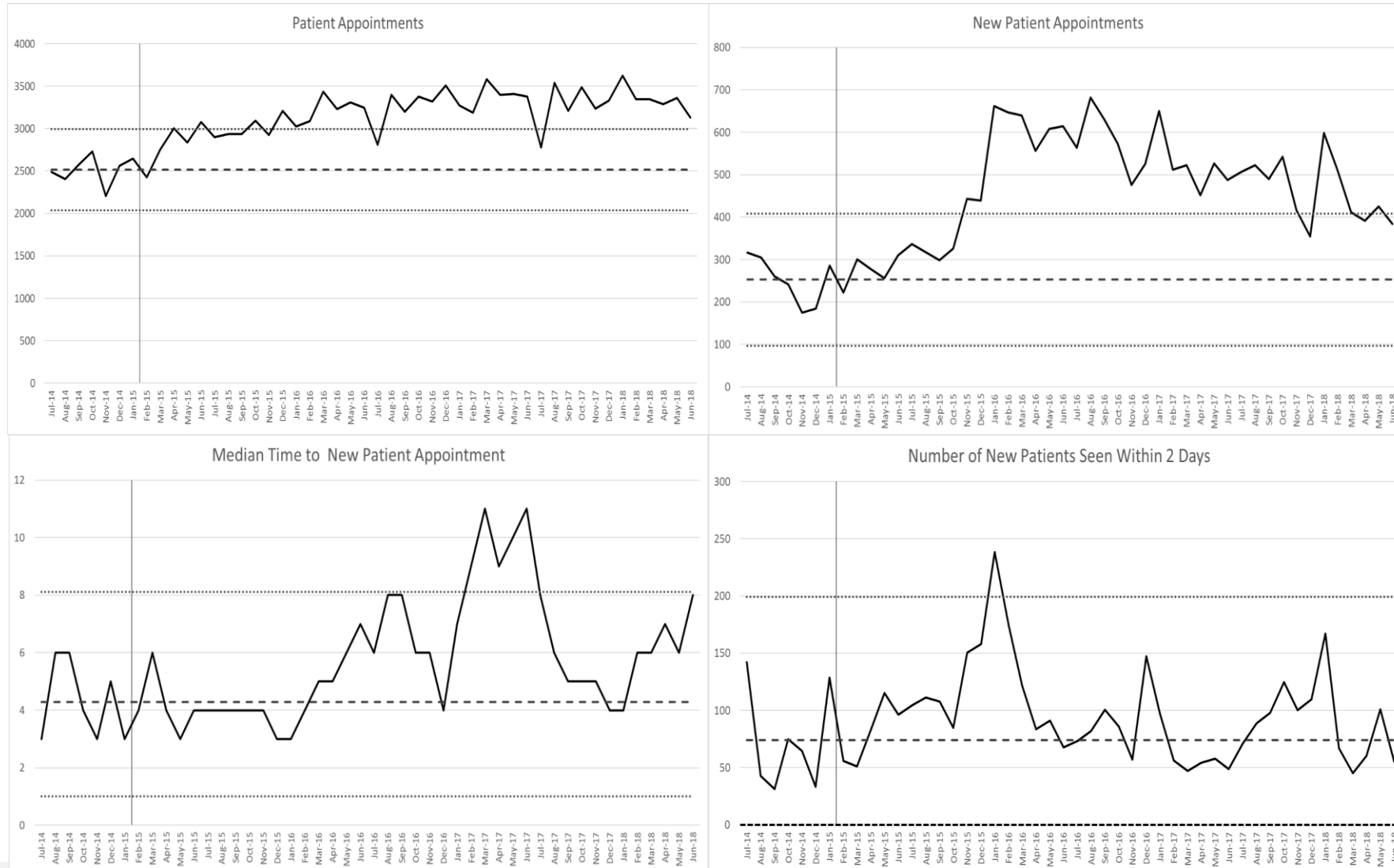
Old Model



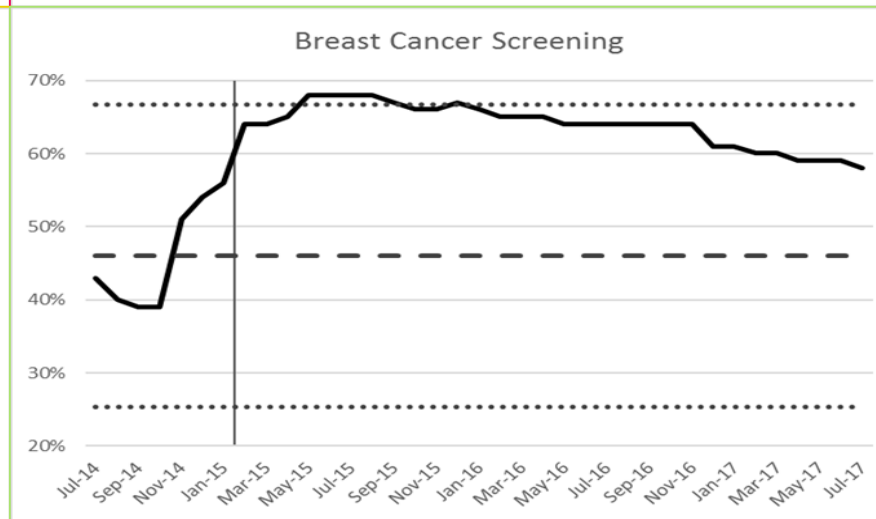
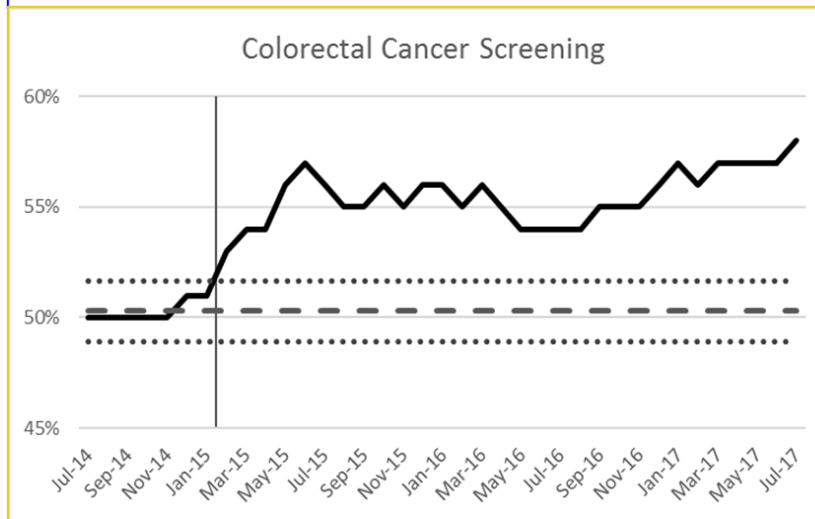
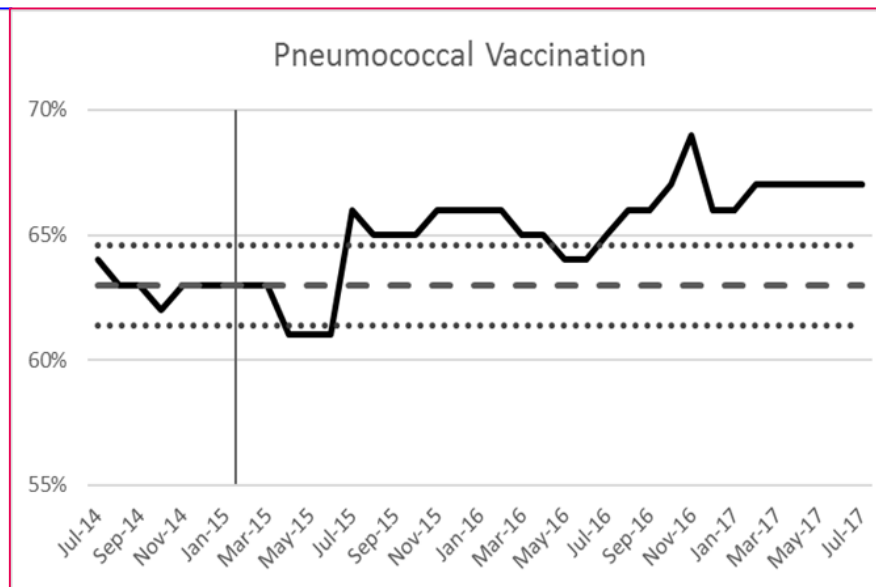
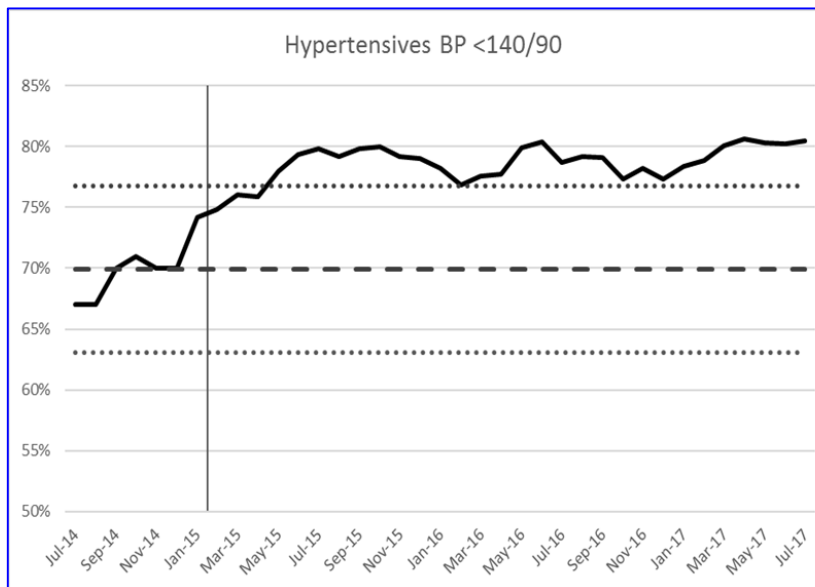
The APEX Model



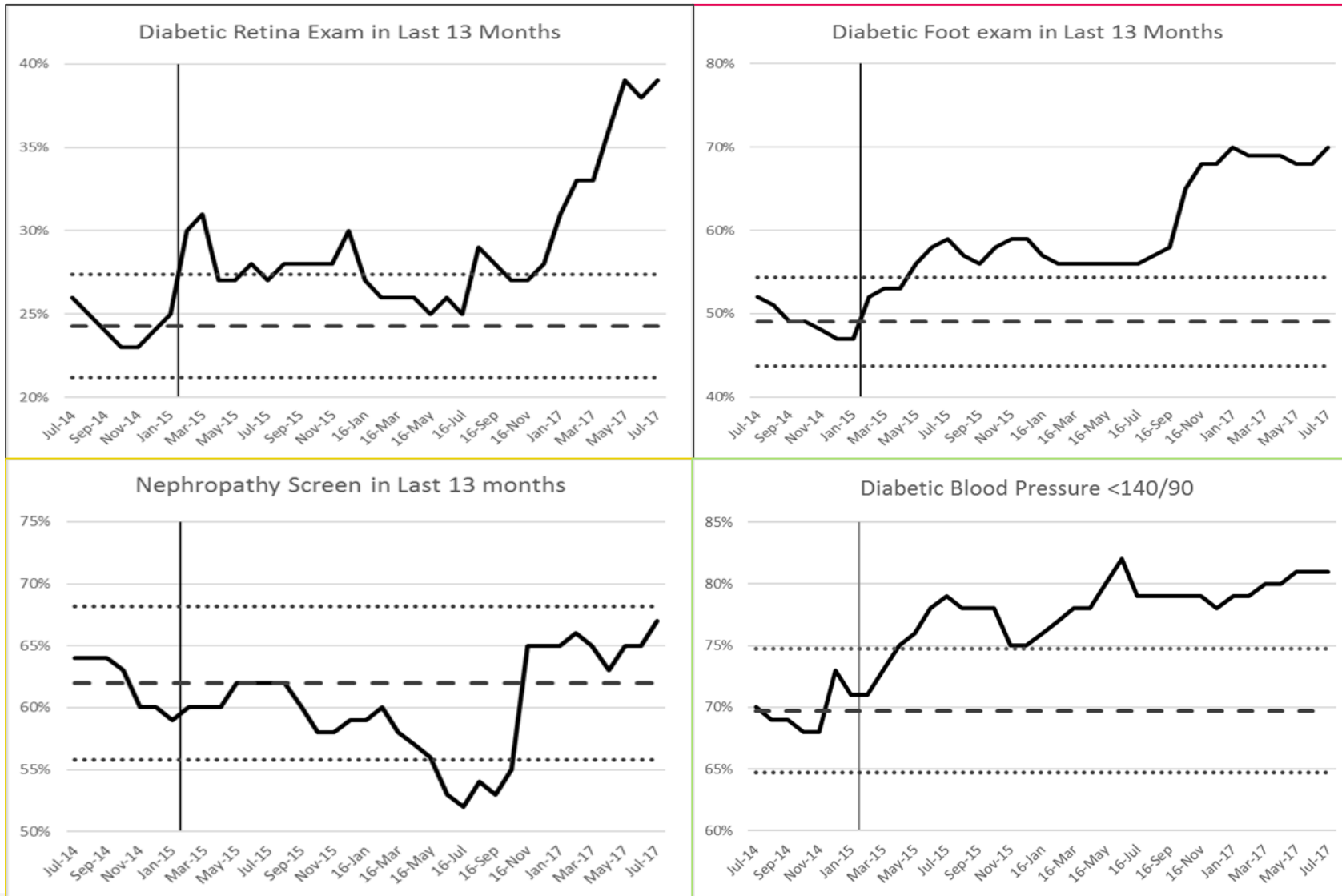
Access



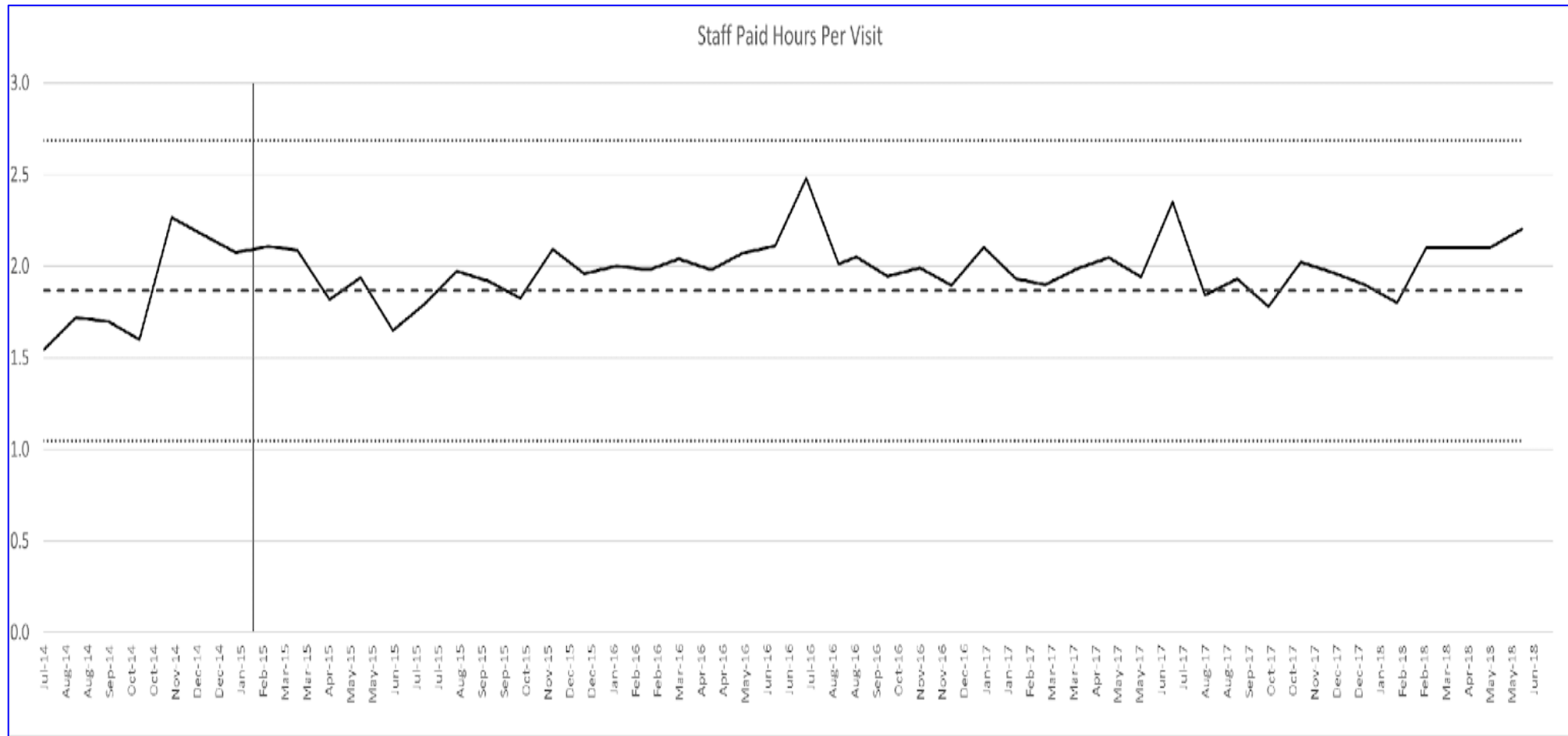
Quality



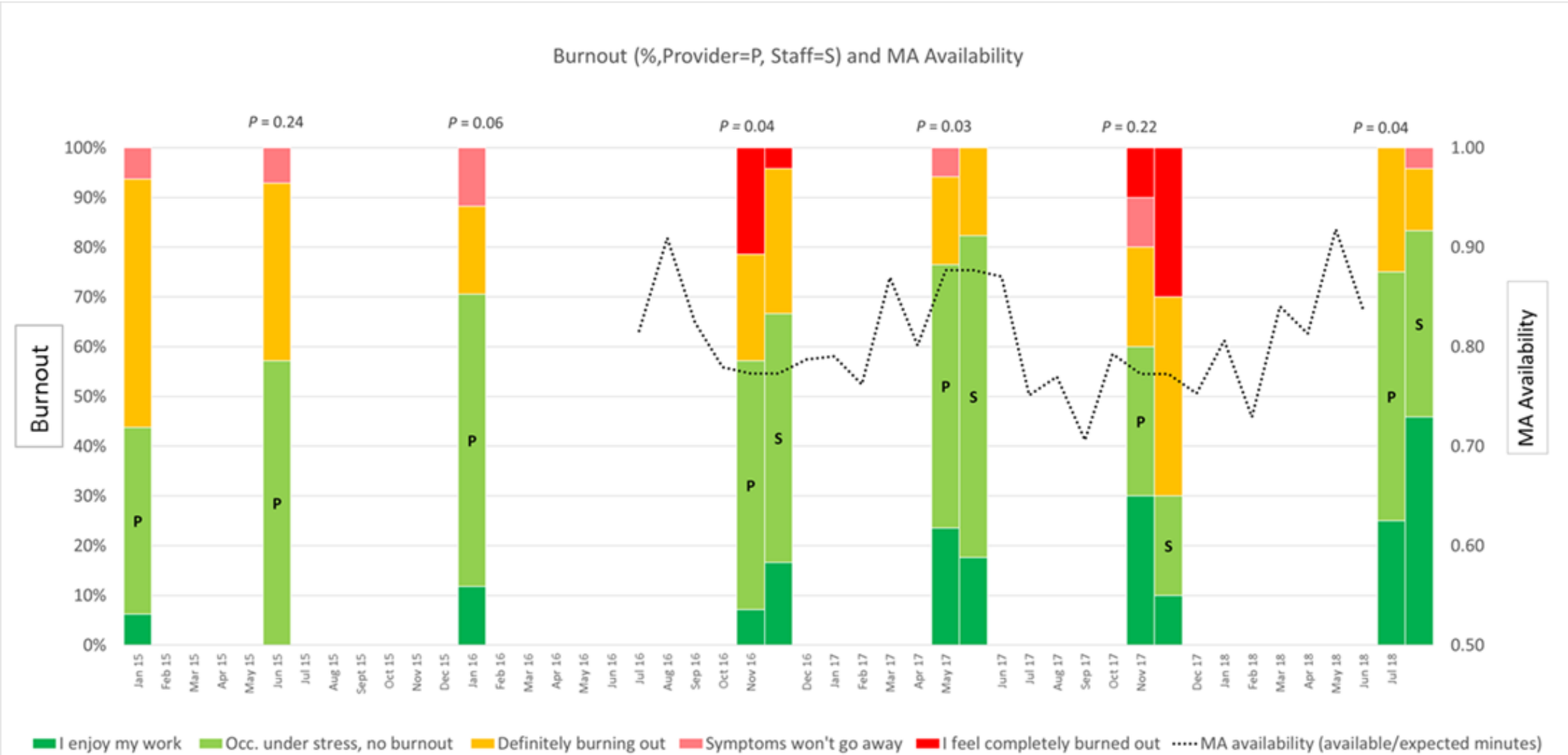
Diabetic Quality



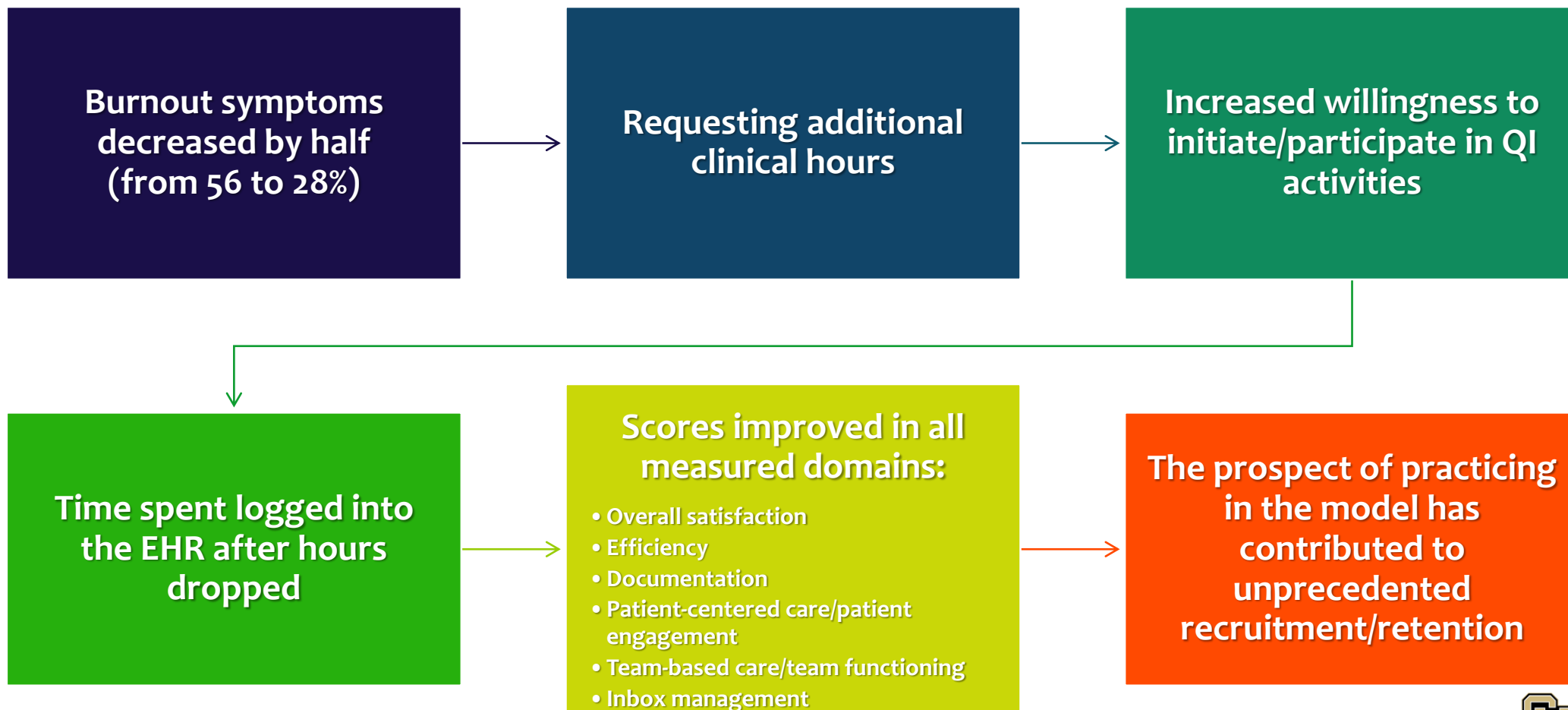
Staffing Cost



Provider Burnout



Provider Experience



Joy in Practice

Patients



“The assistant filled out the forms via computer as she asked me questions. This is so helpful, and much more intimate”



“I was blown away by the service... no forms, and no time wasted”



“[APEX] allows the doctor to give the patient his/her complete attention”



“I don't feel like a passive spectator anymore, I'm an integral part of my healthcare team”



“I have never in my 66 years felt so well-cared about and for”



Joy in Practice

MA's



“It’s **beneficial** for both the patient and the MAs. It has opened up a lot of **opportunities** for me.”



“We’re **having fun at work again** and the **work is done at the end of the day.**”



“This new model gives me **purpose**”



“[APEX] allows us to **work at the highest level**”



“I like this new model a lot. I have more of an **impact on patient care** and am able to **help get patients the care they need.**”



“We’re able to be **part of the patients care more than ever**”



“I find it challenging but **exciting** at the same time.”



Joy in Practice

Providers



“I don’t have to do it all. My patient interactions are more connected and attentive.”



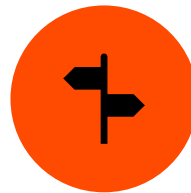
“I barely touch the computer in the room anymore. The MAs are now doing work that docs did on nights and weekends.”



“I’m done with all my notes by 5:30 or 6:00. That’s never happened before.”



“It’s been a game-changer... it allows me to stay in practice and be happy.”



“If I had to go back to the way it was before, it would be very disappointing.”



“APEX has changed my life.”



2.0

**in process*

Sprints*

Epic and workflow
process optimization

Advanced reporting metrics*

of visits with
documentation vs.
advanced rooming
% of time provider was on
the model
% of new vs. established
patient visits
of hours providers
charted

RN role

Struggling with how to
best incorporate skillset
In-basket?

In-basket work

#1 provider complaint



3.0 – future state

1

Virtual Visits

2

Additional
improvement
in quality

3

Expanded
hours

4

MA
recruitment/
retention

5

MA school
MA Academy

6

Scribes vs.
PCR model

7

Specialists





Thank you!

Clinical Affairs Team (CATs)

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