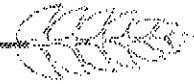


Colorado Rural Health Care

GRANT PROGRAM



FINAL REPORT TEMPLATE

This form must be signed and returned with the Grant Report Narrative. Please complete and return this report by June 30, 2010. No further grant requests from your organization can be considered until this report has been completed and returned.

Name of organization reporting: Pediatric Partners of the SW

Dates covered by this grant: from 6/1/09 to 6/30/2010

Executive Director: Kelly Miller MD

Phone and Email: 970-375-0100

Contact person: (If different from Executive Director) _____

Title: pediatrician, partner/owner of practice

Phone and Email: 970-375-0100; durangomillers@gmail.com

Mailing Address: 575 River Gate Ln #109

City/State/Zip: Durango, CO 81301

Fax Number: 970-375-9210

Amount of Grant: \$47,033

Purpose of Grant: Grant money has been used to fund medical and IT equipment and furnishings for the addition of a satellite location for our pediatric location in La Plata County.

**Colorado Rural Health Care Grant Final Report
Pediatric Partners of the Southwest**

Describe the progress made toward the stated goals and objectives related to this specific grant.

Pediatric Partners of the Southwest (PPSW) is committed to providing a pediatric medical home for all children, adolescents, and young adults in our community. Patients are seen, independent of payer source, on an open access same-day scheduling basis.

To maintain pediatric care access with increasing growth in our community, we opened an in-town satellite office in July 2009 partially funded by a CRHC grant with the goal of continuing to provide a medical home to all children, adolescents, and young adults regardless of insurance. The CRHC grant enabled us to expand access to health care by adding an in-town satellite clinic in Durango that is located next to the city library on the city bike path and a short walking distance from the Durango High School and Durango Recreation Center. The PPSW satellite office is co-located with the adult underserved Health Services Clinic (HSC) and shares a common waiting room. The HSC had received federal money to remodel and update their facility, including the area PPSW occupies and rents.

The CRHC grant allocation of \$47,033 allowed us to furnish exam rooms, extend our electronic medical records (EMR), and provide for medical equipment and IT hardware for this in-town satellite office expansion. PPSW used grant funds to purchase: new and used exam tables and chairs, desks and chairs for the front waiting room as well as the nursing and doctor work stations, and needed IT and phone equipment and installation. Funds also went to additional license fees to cover extension of our EMR at the satellite location. We purchased all the needed medical equipment including vaccine refrigerator/freezer, scales, otoscope sets, urine analysis machine, nebulizer machines, pulse-oximeter, and some basic laboratory equipment to check blood glucose and hemoglobins.

PPSW was also able to purchase some specialty equipment for the satellite with grant funding. Both our general pediatricians and PPSW pediatric cardiologist frequently use our pediatric EKG machine. A computer spirometer performs pediatric pulmonary function tests for our patients with asthma.

CRHC grant funds also purchased a MEDweb package for our website that allows families confidential access to their health records. Families will be able to: schedule appointments, request prescriptions, view their immunization history and growth records on-line. The web page will also show when patients are due for their next well childcare visit and vaccinations. Our web site includes pediatric education and links to community resources. Our EMR vendor, Office Practicum, has designed our web page to integrate with our EMR. It is near completion. We encourage you to look at it soon at www.ppswdurango.com.

Additional office space allows for an additional provider to work every day, allowing us to continue to accept new patients and provide more same day acute illness visits. Two more pediatricians came on as partners in the last year and it has been wonderful to have equipment, computers and space to house all of the providers. PPSW continues to accept all Colorado Medicaid and CHP patients, as well as new patients with private insurance without limitation.

The opening of the satellite location enabled us to expand phone access and support for families. PPSW has located our newly designated phone nurse at the satellite office. The phone nurse, with the benefit of an additional desk, phone and computer, fields all patient questions and concerns in a timely manner. Parent and patient phone calls are answered directly by the triage nurse, or the call is returned

within an hour. Prompt phone nurse triage and support continues to be a wonderful service to our community families. The phone nurse also provides assistance in delivering vaccinations when multiple shots are given or during busy influenza immunization season.

Our satellite location's increase in administrative space has expanded our medical home services. Our EMR "patient recall" report advises us of which patients are due for preventative well exams. Our satellite front office person, satellite nurse, and satellite eligibility specialist call these families personally to remind them their child is due for a well visit. This fall 2070 PPSW families were courtesy called to remind them their children were due for a well visit. This service has helped maintain current well child exams and vaccinations as well as provide medication renewals for PPSW patients. The PPSW eligibility specialist located at the satellite office also works closely with our PPSW billers, practice administrator, and medical navigator to maintain active eligibility for the 40% of PPSW patients on Medicaid and CHP+ insurance.

What difference did this grant make in your community and for the population you are serving?

The satellite office has provided a physical foundation on which to maintain and expand pediatric access in our community. At the time of our grant application PPSW had 12,000 enrolled patients; currently we have over 15,000 enrolled patients in our EMR. The satellite office has 25- 30 physician appointments booked daily, as well as additional nurse visits for immunizations, weight checks, and blood draws. Our satellite expansion allowed us to book less heavily at our over extended main clinic with resultant improvements in wait times in our practice. Our number of annual well visits increased from 7,110 to 7,864 and total visits increased from 19,200 to 19,800 from the previous year.

While our patient surveys reflect an overall positive experience at PPSW, the wait times and parking situation at the satellite clinic are ranked higher than at our main clinic. Despite the older facility at the satellite location, patient survey comments reflect people's positive experience: "It's like *old home week*; I remember when I brought my kids were little and we used to come to see you here. We are so glad you have an office in town again!" " We love this new location, it's quieter and we can ride our bikes here and go to the library afterwards".

With the addition of exam rooms, we have worked to ensure four PPSW providers work most days of the week between our two locations. This has allowed us to spread out appointments across both locations, leading to less crowded waiting rooms, less wait times for appointments, and longer appointment times for acute visits. Parking has been a surprising issue that presented itself on patient surveys. We hope to improve parking by spreading patients out over two locations. Families have been happy to have choices for location for their appointment, especially since we have people coming from all directions from town and from surrounding communities. Many folks are able to walk or bike along the bike path to this more central in-town location.

Describe collaborations related to the work funded by this grant and how it impacted efforts.

This project has strengthened the medical infrastructure of the community by sharing space with the Health Services Clinic (HSC), the underserved adult medical clinic. This clinic came to fill a medical need for adults who were underinsured and underserved in La Plata County when the FQHC Valley Wide Clinic abruptly left the community. Our satellite office provides a natural integration with the HSC; providers often refer parents who have no primary care provider to the HSC. This shared space provides a space where people of all ages regardless of insurance status can be seen and offers an opportunity for mutual referral of age appropriate patients.

PPSW also has a child counselor from Axis Mental Health Center embedded in our office. When significant behavior and mental health issues arise for our PPSW patients and families, the therapist can provide immediate support as well as help families navigate entry into the mental health system. She comes into many preventative visits to offer additional time and advice for parenting and behavior interventions as well as is available for more acute mental health intervention. Her service is provided free of charge and appropriate referrals are made when needed. Although she is located in our main office, she comes over to the satellite location when needs arise or for follow up needs depending on where the patient-provider visit is that day.

What are the plans for sustaining the impact of the use of these funds?

We plan to continue the satellite and shared HSC location at this time. We continue to need space and will have growing needs over the years. This rented space still has the potential to add another provider with a few more exam rooms that could be additionally rented if the need arises. Also, because all the furnishings and medical and IT equipment are movable, if or when the need arises to move, all these items can go along and continue to be used to serve our pediatric community. Because IT equipment can have a short life with new advances or wearing out, we are applying for health care reform dollars to help keep up with future IT needs and EMR renewals.

What plans do you have to communicate your outcomes and lessons learned with others?

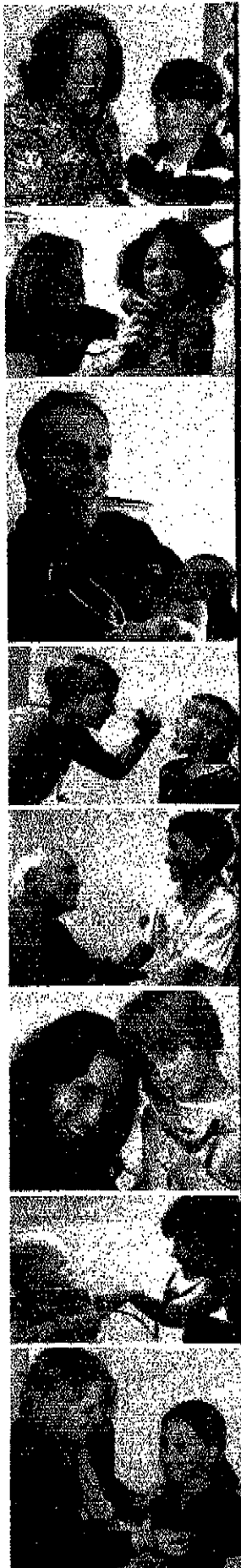
Our CRHC grant and expansion to the HSC have been shared with the community through the Health Service District Steering Committee, Citizens Health Advisory Board, and the community Pediatric Medical Home Group. With our one-year anniversary satellite opening and five-year PPSW founding anniversary we are celebrating our missions success with promotional campaign.

If you have identified areas where increased collaboration between organizations or sectors would lead to increased positive outcomes for your constituents, briefly describe your ideas.

PPSW is involved in many areas of intra-organizational collaboration that are in service to our patients. The community pediatric medical navigator is funded by a grant shared between San Juan Basin Health and PPSW. We refer through our EMR to the navigator who provides care coordination, insurance assistance through presumptive eligibility, and bi-lingual support for families in needs of medical, social service, mental health and dental services. The pediatric medical navigator position has been so successful they have added an additional FTE. The PPSW physician administrator serves on a community committee to expand the medical navigator team to serve high-risk adult patients.

PPSW also has a child counselor from Axis Mental Health Center embedded in our office. When significant behavior and mental health issues arise for our PPSW patients and families, the therapist can provide immediate support as well as help families navigate entry into the mental health system.

PPSW organized the first medical home meeting of our community in the fall of 2009. We had an additional meeting this spring and an upcoming meeting in Sept. 2010. These meetings include other physicians, the local School Based Health Center, San Juan Basin Health, Mercy Regional Medical Center, socials services, local dentists, therapists, and early childcare organizations. CCHAP also has a seat in the medical home and has provided invaluable information on medical home development, information, and support for children of our region.



**Pediatric
Partners**
OF THE
SOUTHWEST

The names you know, the local care you trust.

PPSW's mission is that

all children and young adults in our community
would be cared for in the office and at the hospital
independent of insurance coverage.

Founding pediatricians' Cecile Fraley, Brenda Huffman, Kelly Miller, and Art Zemach opened PPSW's doors in 2005. The decision to form PPSW was daunting because historically all Durango pediatric practices had been supported by Mercy Regional Medical Center.

It was the right choice.

Over the past five years, our practice has grown rapidly.

Our demographics reflect our community with more than 18,000 patient visits annually: serving 30% Medicaid, 12% CHP+ (SCHIP), 10% self-pay, and 48% private insurance patients.

While the names you know are still here to serve you,
new staff has been added to accommodate increasing demand.

Please welcome Dr. Kim Caruso, Dr. Amy Hurley and Dr. Bob McGrath and Christy Salter. PPSW physicians are the only local pediatricians providing hospital care to our La Plata County.

We welcome healthy newborns in the Mercy nursery as well as care for premature babies and sick children 24/7 every day of the year.

At our office, we provide same-day appointments for sick kids, including Saturdays. You can find us at our Rivergate office and at our new satellite office in town (near the new library). Our new office was made possible by a **Colorado Rural Health Care Grant** that recognized PPSW's health commitment to underserved children and adolescents.

Mission Accomplished.

Main Office: 575 Rivergate Lane Suite 109, Durango CO 81301

Satellite: 1800 East 3rd Ave, Suite 109

Monday - Friday 8-6pm • Saturday Clinics 9-12 • 970-375-0100