



# *Group Medical Appointments: The Fraser Lake Experience*

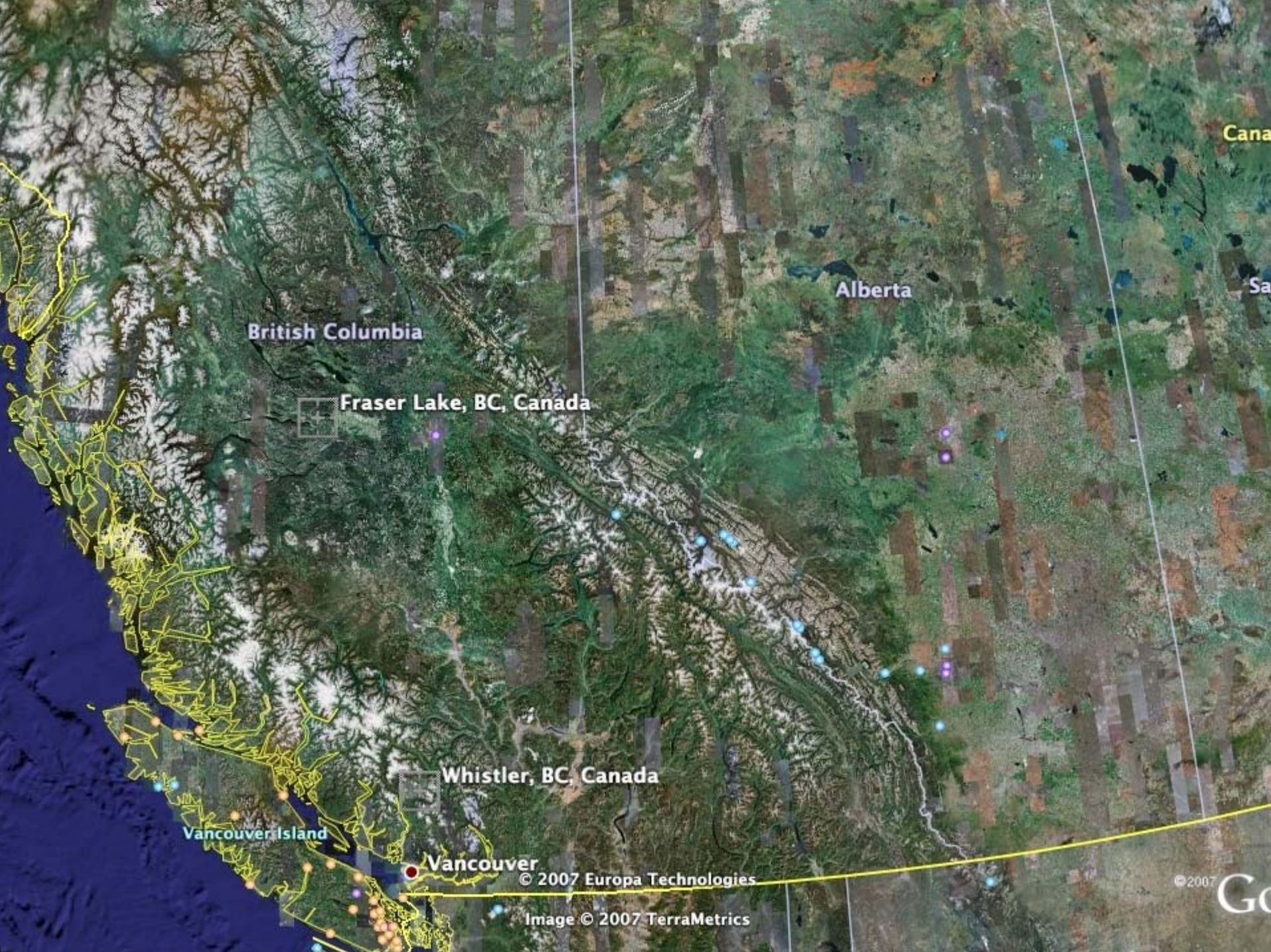
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BC Nephrology Days

October 11, 2007

Dr. John Pawlovich, FCFP

Clinical Assistant Professor, UBC



British Columbia

Alberta

Fraser Lake, BC, Canada

Whistler, BC, Canada

Vancouver Island

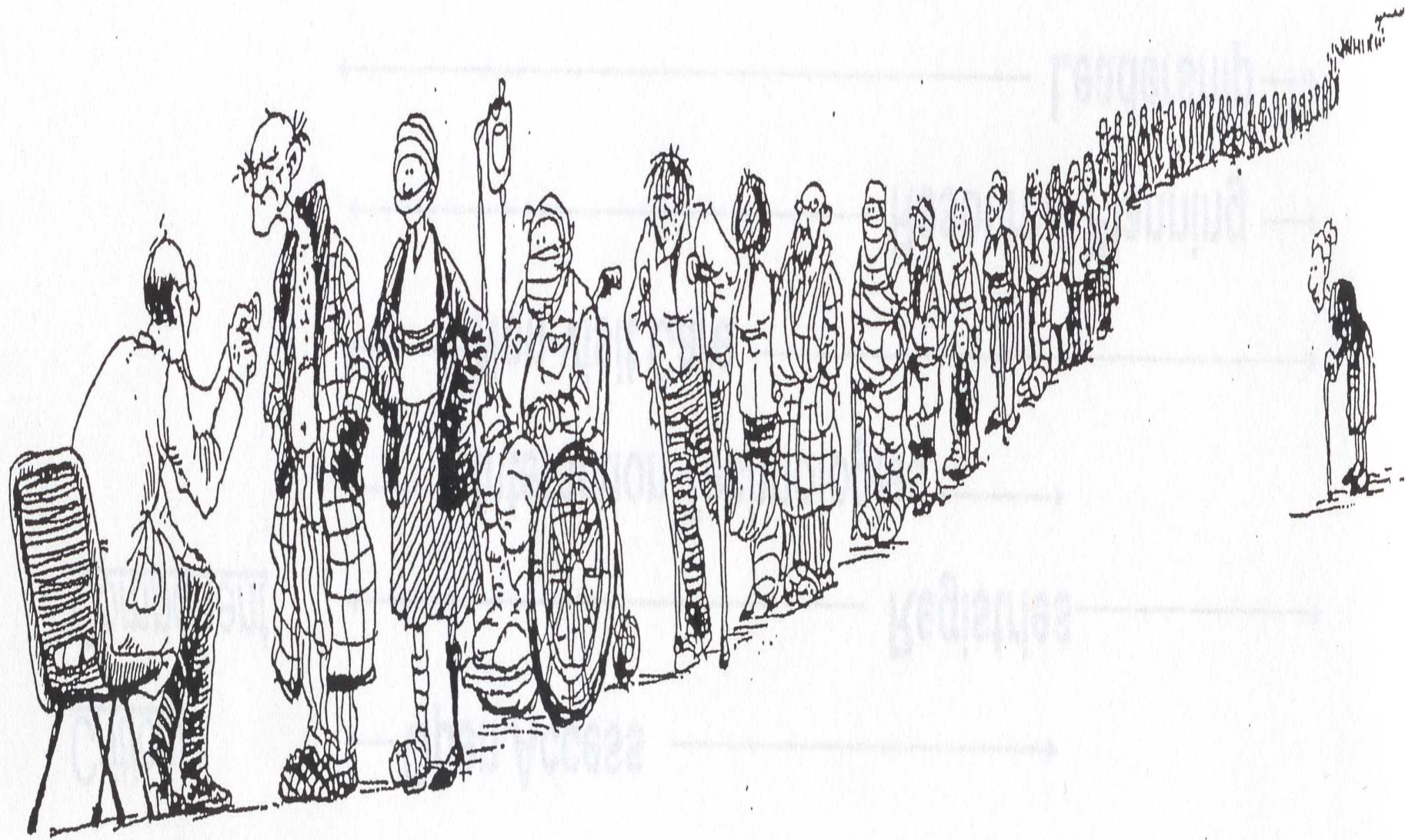
Vancouver

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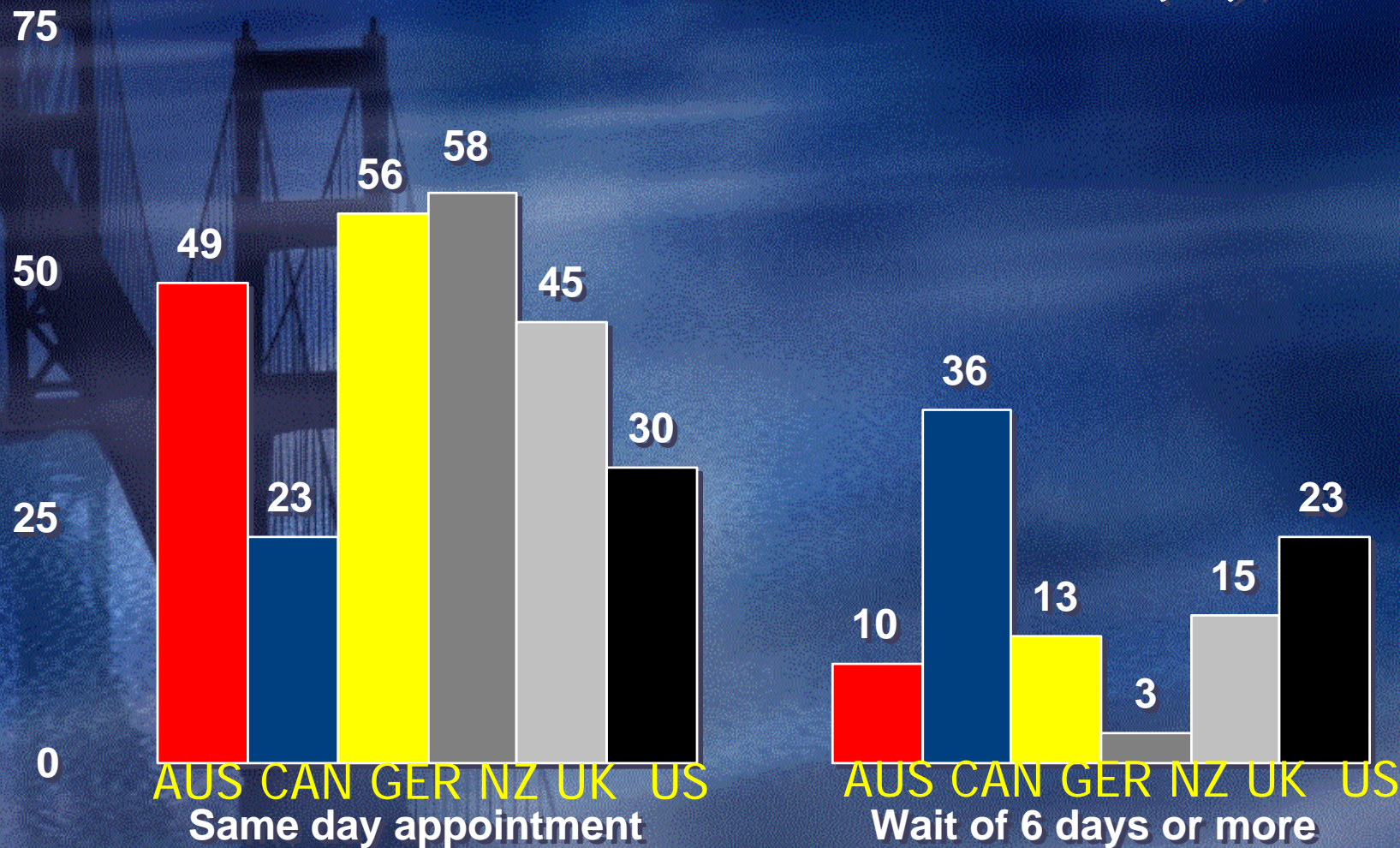
# Activities: Improving Access

- GP/FP increasingly restrict access to new patients (60%)

(National Physician Survey, 2004)



# *Access to Doctor When Sick or Need Medical Attention (%), 2005*



# Went to the ER for Condition that Could Have Been Treated by Regular Doctor if Available

Percent

50

25

15

21

6

9

12

26

0

AUS

CAN

GER

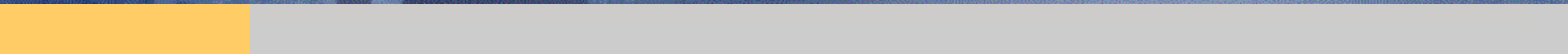
NZ


UK

US

2005 Commonwealth Fund International Health Policy Survey

Adults with Health Problems



A photograph of the Golden Gate Bridge at night, with the bridge's structure and suspension cables illuminated against a dark blue sky. The bridge spans across the frame from the left side towards the center.

"Every system is perfectly  
designed to get the results it  
gets."

We have perfected how to  
"work alone together", one  
visit at a time.

Don Berwick  
CEO IHI



Cholesterol

Ratio	>0.9 HDL	LDL	Trig	Blood Sugar	BP
5.6	10	34	221	5.6	
6.0	0.81	24	32	54	





# *Group Medical Appointments*

@ FLCHC

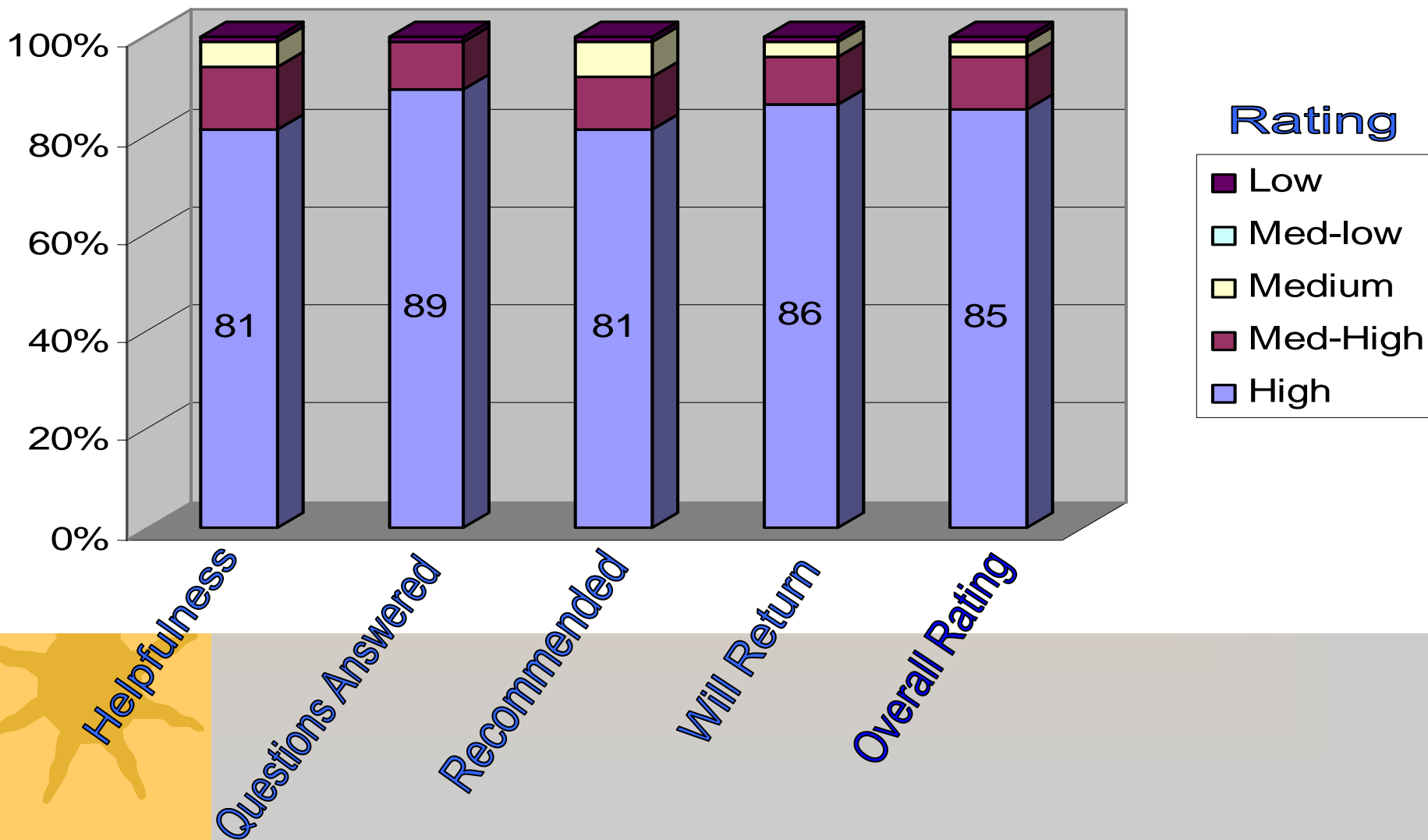
★ Weekly 90 min GMAs with John

February		14	21	28
census		14	11	11
March	7	14	21	28
census	13	16	12	14
April		11	18	25
census		18	13	7
May	2	9		
census	11	17		



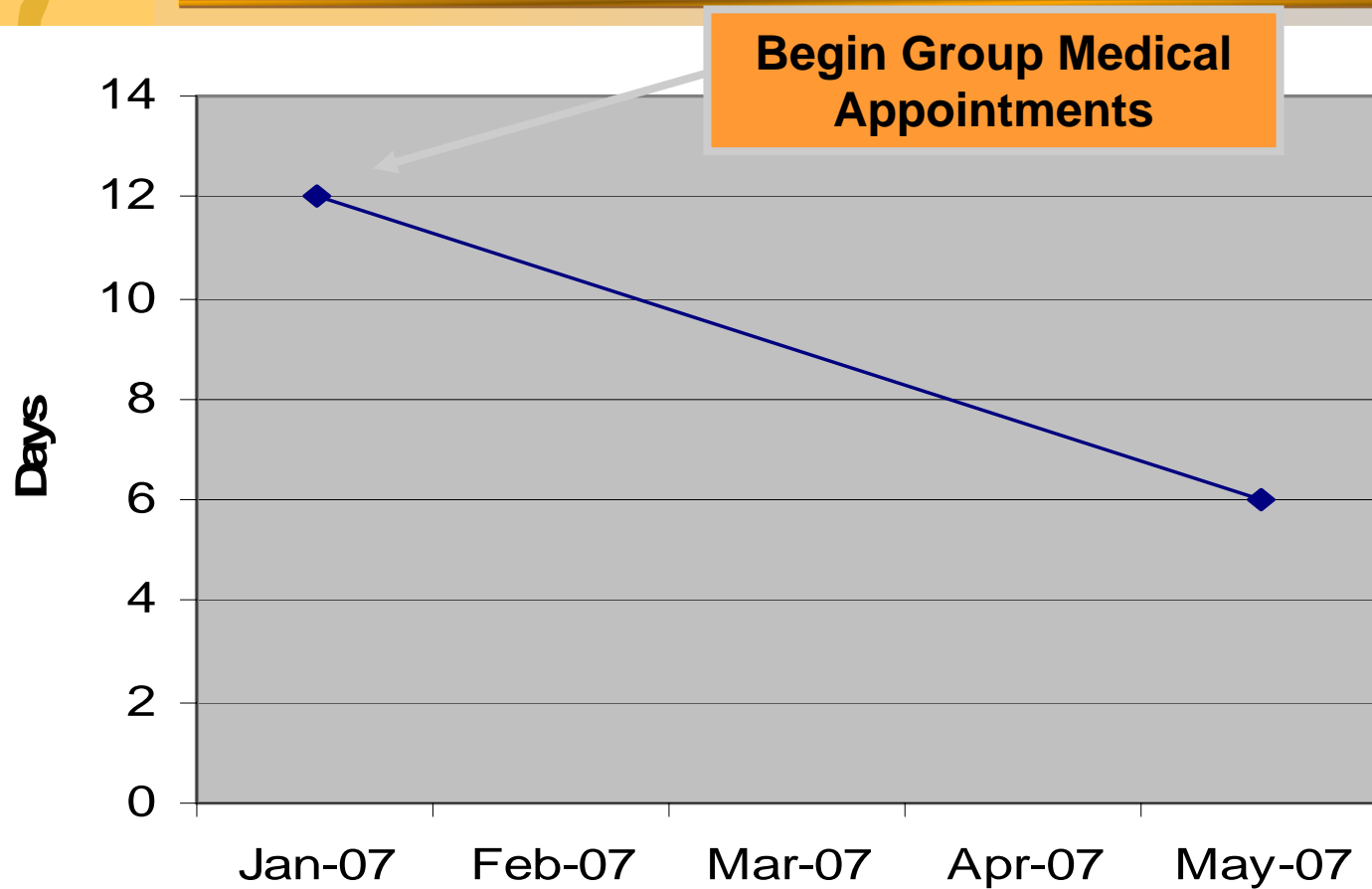
# *GMA Patient Experience*

## *Fraser Lake N=72*





# *Dr. John's Backlog*

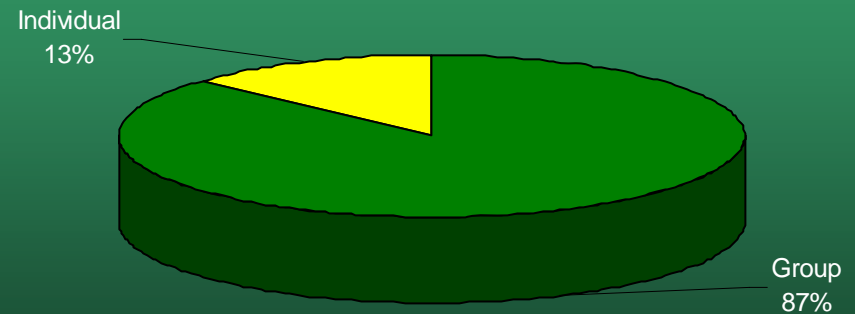




# *Patient Satisfaction— Cleveland Clinic*

- **87%** of patients rescheduled into a future DIGMA

Rescheduled Back Into DIGMA





*“A round man cannot be expected to fit in a square hole right away. He must have time to modify his shape.”*

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Mark Twain