“Patients First”

at

Central Mississippi Health Services

(CMHS)
Introduction
“Who We Are”

Central Mississippi Health Services
Robert Smith Sr., MD Family Health Clinic

- Providing Primary Care to the Underserved Citizens of Jackson, MS
- Created and Lead by legendary health equality and civil rights advocate Robert Smith Sr., MD

Tiffany Jackson, MS-3
- NMF Fellow
- Mercer University School of Medicine
- Close ties to Jackson, MS
Successful management of chronic illnesses common to family medicine/primary care require:

- strong patient/provider relationship
- patient action, interaction, and compliance
- Health care provider to supply quality service

**PATIENT + HEALTH CARE PROVIDER = TEAM**
“PATIENTS FIRST”

Strategy

Direct Effects

- Decrease perceived wait time
- Engage patients in their clinical management
- Provide adequate time for patient to clearly indicate and receive direct responses to their specific concerns at visit and question

Indirect Effects

- Provides healthcare team direction during visit
- Allows provider the opportunity to obtain the important information pertinent to prevention medicine and screening
- Improve data gathering for clinical outcomes to exceed quality measures necessary maintain and obtain status:
  - Federally Qualified Health Center (FQHC)
  - Patient-centered Medical Home
Methodology

Patient Visit Tool

- Provided to patient after triage but before visit while in room
- Reviewed by physician before entering room
- Patients concerns/questions addressed
- Pertinent health and screening information obtained and documented in electronic medical record
Patient Visit Tool

Included Post Visit Survey:

- Do you feel like the doctor answered the questions you had?
- Did these questions help you remember everything you wanted to ask the doctor about?
- Did you feel more involved in your visit today?
- Were you more satisfied with this visit than previous appointments?
- Did your wait time in the room seem shorter than usual?
Results

Patient Perspective
- n=24 patients
- 91% participation
- 100% of participants completed survey
- 96% of participants were overall more satisfaction with this visit than previous and felt:
  - Provider addressed all question
  - They felt more involved in visit
  - Wait time seemed shorter
  - Patient Tool helped them remember everything they wanted to ask provider today

Provider Perspective
- All providers that utilized tools stated the tool helped focus visit
- Each patient visit tool gave provider health information that was addressed and will be utilized in clinical performance measures
Discussion

- Excellent participation
- Patients felt involved in their “own healthcare”
- Patients were overall satisfied with patient visit tool
- Healthcare providers were satisfied with health care info obtained and the adaptability of the tool to current clinical performance measures
Conclusions

- The Patient Visit Tool can bolster the patient/healthcare provider relationship at CMHS and get patients more involved in clinical management in attempt to improve patient satisfaction and compliance.

- The Patient Visit Tool can also collect pertinent health and screening information necessary for quality care and to continue to exceed and improve clinical performance measures of governing agencies for FQHC and Medical Home.
Acknowledgements

- Central MS Health Services
  - Robert Smith Sr., MD
  - Obie McNair, MD
  - Frank McCune, MD
  - Yolanda Bennett, CFNP
  - Eurekia Samuels, CFNP
  - Robert Funches

- GE-NMF PCLP Scholarship
  - All administration and faculty

- University of MS School of Medicine
  - David Norris Jr., MD

- Mercer University School of Medicine