MINNESOTA HEALTH CARE HOME
LEARNING DAYS: REDEFINING HEALTH

WHY LESS MIGHT BE MORE

Christopher J Wenner MD and Suzanne Kelly CNP
Christopher J Wenner MD PA
Objectives

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

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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
Patient centric, provider friendly

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

- Many Hats
- Inter-provider communication
- Isolation