

# MINNESOTA HEALTH CARE HOME LEARNING DAYS: REDEFINING HEALTH

## WHY LESS MIGHT BE MORE

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Christopher J Wenner MD PA

# Objectives

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Participants will:

- Consider approaches to whole person care through the culture of the patient-provider relationship.
- Examine the mutually beneficial relationships of whole person care and joy in practice
- Consider how the core values of patient and family centered care, and provider accessibility foster patient engagement.

# 2008—Time to make a change

Check-In/Check-Out 05/24/2007							
Find:		Based on: DOB					
Provider	Name	Phone	DOB	Appt Time	Arrival	Checkin	Checkout
SMITH, DONALD W	MOLCHAN, DONALD SR	(330) 123-4567	10/19/1937	09:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
WEBB, LISA A	YANNERILLA, WILLIAM	(330) 123-4567	00/00/0000	09:15 AM	<input checked="" type="checkbox"/> 08:04 AM	<input checked="" type="checkbox"/> 08:04 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	PARRISH, MARY COLLEEN	(330) 123-4567	09/07/1956	09:30 AM	<input checked="" type="checkbox"/> 08:04 AM	<input checked="" type="checkbox"/> 08:04 AM	<input type="checkbox"/> 00:00 AM
JOHNSON, MARK P	BABOS, NINA	(330) 123-4567	03/15/1991	09:30 AM	<input checked="" type="checkbox"/> 08:04 AM	<input checked="" type="checkbox"/> 08:04 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	NEVANT, NIKKIL	(330) 123-4567	10/31/1998	10:00 AM	<input checked="" type="checkbox"/> 08:04 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
WEBB, LISA A	KALNEY, AUNDREY MC LANE	(330) 123-4567	08/25/1993	10:00 AM	<input checked="" type="checkbox"/> 08:04 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	MISTRETTA, JERRY	(330) 123-4567	12/25/1936	10:30 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	SMITH, THOMAS	(330) 743-1212	00/00/0000	10:30 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
JOHNSON, MARK P	ADLER, JAMES C	(330) 123-4567	08/04/1977	10:30 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
JOHNSON, MARK P	JAMERSON, RICHARD	(330) 123-4567	02/25/1955	10:45 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
WEBB, LISA A	LAKATOS, CATHERINE (KATI	(330) 123-4567	06/12/1987	10:45 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	AMEROSE, MAX	330	00/00/0000	11:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
JOHNSON, MARK P	BROWN, TIFFANY	(330) 123-4567	08/22/1973	11:15 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	JOLLEY, SOPHIE	(330) 123-4567	10/06/1925	11:30 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
JOHNSON, MARK P	KAIRYS, DONNA	(330) 123-4567	06/11/1940	12:00 PM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	MERCK		00/00/0000	12:15 PM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
JOHNSON, MARK P	DORJUS, ELIZABETH	(330) 123-4567	07/14/1955	12:30 PM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	FORNANDER, RONALD R	(330) 123-4567	12/28/1954	01:00 PM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	TASKER, TUFFY	330	00/00/0000	01:30 PM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	BRADFORD, JAMES		12/14/2005	01:45 PM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	EDWARDS, GEORGE	(330) 123-4567	11/02/1923	02:00 PM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	SMITH, ANTHONY I	(330) 758-3345	03/24/1934	02:30 PM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	HERBICK, LINDA	(330) 123-4567	02/25/1961	03:15 PM	<input checked="" type="checkbox"/> 03:02 PM	<input checked="" type="checkbox"/> 03:02 PM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	BARNES, DONALD A	(330) 123-4567	02/27/1941	03:30 PM	<input checked="" type="checkbox"/> 03:15 PM	<input checked="" type="checkbox"/> 03:15 PM	<input type="checkbox"/> 00:00 AM
SMITH, DONALD W	HERBICK, CATHERINE M	(330) 123-4567	03/20/1993	04:00 PM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM	<input type="checkbox"/> 00:00 AM

Rows: 25

# High Quality Primary Care

- Person focused, not disease focused
- First contact care
- Relationship based
- Comprehensive care
- Coordination of care

Barbara Starfield, MD

“Vision without action is useless. But action without vision is directionless and feeble.”

-Pegasus Communications The Systems Thinker

# Applied Economics?

- Small is Beautiful; a Study of Economics as Though People Mattered.
  - ▣ EF Schumacher 1973
  
- Small is Beautiful; Medicine – Because People Matter.
  - ▣ CJ Wenner 2009

# A practice with unfettered access

- Ideal Medical Practice--Gordon Moore MD
- No staff:
  - ▣ Low overhead
- Expanded visits
  - ▣ Seeing the patient on their terms
  - ▣ Accessible
  - ▣ Flexible
- Ultra-efficient

“All life is an experiment. The more experiments you make the better. What if they are a little coarse, and you may get your coat soiled or torn? What if you do fail, and get fairly rolled in the dirt once or twice? Up again, you shall never be so afraid of a tumble.”

-Ralph Waldo Emerson



# How many doctors does it take to hang a shingle?



# My first payment



# Our Bosses:

- Get care when/where they need it.
- Are more than just patients.
- Know that we will have time for them, respect them and will support them.
- Feel as though we have positively impacted their lives.
- Remind us of our great fortune

# Developing, Evolving, Improving





# Developing, Evolving, Improving



# Developing, Evolving, Improving



# Developing, Evolving, Improving





# Developing, Evolving, Improving





# Patient centric, provider friendly

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- Expanded hours—that jive w/ providers
- Respect for afterhours communication
- Empowered, supported non-physician provider

# Challenges

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- Many Hats
- Inter-provider communication
- Isolation

