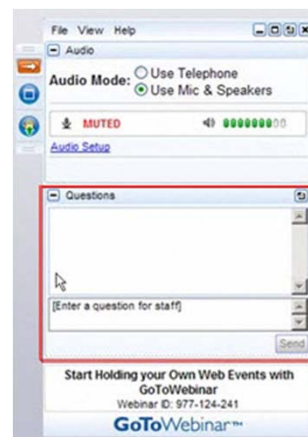


Webinar Presentation

Making the Most of Your Time with Seniors

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- Handouts for this webinar available at www.ColoradoMESA.org
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 - Go to Events, Upcoming Webinars
- Archive will be posted on Monday
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Donald Murphy, MD

- MESA founder and faculty member
- Graduate of Notre Dame and the University of Colorado School of Medicine
- Geriatric fellowship at Harvard Medical School
- Started Senior Care of Colorado practice in 2001 and now Practice Group Leader
 - Grown to almost 70 providers
 - 7 outpatient clinics
 - Virtually 100% Medicare



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Mike Lockwood, PA

- Graduated from University of Nebraska and MS from Troy State University
- Served in the Navy
- One of the first certified physician assistants
- Served as a hospital CEO
- Worked with Dr. Murphy in geriatric medicine since 1995



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Intro to The Colorado M.E.S.A Initiative

- The Colorado M.E.S.A. Initiative
 - Medicare Experts / Senior Access
 - Be adept at Medicare coding & documentation so you are paid fairly for work
 - Be comfortable serving patients with dementia & other geriatric syndromes
- A collaboration:
 - Funded by The Colorado Health Foundation, The Kaiser Permanente Foundation, and Caring for Colorado
 - Alzheimer's Association, Colorado Chapter
 - Senior Care of Colorado/IPC

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Today's Webinar

- Practice management and time management techniques that we've learned and implemented over the years
- How to implement these principles in a busy primary care practice
 - The team approach to geriatric care
 - Effective and empathetic time management techniques
 - Tips and techniques for working in the field

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Review: The Art of Geriatric Medicine

Review: The Art of Geriatric Medicine

- Webinar archive on the MESA website - more information on this topic
- Don't have to be a board-certified geriatrician to practice good geriatric medicine
- Underlying passion for taking care of seniors is the key
- Unique approach to primary care
 1. Maximize function and quality of life
 2. Balance potential benefits with potential risks of tests and treatments
 3. Keep people in home environments as long as desirable

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The Team Approach to Caring for Older Adults

The Team Approach

- It takes a village to provide the best care
- Who is on the team?
 - *The patient!*
 - Family members
 - Professional teams
 - Facility staff (LTC, SNF, AL, hospice)
 - Colleagues (MD, DO, NP, PA, LCSW)
 - Primary care and specialists
 - Your staff members
- Coordinating a team of different personalities and agendas takes skill and finesse

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The Team Approach: The Patient

- We are the navigators: we make suggestions, provide information and guidance
- Sometimes elderly patients' desires are dismissed or disregarded (especially when demented)
- Make a personal connection with the patient and understand their preferences
- Each person will fall somewhere along a spectrum
 - Employ any means possible to help me vs. don't mess with me unless absolutely necessary

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The Team Approach: The Family

- Talk to families and listen to their concerns
- May have to balance desires of patient and caregivers
- Family members may have conflicting perspectives
 - (Note: Important for everyone to make wishes clear when healthy and lucid; more on November 4 webinar.)*
- HIPAA/privacy concerns can create grey areas
- May be the best source of information in some circumstances (e.g., in SNF when discharge summary is not provided timely)

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The Team Approach: Facility Staff

- Communicate, communicate, communicate!
- Many players involved
 - Must get relevant information from everyone
 - DON, dietician, LCSWs/therapists, PT
 - CNAs are key
 - They spend the most time with patients
 - Especially with demented patients
 - Make them feel important
 - Nurses are key
 - When making any changes (e.g., meds), important to discuss with them
 - Take their perspective into account (vs. physician's academic bias)

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The Team Approach: Colleagues

- The physician/non-physician provider (“NPP”) relationship
 - Must establish trust and articulate expectations
 - Every relationship is different
 - The NPP will likely have to flex to meet the physician
- Specialists
 - Establish open lines of communication

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The Team Approach: Your Staff

- Don't forget to orient your team to the special needs of older adults
- Generational expectations
 - Respect, formality
 - Ask how they would like to be addressed
- Accommodating their physical comfort and facilitating physical limitations
 - Declining vision
 - Hearing loss (*If your face is in the computer, they may not be able to hear you!*)
 - Neuropathy
 - Gait abnormalities

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The Team Approach: Your Staff

- Orientation on how to interact with demented patients
- In an ideal world:
 - Wait five minutes to let them rest from the walk to the exam room before taking vitals
 - *Although time may not always permit this*
 - Ask patients to come prepared to their visit (e.g., medication list)
 - *Although we have to be prepared to do the best we can with limited information*

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Effective and Empathetic Time Management Techniques

Senior Patients Need More Time

- One of the greatest challenges for busy practices
- Cannot sacrifice good care due to time limitations
- Don't be too busy to make a personal connection with the patient
- At the same time, must practice good boundaries
 - Be able to gently and diplomatically focus, direct, and END the conversation

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Senior Patients Need More Time

- It's okay to apologize and be straight-forward with the patient
 - We can only cover 2-3 things today
 - Come back next week to address the others
 - ~ OR ~
 - Come back next week so we can dig deeper
 - Let's set up another appointment where we can spend the whole time talking about memory loss

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Senior Patients Need More Time

BUT, ask yourself honestly:

Have I really, at some point in our relationship, spent adequate time with this patient to dig deep and listen well?

- If the answer is no, you can't expect to have earned the patient's trust and confidence. Take the time to do what's needed.
- If the answer is yes, then you can take greater liberties in triaging your time with the patient.

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Senior Patients Need More Time

- We need to respect our patients' time—we should sincerely apologize for being late
- Manage patients' expectations:
"I'm sometimes behind because I spend as much time as needed with each individual patient."

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Senior Patients Need More Time

- In a private fee-for-service setting
 - If you know in advance that you need more time, schedule a longer appointment
 - If you get a cancellation, spend more time with another patient
 - *Become an expert at time-based billing!*
 - Watch the archived webinars and training videos on the MESA website

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Thoughts on Working in the Field

Working in the Field = Diversity

- Each clinician will have a different style and approach
- Needs and cultures at each facility will vary
- Rural vs. urban settings much different
- Bottom line is to cover all of the key issues at each facility efficiently and effectively

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Working in Facilities: Two Approaches

- Mike's Approach:
 - Round all nurses' stations before starting
 - See most urgent patients first
 - See non-urgent patients
 - Keep a record of seen
 - The next time visit, give a higher priority to the patients not seen before
- Alternate Approach:
 - Cover the facility geographically
 - Deal with one unit at a time
 - But treat very sick patients first

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Working in Facilities: Miscellaneous

- You may not have time to make all the calls you'd like
 - Get help from nursing staff and other resources
- Often unexpected situations and surprises
 - Flexibility and sense of humor are helpful!
- Regulatory visits
 - If possible, see patients 1x/month (vs. every 2 months)
 - Split visits between doc and NPP
 - Don't let all reg visits get backed up to the last day of the month

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Working in the Field: Home Visits

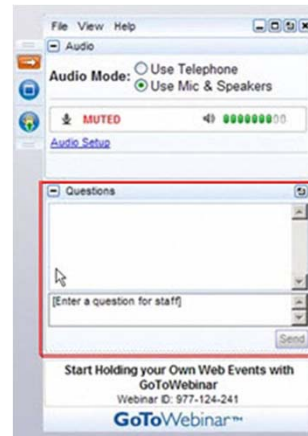
- Organize visits to homes and small group homes (and, sometimes, ALFs) geographically for maximum time efficiency
 - Plan schedule ahead
 - Map out routes/order of visits

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Q&A

- If you would like to ask any questions, please type them into the “Questions” box in your Go-to-Webinar control panel now.



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MESA Website

- Reminder to use resources on www.ColoradoMESA.org
- Sign in to access
- *New resources for Annual Wellness Visits just posted!!*
- Webinar archives and handouts
- Videos
- Documents and links
- Discussion forum
 - Ask any questions that weren't answered today

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Next Webinar

- Friday, November 4, at noon
- Donald Murphy, MD, and Mark Grimm, LCSW
 - How to have difficult end-of-life discussions with your patients and their family members
- Go to our website to sign up now

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