

The Four “Whats” of Nurse Managed Clinics

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Health Care Delivery for Next Generation

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Characteristics of Health Care

- Access to basic health care
- Consumer choice and accountability
- Personalized and coordinated



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What Are Nurse Managed Clinics?

- Environment, model, system emphasizes primary care
- First formalized in early 1970's
- First U.S. federally funded in 1986



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What Are Nurse Managed Clinics?

● Characteristics

- Community health need focused
- Underserved, vulnerable populations served
- Client – customer - choice centered
- Interdisciplinary access
- Education – practice – community partnership
- Community location



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What Is Nurse Managed Clinic Infrastructure?

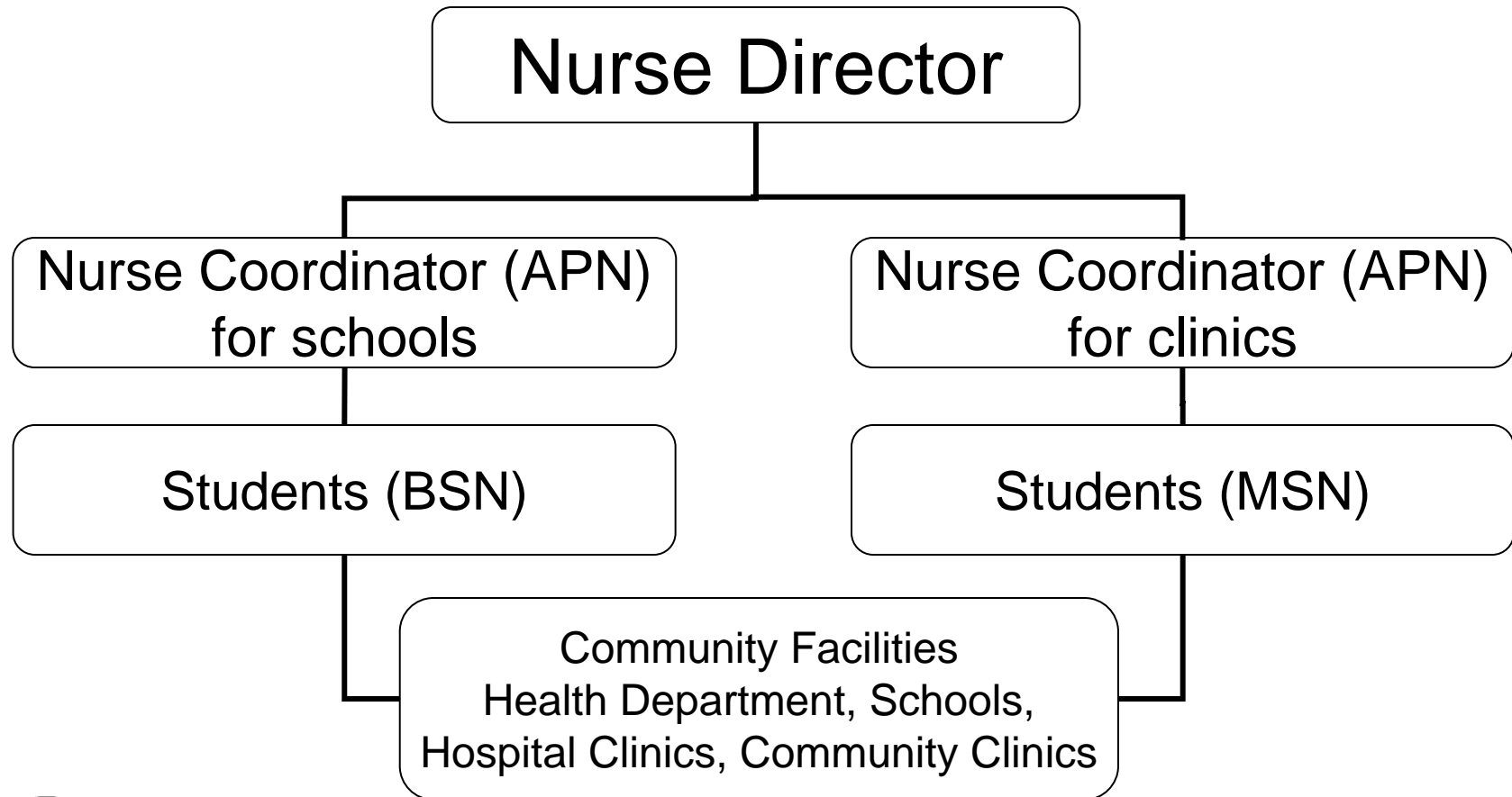
- 72% owned by schools of nursing

Institute for Nursing Centers, 2006



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What Is Nurse Managed Clinic Infrastructure?



What Is Nurse Managed Clinic Infrastructure?

- Revenue Sources

- Patient care reimbursement – 35%
- Grant sources – 39%
- Other sources – 23%



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What Do Nurse Managed Clinics Provide?

- For Providers

- Faculty
- Staff
- Students

- For Patients

- Service
- Access
- Control
- Personalized
- Cost effective



What Do Nurse Managed Clinics Provide?

- Physical and psychosocial assessments
- Evaluation of physical and emotional health
- Health promotion, risk reduction education
- Acute and chronic care management
- Diet, nutrition, exercise counseling
- Screening – dental, hearing, health
- An appropriate, individualized plan of care
- Referrals to appropriate care providers
- Follow-up and a continuity of care



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What Do Nurse Managed Clinics Provide?

- 3800 unduplicated visits annually
- 33% for children
- 34% African American; 12% Hispanics
- 66% female

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What do Nurse Managed Clinics Provide?

Diagnoses managed

1. Hypertension
2. Diabetes mellitus
3. Routine infant/child health check
4. Gynecological exam
5. Hyperlipidemia
6. Acute URI
7. Normal pregnancy management
8. Routine physical exam
9. Depression
10. Asthma

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What Do Nurse Managed Clinics Provide?

Serve primary populations of:

1. Uninsured – 45%
2. Public housing residents – 28%
3. Homeless – 14%
4. Migrant workers – 14%

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What Are Outcomes of Nurse Managed Clinics?

1. Improved access to primary care
2. Increased awareness, understanding and use of nursing roles and interventions
3. Increased nursing employment in underserved areas
4. Measurable differences in cost, patient satisfaction and patient compliance

HRSA, DHHS, 2000



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What Are Outcomes of Nurse Managed Clinics?

Measurable Differences

- Cost
 - Reduced Emergency Department use
 - Reduced hospital admittance
- Patient Satisfaction
 - Continuity of care and communication
 - Care content
- Compliance
 - Improved follow-up
 - Improved treatment and medication compliance



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What Are Outcomes of Nurse Managed Clinics?

- Quality

- No substantial differences in quality care indicators between physicians and nurse practitioners (Lenz & Munding, 2004)
- Exceeded HEDIS national quality indicators for chronic disease management and screening (Barkauskas & Pohl, 2007)
- External audit yields for quality of clinical care 94% or higher (Edwards & Oppewal, 2003)



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Effects of Nurse Managed Clinics

- Policy and funding
- Reimbursement strategy
- Access, continuity
- Relationships



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