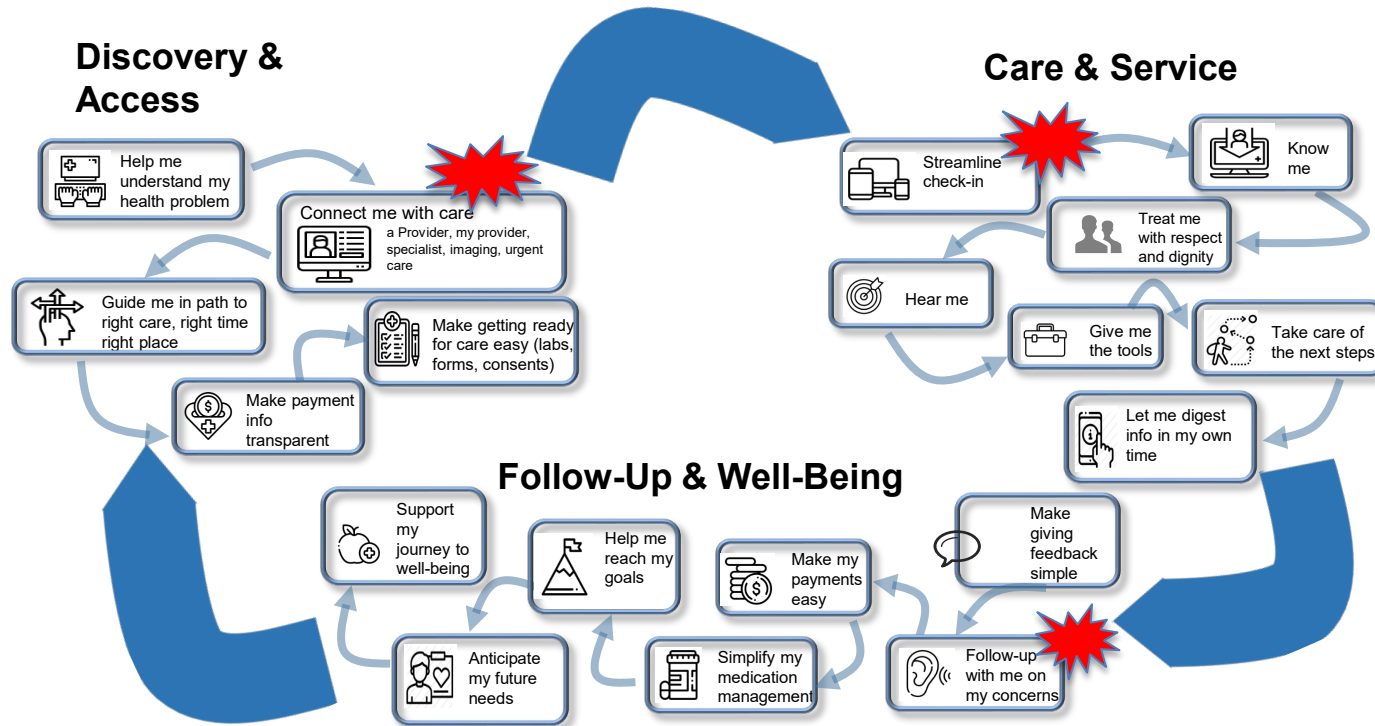


Access To Care Update

*Marin Healthcare District
Board*

Access to Care: The Patient's Journey



Measuring Access: Barriers/Opportunities

■ Primary Metrics

- Provider Open Panels
- Provider Productivity
- PCP Panel Size
- Clinic/Space Capacity
- Referrals Fulfilled
- Leakage



Barriers/Opportunities

- Panels closed 95% PCPs
- 75% over median
- *Capacity if reduce #pt visits/year
- *Opportunity (+10-17 Providers)
- Patients seeking care elsewhere
- Patients exiting MH care b/c of Access

■ Secondary Metrics

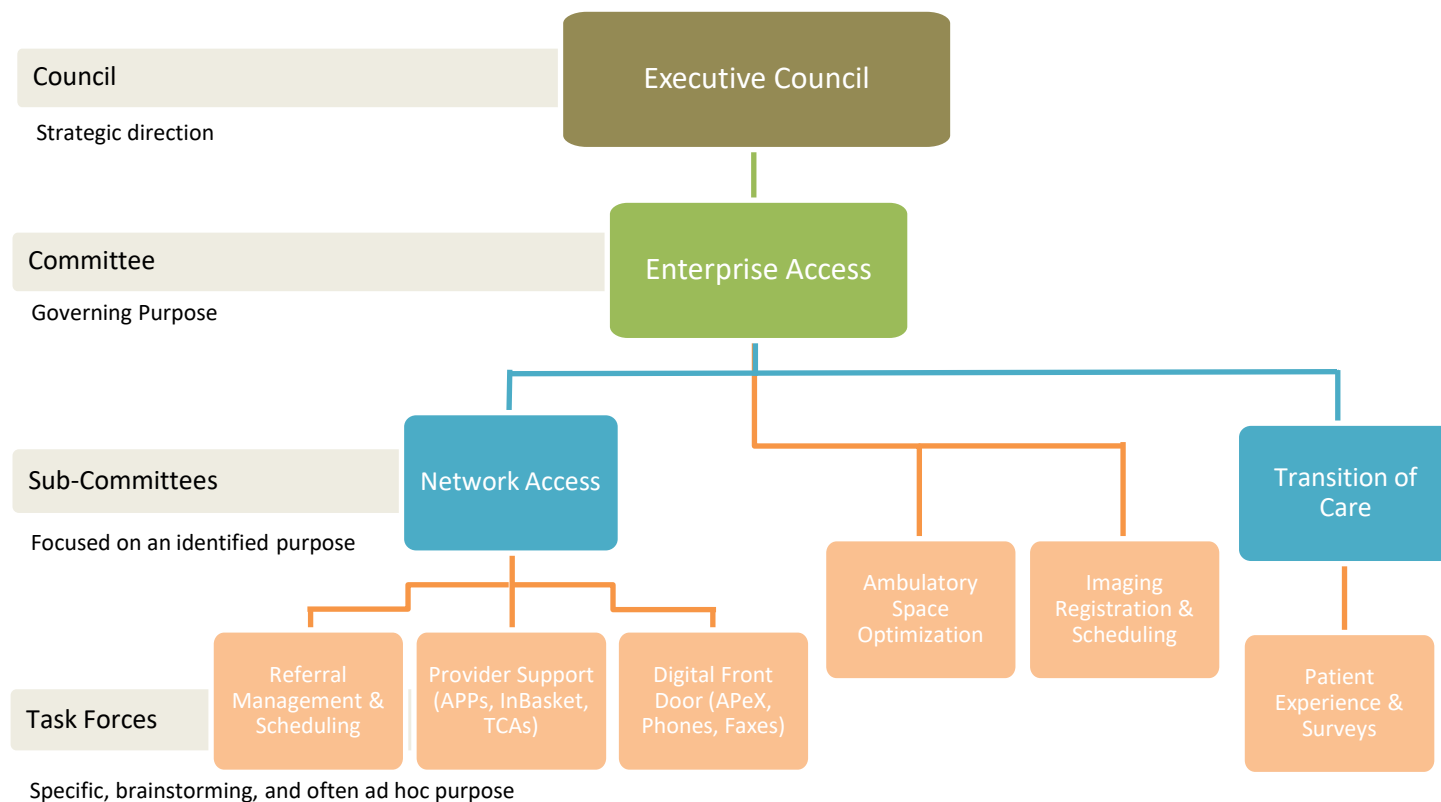
- Online Scheduling
- MyChart Utilization
- No Show Rate



Barriers/Opportunities

- Lack appts available enabling barrier
- Opportunity/Barrier (Pt. msg volumes)
- Minor issue, still causes access issues

Access Governance



Primary Access Point

■ **Providers! Providers! Providers!**

- MD Retention, Recruitment, and Pipeline
- APP Utilization and Recruitment
 - APPs to empanel patients
 - APP to support MD to allow MD to see more patients
 - APPs joined MarinHealth Medical Group – increased career satisfaction as a clinician

■ **Physical Facilities**

- Create capacity within current locations: potential for at least 10 new PC Providers
- New growth, with construction: Mill Valley, Novato, Petaluma. +6 more PC Providers

Primary Care Reality In Our Community

Current PCPs

30 MD/DO

8 APPs

- 2 departing

Incoming

1 MD

3 APPs

- MD Sonoma, APPs: Mill Valley, Larkspur, Novato

Recruiting Pipeline

9 MD/DO

2 APPs

- 2 true potential MD/DO, APPs Endo & Peds

2024 Budgeted Adds

7 MD/DO

5 APPs

- Capacity for 12 in current space and planned space growth

Strategic Growth: Clinic Development

Successful Ambulatory Clinic Growth Over the Last 18 Months with a Focus on Expansion



Santa Rosa

ENT, Head & Neck Surgery
Vascular Surgery

Napa

Cardiology
Urology

Petaluma

Cardiovascular Medicine
● Internal Medicine
Orthopedic Care
Urology

Sonoma

Cardiovascular Medicine
Orthopedic Care
Pediatric Care
● Primary Care
Vascular Surgery

Novato

Cardiovascular Medicine
Cardiovascular
Performance
● Endocrine & Diabetes Care
Family Medicine
Gastroenterology
● General Surgery
Internal Medicine
Neurology
● OB/GYN & Midwifery
● Pediatric Care
Primary Care
Psychiatry
Rheumatology
Urogynecology
Urology
Vascular Surgery

San Rafael

● Family Medicine
Orthopedic Care
● Pediatric Care
● Primary Care
Urgent Care

Greenbrae

Breastfeeding Medicine
Breast Surgical Oncology
Endocrine & Diabetes Care
Gynecologic Surgery

● Internal Medicine
OB/GYN & Midwifery
Orthopedic Care
Rheumatology
Supportive Care
Urogynecology
Urology
Vascular Surgery

Larkspur

Cardiovascular Medicine
Critical Care
General & Colorectal Surgery
Infectious Disease
Pediatric After-Hours Care
Pulmonology

● Primary Care

Corte Madera

Gastroenterology

Mill Valley

● Internal Medicine

Sausalito

Neurology
● Primary Care

Building a Comprehensive Support Team

- **Centralized Support Services**

- *Address Provider Burn-out, Safety Culture*

- Alleviate the Providers' burden to allow for more access

- PCP triage RN and after-hours
 - APP medication refill program
 - Redefine MA admin support to mitigate provider administrative load

Summary

- Access is a serious issue at MarinHealth
- Primary Care Providers are not easy to recruit: supply and demand is completely misaligned
- Alleviating the providers' burden can help create some access
- Create awareness in the community around APPs and increase APP presence and purpose
- Creating efficiencies in the patient experience will help staff be more efficient and thus support the providers appropriately
- We need to look to Technology and Innovation as complementary solutions

Thank you