

# ACADEMIC COLLABORATIVE FOR INTEGRATIVE HEALTH

The Collaborative

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# Integrative Clinics Panel Discussion



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Integrated practice units and care pathways  
(Melissa)

Practitioner collaboration and Patient education  
in private practice (Sean)

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## Requested Questions:

What are some of the processes incorporated at your clinic to facilitate collaboration among providers? How does this sense of collaboration support referrals? (Dale)

When an integrative clinic has a position to fill, finding the right candidate that fully embraces the existing values and culture can be challenging. What hiring practices do you have that you have found helpful? (Garrett)

Billing, insurance and sustainability: Sustainability is another challenge to the integrative professions that is seen at many levels – research funding, employment opportunities, and the longevity of integrative clinics. Billing and insurance clearly impact a clinic's bottom line. Using these two practices, as well as others, what is your vision for making your integrative clinic financially sustainable?

How to deal with compensation issues?

How do resources (space/money) get divided up?

How do clinics handle finding the required time for: inter-practitioner relationships in the context of patient care; interprofessional education.

+follow up to question four would be: how do you avoid the "ghetto-izing" of the "CAM" practitioner in the a hospital or other more conventional healthcare setting? (Martin)

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hiring practices and what skills/qualities/qualifications would be sought for practitioners and if applicable, a manager for an integrative clinic/practice.

I found myself also curious about patient follow up – I guess it ties in with the logistics and organization of who sees a patient first, who guides the patient through the various options and treatments and so I am wondering who is best suited for patient follow-up questions/needs. Naturally a practitioner would be available for specific treatment-related questions but would there be a general “manager” type person who would be the main point of contact for patients before and/or after their practitioner-based interactions? Who provides that general customer service to the patients and acts as the hub between the spokes of the treatments/providers?? (Dawn)

At what point do you stop and evaluate, time to refer and get a second opinion – care pathways. Determine what care pathways are, best approach.

Do you use Evidence Based Pathways? How did you develop? (Sunny)

I am especially interested in learning more about how the patients knows what s/he wants and how that is communicated. (Jennifer O)

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## Collaboration and Referral

What are some of the processes incorporated at your clinic to facilitate collaboration among providers? How does this sense of collaboration support referrals?

## Hiring practices

When an integrative clinic has a position to fill, finding the right candidate that fully embraces the existing values and culture can be challenging. What hiring practices do you have that you have found helpful?

## Use of Documentation/EHRs

How do clinics deal with documentation – having access to and adding your own notes to medical records. Electronic Health Record systems can be a challenge for integrative clinics because they are often not designed to capture information from various types of providers. What EHR system do you use? What have been some of the challenges you have encountered with your EHR and what creative strategies have you employed to navigate these obstacles?

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Role of patient (surveys, advisory panels, etc.)

Patient-Centered takes into consideration individual preferences, needs and values while also acknowledging that patient values shape clinical decisions. What can you tell us about how patient experience has influenced your clinic? Do you engage in any particular strategies to elicit information from patients such as surveys or advisory panels? What lessons have you learned by doing so?

Billing, insurance and sustainability

Sustainability is another challenge to the integrative professions that is seen at many levels – research funding, employment opportunities, and the longevity of integrative clinics. Billing and insurance clearly impact a clinic's bottom line. Using these two practices, as well as others, what is your vision for making your integrative clinic financially sustainable?

Credentialing if appropriate

How does your clinic credentials providers?

Who is the gatekeeper? Who decides what practitioner the patient sees first?

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Who's in charge of the patient?

What questions do you ask when starting out?

How do we educate others about what we do (our particular profession)?

How do resources (space/money) get divided up?

How do clinics handle finding the required time for: patient care; inter-practitioner relationships; interprofessional education.

How to guide the patient through the process? How does the patient know what they want?

How to deal with compensation issues?

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At what point do you stop and evaluate, time to refer and get a second opinion – care pathways. Determine what care pathways are, best approach.

Do you use Evidence Based Pathways? How did you develop?

What do you perceive as the greatest challenges in this type of setting in terms of having varied providers?

How have challenges encountered in the development / startup of integrated sites been addressed? Best practices for moving from outside to inside the “circle of trust”?