

Team-Based Care Model Utilizing Advanced Practice Providers in General Cardiology: Impact on Access to Care and Patient Satisfaction

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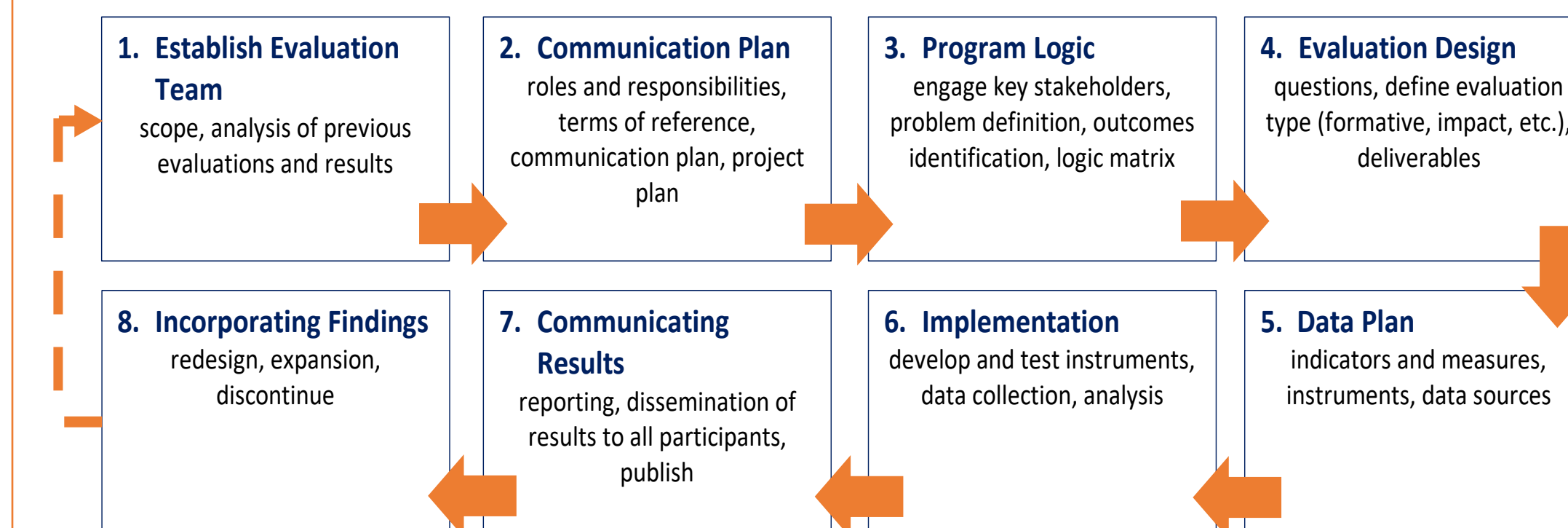


Introduction/Background:

- Appointment wait times have increased nationally since 2014¹
- Expected deficit of general cardiologists by 2025: 8,000 to 16,000²
- Problem:** The General Cardiology Clinic at a Mid-Atlantic Academic Medical Center had variable access to care beyond national standards, which can negatively affect patient outcomes and satisfaction
- Solution:** Implementation of Team-Based Care (TBC), which added advanced practice providers (APPs) to care teams alongside cardiologists to provide timely outpatient management of cardiac conditions
- Goal:** Increase access to care and consequently patient satisfaction

Methods:

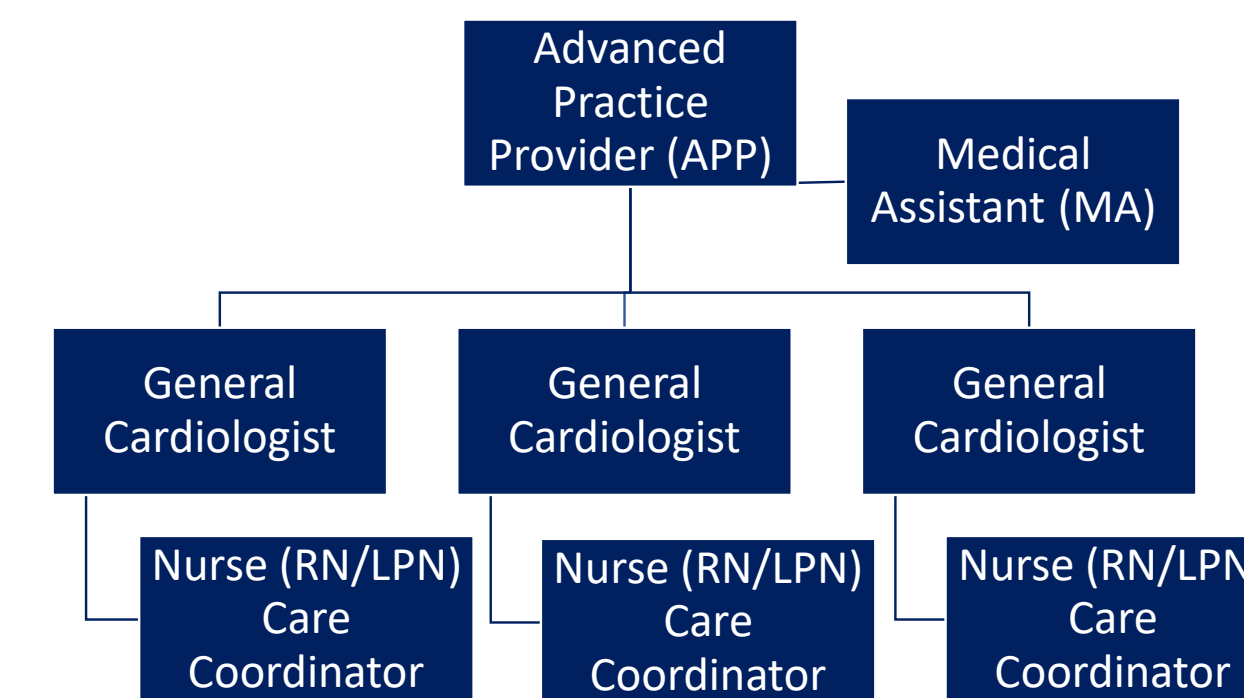
- Formative program evaluation using the Agency for Clinical Innovation (ACI) framework (*pictured below*) was conducted to assess the impact of TBC on access to care and patient satisfaction during the early implementation of this new care model, which started in January 2022



- Access to care and patient satisfaction measures for all general cardiology providers were compared to national benchmarks and differences between TBC and non-team providers evaluated
- Post-implementation outcomes were measured at 3-, 6-, and 9-month intervals

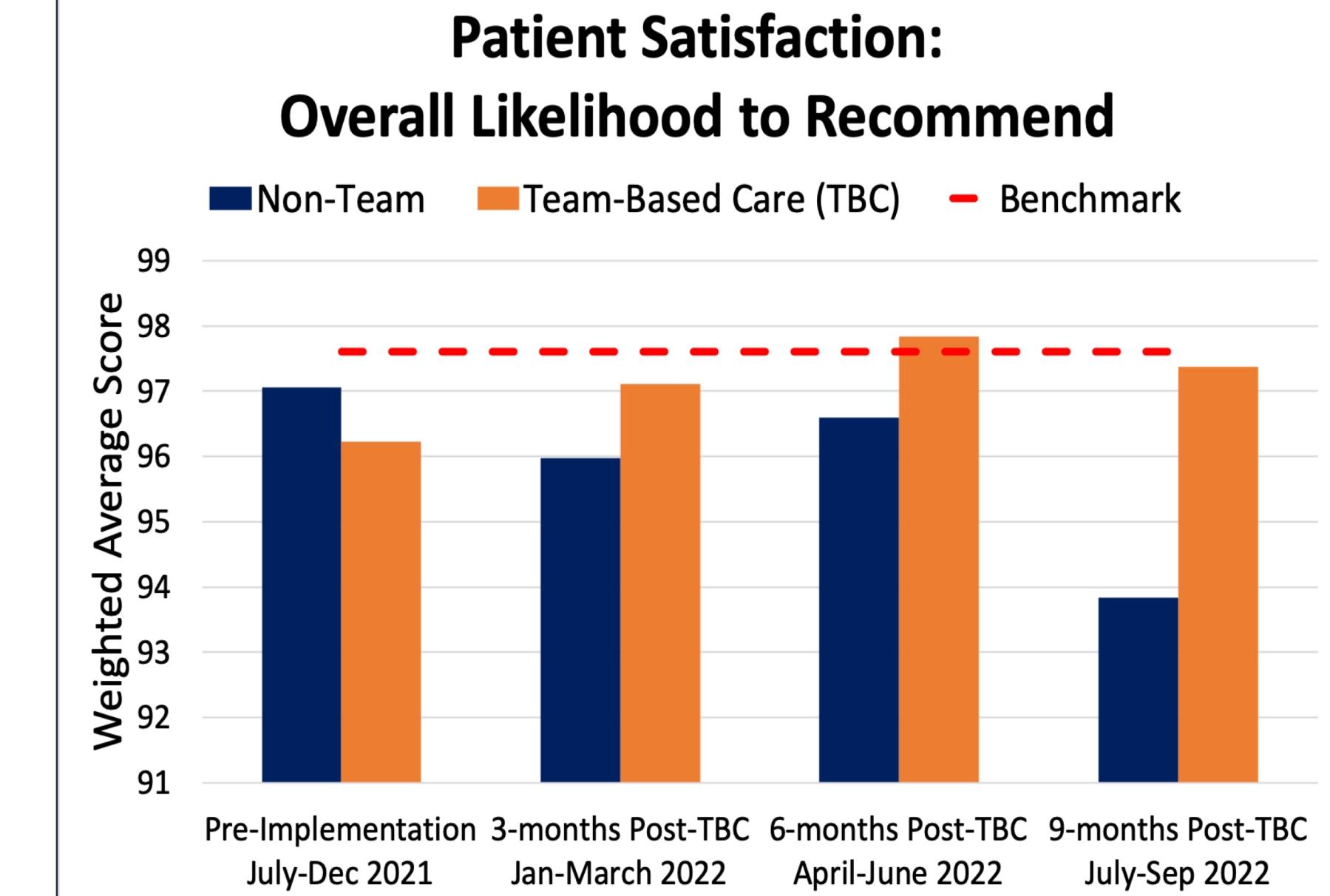
Team Based Care (TBC) Model:

- APP co-manages patient panel of 3 cardiologists
- APP sees patients independently and bills under their own NPI number
- Visit Types: Follow Ups, ED and Hospital Discharges and Pre-Op Assessments
- MA supports APP as well as the overall team

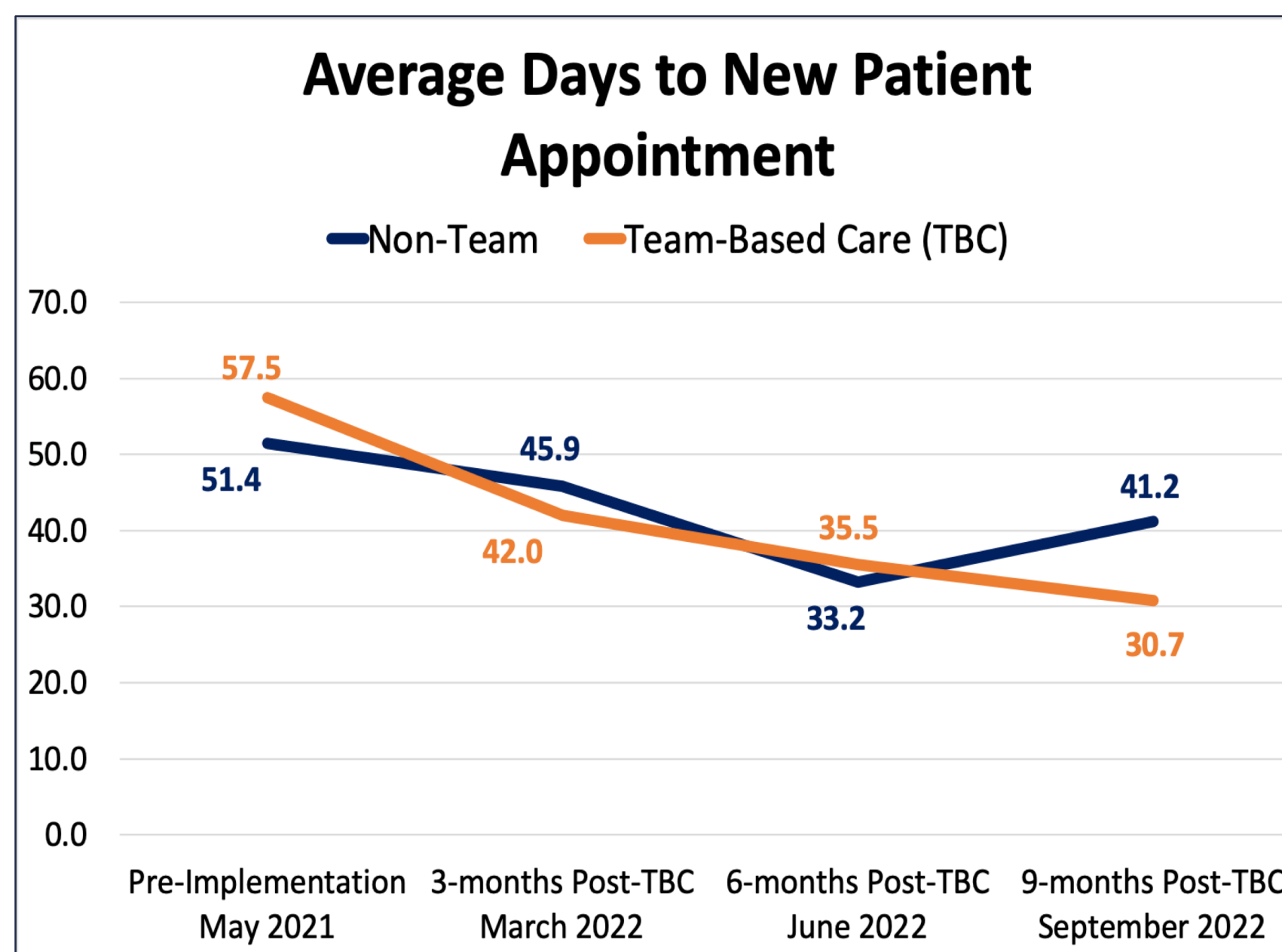


Results:

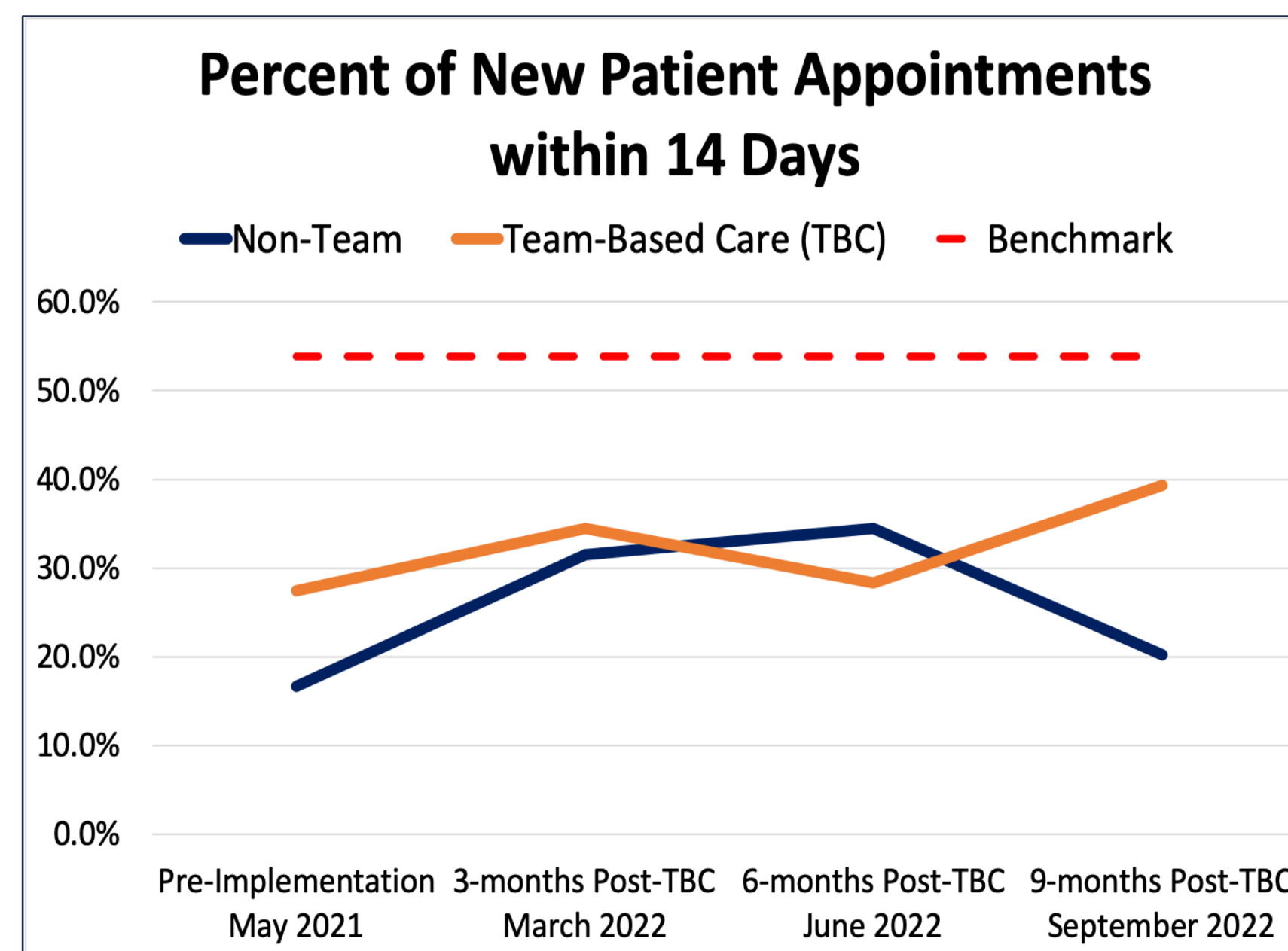
- 9-months after implementation:
 - Providers in TBC had a greater decrease in time to new patient appointment, with an average of 30.7 days to appointment compared to 41.2 days for non-team providers
 - TBC also had a higher percentage of new patient appointments within 14 days compared to non-team providers
 - Neither group reached the benchmark goal of 53.9% of new patient appointments within 14 days, but the TBC group was closer to this target
- Patient satisfaction increased modestly across TBC providers but decreased for non-team providers



TBC increased 1.2% to the 98th percentile nationally, whereas non-team providers dropped 3.3% to the 71st percentile



47% decrease for TBC compared to 20% decrease for non-team providers



39% of appointments within 14 days for TBC versus 20% for non-team providers

Discussion/Conclusion:

- These findings suggest that a team-based model of care utilizing APPs can be an effective way to improve access to care while maintaining or improving patient satisfaction in the outpatient general cardiology setting
- Future Opportunities:
 - Standardized follow up intervals
 - Assessment of provider satisfaction with TBC
 - Expansion of TBC to all General Cardiology

References/Disclosures:

- Merritt Hawkins (2022)
 - Association of American Medical Colleges (2021)
- Author Disclosures:** None
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