Family and Medical Counseling Service, Inc. (FMCS)

Angela Wood

Pat Grimes

Wenona Posey,

Mia Thompson
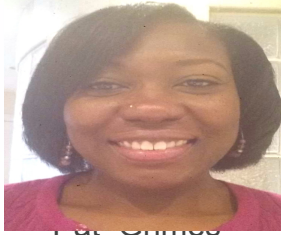
LaDonya McClure

Who is on your core project team to support work done in the Transformation Accelerator Program?

Angela Wood, COO

Pat Grimes, NP (Through October, 2018)

Wenona Posey, Clinical Office Manager

Mia Thompson, Care Coordinator

LaDonya McClure, Billing Supervisor

1. Future state

- Continue to conduct Outreach to identify new patients for services.
- Continue to develop additional partnerships in the community that support cross referrals for primary care and support services.
- Maintain new hours of operation -- 40 hours per week, including one Saturday per month.
- Continue to monitor the appointment fill rate on a monthly basis.

2. Key learnings

- Many individuals in the community are accustomed to receiving care in other communities or are not in care.
- Extensive community outreach is required to identify and engage individuals in care including:
  - Street Outreach
  - Outreach to community organizations
  - Outreach to specialty care providers
  - In-reach to patients in the practice in need for follow-up
- Consistency in the hours of operation is essential to establishing a new practice in the target community (40 hours)

3. Impactful changes

- Change 1: FMCS modified the medical scheduling template changing to a standard 20 minute slot for all appointments and increased the hours that we are open at the MD slot by one hour.
- Change 2. FMCS has facilitated meeting with MCO's that we are credentialed with in MD.
- Change 3: FMCS Change 3: FMCS is opening the clinic for one Saturday per month and on Mondays.
- Change 4: FMCS put a system in place for monitoring number of available appointments each month in comparison to the number of filled appointments each month.
- Change 5: FMCS is participating in numerous community outreach events to increase awareness of our service delivery package.

4. Benefits

- More appointment slots available
- Increased access to same day appointments and walk-ins
- Increased ability to use data for program planning
- Knowledge/respect for the various staff roles and how they support program operations
- Identification of new and different outreach strategies

5. Negative impacts

- Limited program growth
- Lack of engagement with other providers

6. The "pitch" – or "ask" of your leadership

- Resources to support the outreach efforts
  - Staff
  - Incentives
  - Marketing materials