

# Women's Medicine Collaborative

*A Lifespan Partner*



146 West River Street, Providence, RI 02904



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# Patient Case



- 24 year-old woman who is pregnant for the first time
- She lives in Franklin, Massachusetts
- Her ob/gyn has just diagnosed her with gestational diabetes
- She is referred to WMC to manage her diabetes in pregnancy
- Background
  - Does not own a car
  - Home close to foreclosure and she is worried about where she will live
  - New diagnosis of diabetes, in addition to her current stressors, causing anxiety

# WMC: Who We Are

## Multidisciplinary, Co-located Women's Medicine Practice

33 Providers

- 19 MDs
- 3 NPs
- 2 LICSW
- 3 physical therapists
- 2 genetic counselors
- 1 nutritionist
- 1 respiratory therapist
- 1 yoga instructor
- 1 massage therapist



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### **Clinical Services**

- Laboratory
- Radiology
- Pulmonary Function Testing
- Bone Density
- Echocardiography
- Infusion Therapy
- Physical Therapy

### **11 Specialities**

- Primary Care
- Obstetric Medicine
- Gastroenterology
- Behavioral Medicine
- Cancer Survivorship
- Endocrinology
- Genetics
- Gyn Oncology
- Infectious Disease
- Pulmonary
- Rheumatology

### **Lifestyle Medicine**

- Nutrition
- Mindfulness-Based Stress Reduction
- Yoga
- Massage
- Shared Medical Appointments
- Support Groups
- Patient Education



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## **Our Mission**

**To inspire women to achieve their greatest  
health potential  
in mind, body, and spirit.**



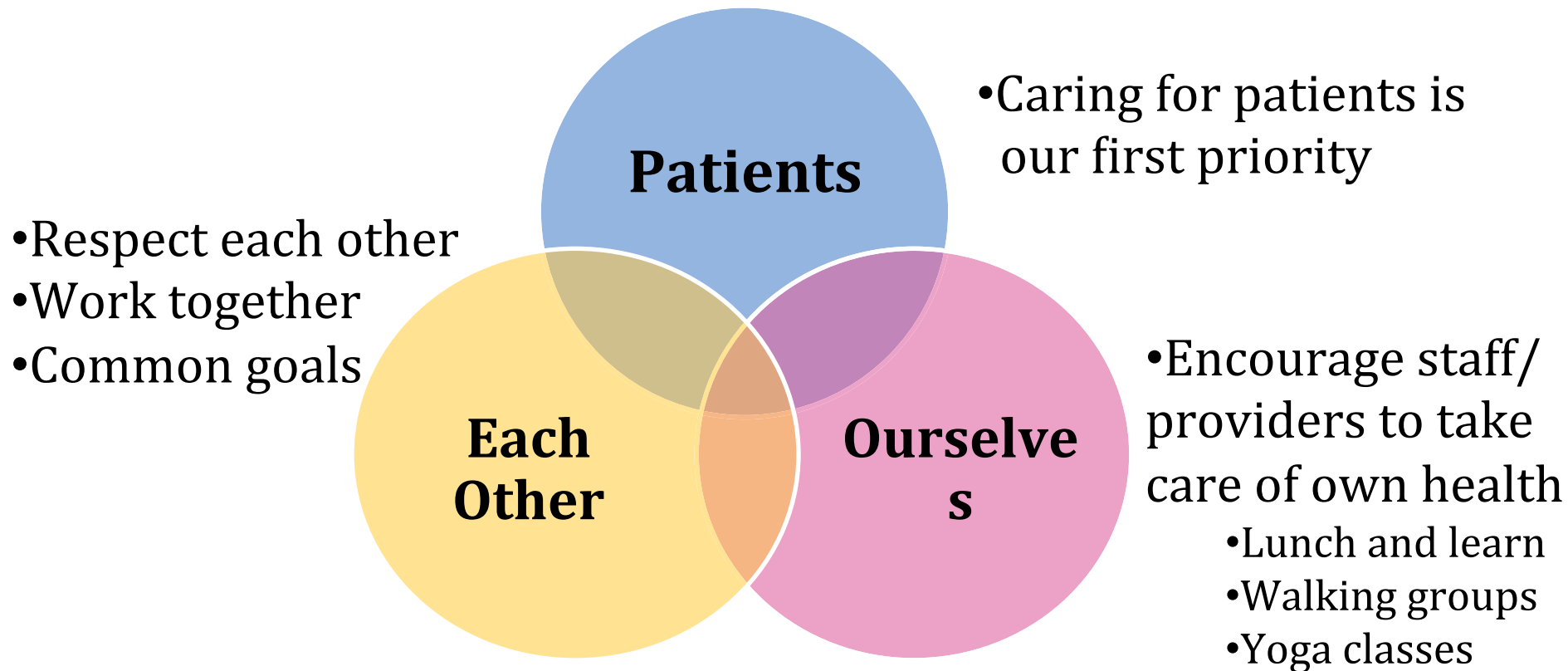
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# What's Working



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# Our Shared Vision



# Our Staff



- Shared vision leads to highly engaged staff
- Critically important part of care team
- First and last point of contact with patients
- We let them know how important they are







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# Our Space

- From pt perspective ,  
3 waiting rooms
- Divided intentionally  
so that more private  
and not overwhelming
- In back, space is open  
and staff/providers  
can easily interact  
with each other
- True co-location  
makes significant  
difference in  
coordination of care





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- Physical environment affects how patients feel and how staff feel about their jobs
- Open, welcoming front desk



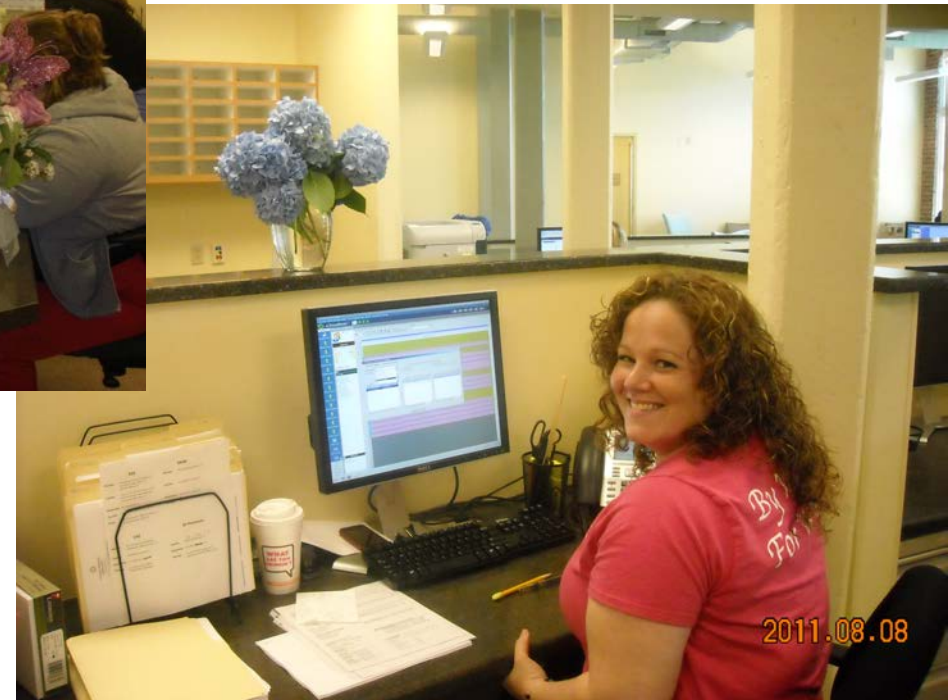
# Behind Front Desk



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- Staff for all disciplines co-located



- Work together to coordinate care for patients who are seeing multiple providers
- Coordinating care at check out



# Nurses Station

- Practice RNs
  - Triage messages
  - Immunizations
  - Patient visits
- Care managers
  - Provide greater attention to complex patients
  - Coordinate care after ER visit or hospital stay
  - Coordinate home care
  - Facilitate referrals
- By co-locating, they know each other's services and practices, improving coordination of care



# Provider Workspace: Pods



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- Maintain 1:1 MA to provider model
- Pod approach allows MA and provider to know each other's practices and to know the patients well
- Allows MA to work at a higher level



# Collaborative Care

- Co-Location
- Different disciplines working together in real time
- Multidisciplinary case conferences
  - MOMs
  - PIP



# Patient Navigator



- 1/2 time LICSW functions as patient navigator
- Addresses social needs of pts
  - Patient assistance programs
  - Facilitate behavioral health referrals and follow-up
  - Coordinate transportation
  - Provide community resources for counseling, support groups, substance abuse programs



# Collaborative Care

*Case discussed at MOMs conference and plan shared with referring ob/gyn*



*24 yo G1P0 with gestational diabetes*



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Ob/Gyn

Manager

Behavioral Med

R.N.

Pt Navigator

Unfamiliar  
Insurance

Anxiety  
Medications  
Housing  
Transportation

Front Desk

Ob/Med MD  
MFM  
RN  
Nutritionist

Plan of Care

"Sugar Rounds"





# Lactation Room for Patients



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# Our Community



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- Bringing Community In
- Going out into Community





# Bringing Community In

- Shared Medical Appointments
- Lifestyle Medicine Program
  - Yoga
  - Massage



# Shared Medical Visit

- New model of care
- Promotes sense of community and support
  - Social support associated with improved health outcomes
  - Today we are often more connected to our devices
- Model provides support which patients may need
  - Diabetes Prevention
  - HELP- physical activity, nutrition, and stress reduction



# Massage Therapy



**Affordable Services**



# Yoga



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**Affordable Services**

# Going out to Community



- **See, Test and Treat**
- **RI Free clinic**
- **Collaboration with community healthy centers**
- **Department of Health**
  - Hepatitis Screening Program
  - Preconception Care Initiative
- **Involvement in community events**
  - Women's Wellness Workshop
  - Women's Summit at Bryant University

# What We Need

- Recognition that this model of co-located, integrated care provides better healthcare for patients
  - Build in quality measures that address coordination of care and social needs
  - Reimbursement for resources and innovative models of care that better address social needs of patient
    - Nurse care managers
    - Patient navigators
- Patient-Centered Medical Home



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By Women.  
For Women.

2011.07.29