

METRO AREA CLINIC FEATURED IN NEW ENGLAND JOURNAL OF MEDICINE

BOULDER (July 1, 2011) – *The New England Journal of Medicine*, one of the pre-eminent U.S. medical journals, is featuring an article about Lafayette-based Clinica Family Health Services in this week's edition.

The article, written by San Francisco physician and researcher Thomas Bodenheimer, describes the new approach to providing care that Clinica has adopted. Clinica has changed its systems and its floor plans to make large facilities feel small and allow patients easy access to their clinician and a team of health care providers that they know.

"I have visited many community health centers around the United States, and Clinica Family Health Services is one of the best I have ever seen," Dr. Bodenheimer said. "The organization has come up with some good ideas and has made operational changes that could benefit health care organizations across the country. Most importantly, their patients are healthier because of these changes."

Clinica – which provides basic health care to about 38,500 low-income, uninsured individuals each year at its four clinics – frequently has a waiting period for appointments of two days or less for its established patients. Patients see the same staff at each visit, and doctors and nurses know their patients by name.

"This is exactly our job," said Dr. Carolyn Shepherd, Clinica's executive vice president of clinical services. "Our task isn't to do things the same way over and over, but to find ways that make our community healthier. Together, the Clinica team has been focused on improved health outcomes for over two decades.

Working as a team and partnering with the patient is what has helped us move along this journey."

One of the keys to Clinica's success, according to the *NEJM* article, is a new clinic design that virtually eliminates private offices for providers. Health providers work as part of a team to provide care to a set number of patients. All medical team members work side-by-side in a central space, with the exam rooms surrounding this work area. Clinicians have immediate access to other clinicians, behavioral health professionals, dieticians, case managers and support staff. Since clinicians see the same set of patients, they get to know them well, often on a first-name basis.

"We have worked hard to be exceptional," said Clinica President and CEO Pete Leibig. "It's very gratifying to have independent confirmation that we're moving toward our goal. Our goal is



By working as a team and eliminating most private offices, Clinica's medical staff have statistically improved the health of their patients.

great service for underserved people that helps them improve their health and reduces our nation's out-of-control health care costs."

Clinica's 2010 Outcome Data

(Clinica compared to all U.S. and all Colorado patients)

	Clinica	U.S.	Colorado
Low birthweight rate	6.0%*	8.16% (2009 data)**	8.8% (2009 data)**
Full immunization of 2-year-olds	81.3%*	69.9% (Q3 2009 to Q2 2010)**	69.3% (Q3 2009 to Q2 2010)**
Diabetic pts with 2 or more HbA1c tests in past year	74.5%*	69.2%**	69.6%**
C-section rate	20.25%*	32% (2007 data)+	26%***

* = Clinica data pulled from its electronic health record system

** = Centers for Disease Control and Prevention data

*** = Colorado Dept. of Health Care Policy and Financing data

+ = National Center for Health Statistics, No. 35, March 2010

Dr. Thomas Bodenheimer, Author

Dr. Thomas Bodenheimer has been a physician since graduating from Harvard Medical School in 1965. He was awarded a master's degree in public health at the University of California, Berkeley, in 1969, and completed a residency in internal medicine at the University of California at San Francisco in 1971. After spending more than three decades as a primary care physician in a community health center and in private practice, Dr. Bodenheimer is now Professor of Family and Community Medicine at University of California, San Francisco. He has written extensively about chronic disease management, primary care practices and the emergence of patient centered medical homes.



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For More Information on Patient-Centered Medical Homes

The National Committee for Quality Assurance

<http://www.ncqa.org>

Patient-Centered Primary Care Collaborative

<http://www.pcpcc.net>

American Academy of Family Physicians

<http://www.futurefamilymed.org>

American College of Physicians

<http://www.acponline.org/advocacy/?hp>