



# Creating a One-Stop Healthcare Shop

*The expansion and augmentation of services at*

lower

shore

clinic



# One Stop Shop



- ▶ Our notion was that a patient should be able to receive all clinical services under the same roof.
- ▶ Primary Care
- ▶ Behavioral Health Care
- ▶ Pharmacy

## Why?

- ▶ Encourage prevention rather than ER use
- ▶ Reduce health disparities
- ▶ Reduce chronic comorbid conditions
- ▶ Reduce premature death
- ▶ Improve medication adherence

## Why?

- ▶ Improve access to care
- ▶ Reduce transportation barriers
- ▶ Capitalize on established relationships
- ▶ Same day access
- ▶ Integrate behavioral and primary care

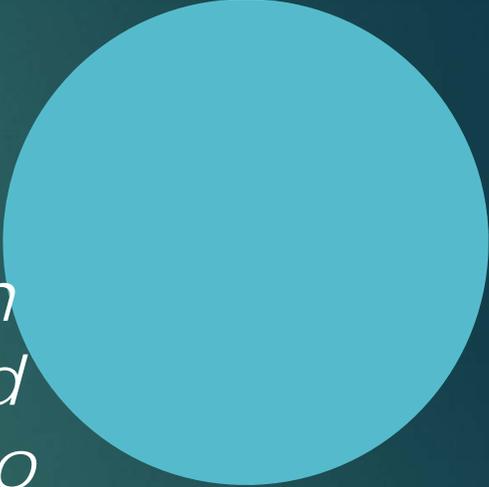
# One Stop Shop



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## ▶ Collaboration versus Integration

- ▶ *Collaboration is a process through which relationships are developed among healthcare professionals to effectively interact and work together for the mutual goal of safe and quality patient care.*
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# One Stop Shop



## ▶ Collaboration versus Integration

*Integration is a process of bringing together providers and services across disciplines and settings to focus on particular conditions or care episodes.*



*(Kovner & Knickman, 2011)*

# One Stop Shop



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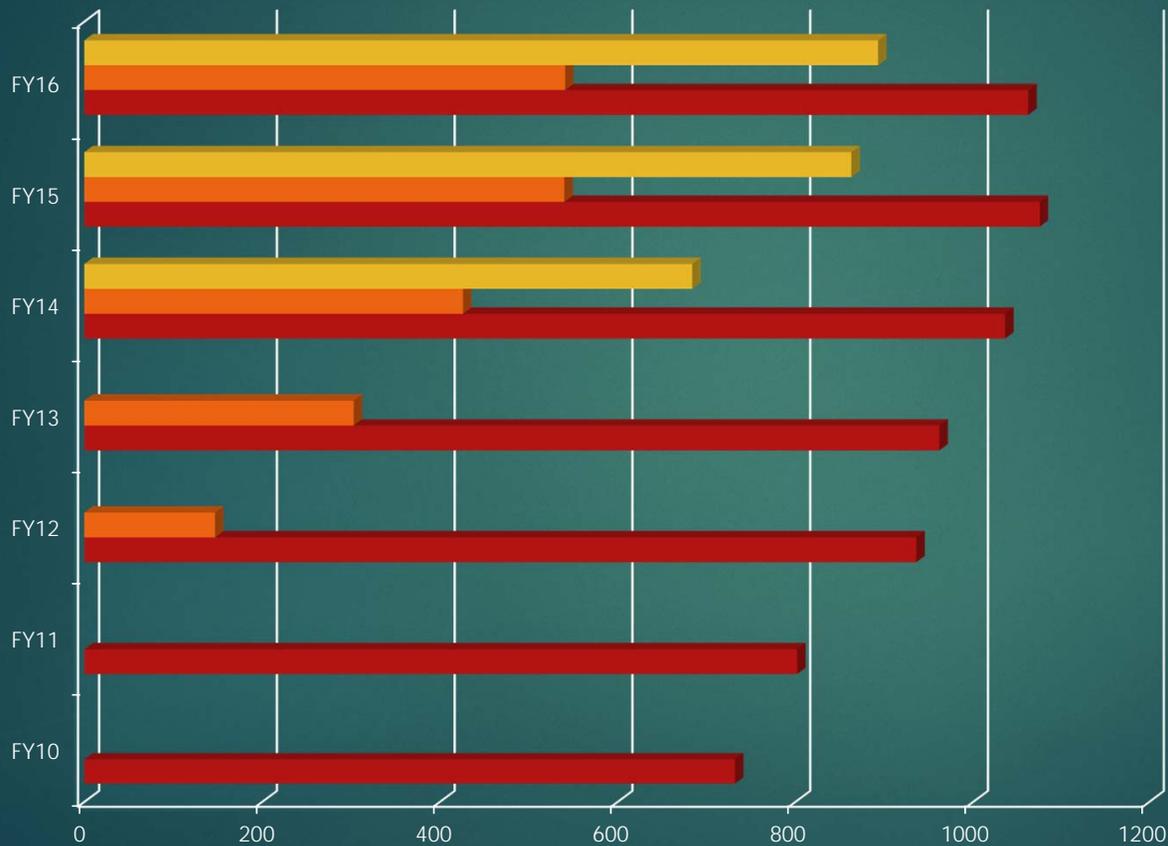
- ▶ “Concern has been growing that traditional care is often too fragmented, uncoordinated, and inefficient, leading to undesirable patient experiences, suboptimal outcomes, and unnecessarily high costs” (Schoen et al, 2006).

# One Stop Shop



- ▶ “Professional expertise and knowledge are often located in dispersed centers ... and thus disconnected from the local healthcare environment of patients” (Hannemann, 2011).
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# Caseload Growth



## how?

- ▶ same space, same governance
- ▶ weekly team meetings
- ▶ Mondays difficult cases, QA, admin staff
- ▶ Wednesdays liaison with outreach/PRP
- ▶ warm transfer, augmentation of services
- ▶ opened an on-site pharmacy







# what?

- ▶ 48.5% reduction in ER visits for non-urgent care
- ▶ 90% of patients with chronic somatic conditions are compliant with preventive care
- ▶ Increased the amount of patients receiving a physical in a year, projected 360 – actual 434
- ▶ Developed and maintain *Healthy Living* group for Dual Diagnosed patients within PRP.

# One Stop Shop



# Lower Shore Clinic finances 2009 -- 2015

