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DISRUPTIVE INNOVATION

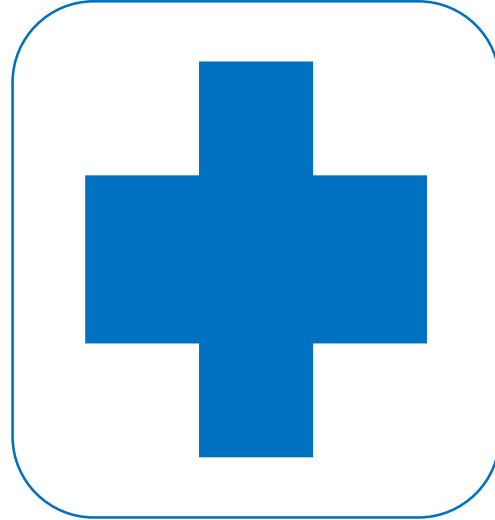
- Affordable: **reliable**
- Simple: **capable**
- Accessible
- Process



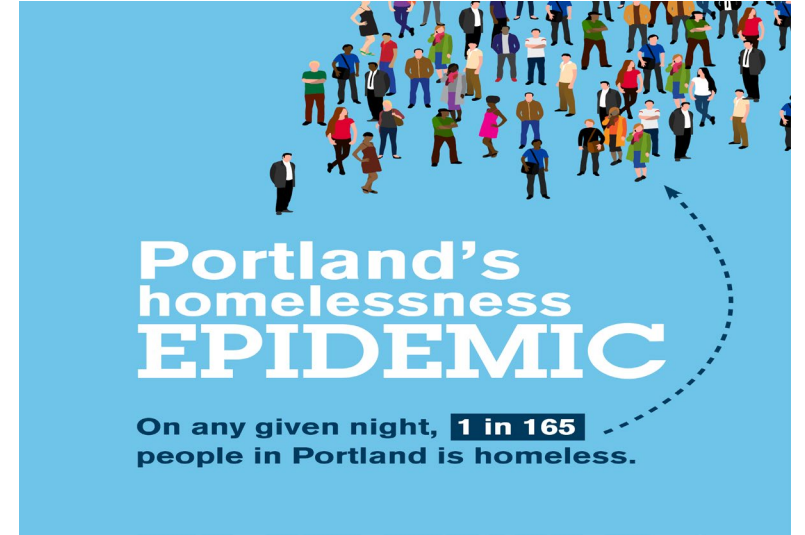
BACKGROUND



Health Care Costs



Access



Vulnerable Population

BACKGROUND TO THE PROBLEM

Health Care Costs

Direct Costs: United States

- 18.0% GDP (2nd to Netherlands at 11.9%)
- 19.6% GDP by 2024
- Past decade health care costs ↑ 76% c/t income growth at 30%
- Increased spending ≠ improved health outcomes

Access to Care

Decrease in Timely Access to ↑ United States

- Primary Care Physician Shortage
- 9 million Uninsured Gained Access to Care
- Results in ↑ Use of ED/Urgent Care And ↓ Patient Satisfaction

Vulnerable Population

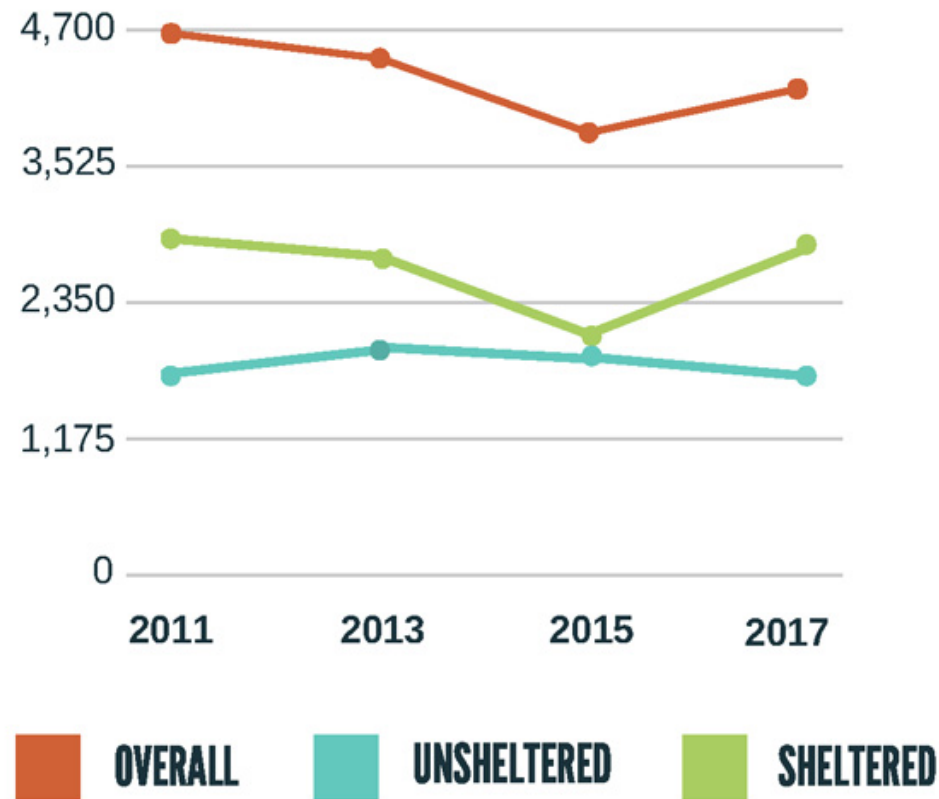
Homelessness in United States

- 553,742
- ↓ 14.4% since 2007
- ↑ Nationally 0.7% between 2016-2017
- ↑ Use of ED
- Homeless persons account for 40% of frequent ED users

2017 HOMELESSNESS SNAPSHOT Portland, Oregon

HOMELESSNESS IN PORTLAND

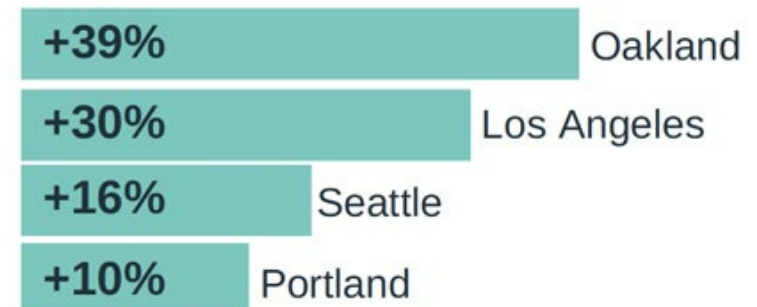
Portland's number of people experiencing homelessness rose for the first time in 6 years.



HOW WE COMPARE

- Portland's chronic homelessness has increased at twice the national rate
- Oregon has the fourth highest rate of per capita homelessness (5.4%) in the U.S.
- Oregon has the second highest rate of unsheltered homeless families (52%) in the U.S.

HOMELESSNESS INCREASED ACROSS MAJOR WEST COAST CITIES FROM 2015-2017



POWER OF PARTNERSHIPS



University 
of Portland

SCHOOL OF NURSING



POWER OF PARTNERSHIPS: Vision of One



POWER OF PARTNERSHIPS: Disruptive Thinking



EVIDENCE TO SUPPORT THE MODEL

- Fox, K., McCorkle, R. (2018). An employee-centered model of care responds to the triple aim: Improving employee health. *Workplace Health and Safety*, 62, 162-164.
- Comprehensive Literature Review: SCOPUS, PUBMED, CINAHL
- Content Specific: Worksite Clinics; NMHC; NP Role; NP Quality/Safety Outcomes; Telemedicine; Patient-Provider Relationship
- Inclusion: National And International Articles Between 2005-2016
- Exclusion: Articles Published in Languages Other Than English
- Total Articles: 20
- Articles Grouped Into 4 categories:
 - Worksite Clinics
 - Nurse-Managed Health Centers
 - Telemedicine
 - Quality Care Relationship/Nurse Integrator

Employee-Centered Care Model

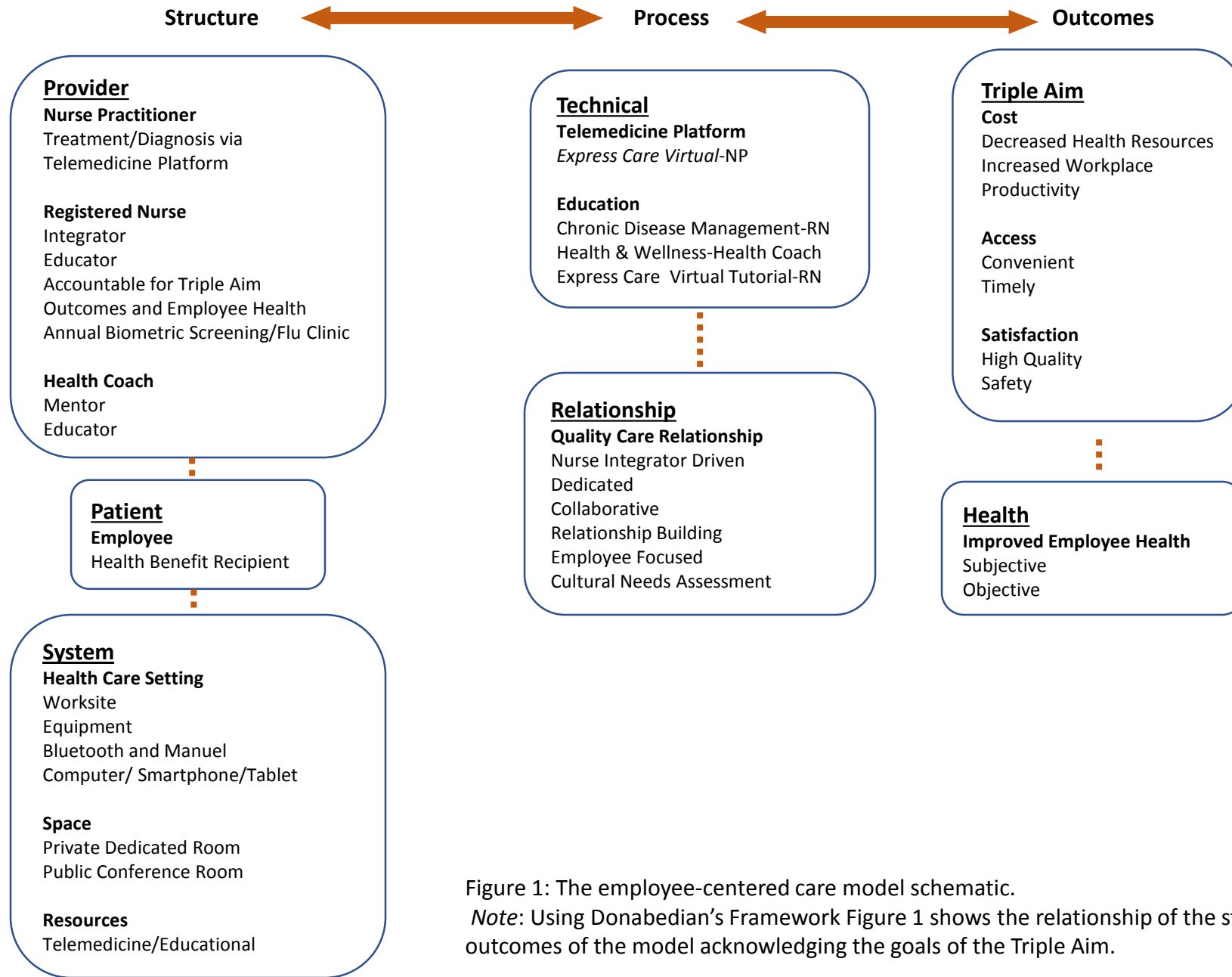


Figure 1: The employee-centered care model schematic.

Note: Using Donabedian's Framework Figure 1 shows the relationship of the structure, process, and outcomes of the model acknowledging the goals of the Triple Aim.

PILOT TRENDS

- Satisfaction
- **Employee**
 - *Express Care Virtual Data Analytics*
 - 90% or greater satisfaction
- Access
- **Employee**
 - 89% would have sought care elsewhere
 - 10% utilization
- Cost
- **Employee**
 - no cost (telemedicine appointment covered by employer)
- **Employer**
 - Total Cost Avoidance: 91%
 - ↓ in corporations 12-month rolling medical claims average

POWER OF PARTNERSHIPS: Disruptive Thinking



POWER OF PARTNERSHIPS

Telemedicine: *Express Care Virtual*

- Virtual, Private, Secure Appointments
- Staffed by Licensed Board Certified Health Professionals: Nurse Practitioners
- Diagnosis And Treatment of Minor Illness and Injury
- Computer, Smartphone, Tablet
- \$49.00 Flat Fee: With or Without Insurance
- 7 days per week 8am-midnight
- Increased Patient Satisfaction
 - 2014
 - 98% Satisfaction Rate
 - 96% = Just as Good, or Better, Than Traditional Visit



Blanchet House Clinic Model

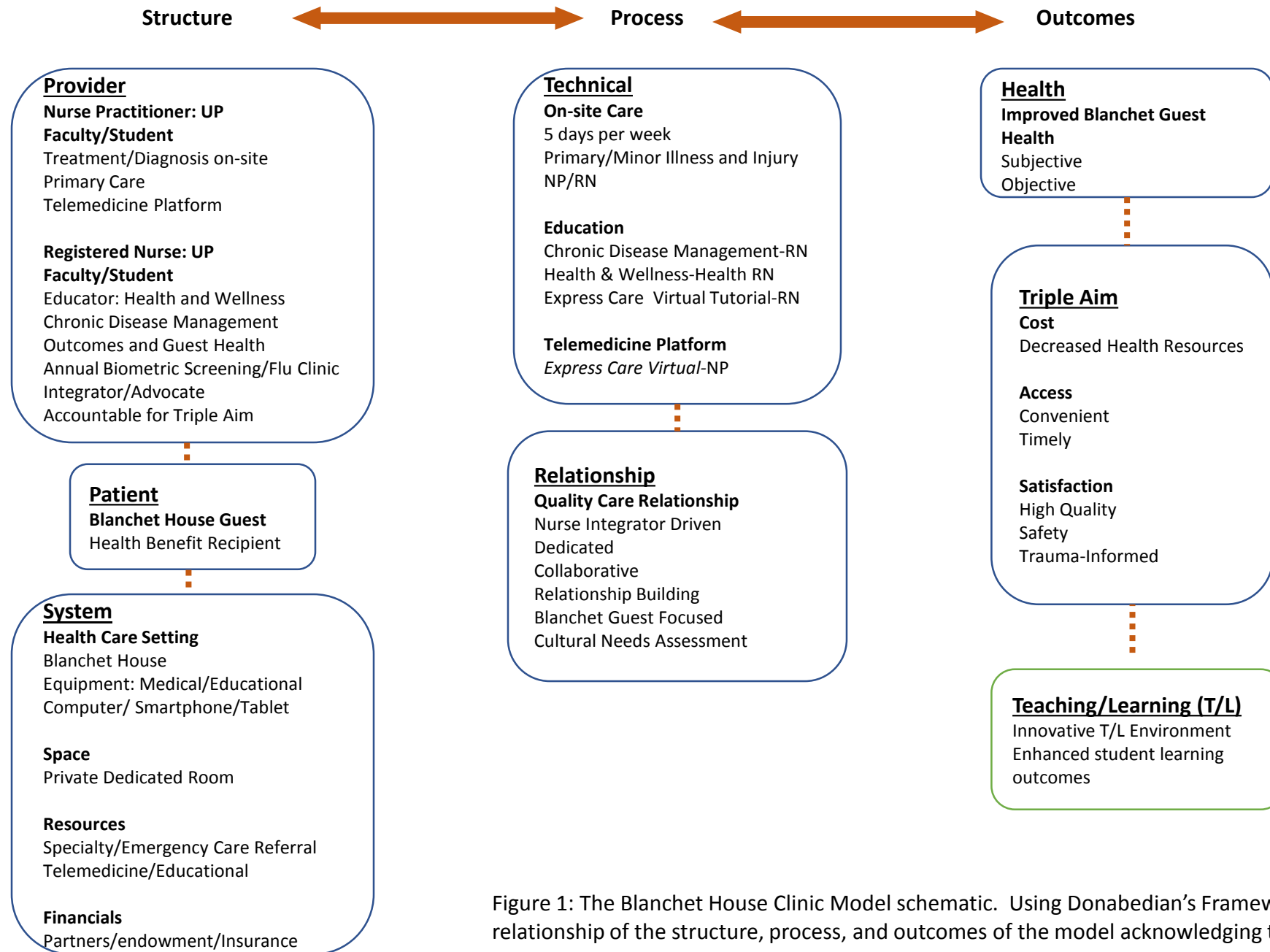


Figure 1: The Blanchet House Clinic Model schematic. Using Donabedian's Framework Figure 1 shows the relationship of the structure, process, and outcomes of the model acknowledging the goals of the Triple Aim.

POWER OF PARTNERSHIPS: The Team



Blanchet House Project Design Team

Operational:

- Define purpose/goals/mission
- Assign and design roles and responsibilities
- Design of clinic model:
structure/process/outcome
- Resources
- Partnerships
- Sustainability

POWER OF PARTNERSHIPS: The Team



Blanchet House Clinic/Guest/Student Design Team

Operational:

- Design of clinic space
- Guest Assessment/Needs
- Educational Needs for UP Students

BLANCHET HOUSE NURSE MANAGED HEALTH CENTER: Pilot Launch

Phase 1

- Acute Care of Minor Illness and Injury via Telemedicine: Providence Express Care Virtual
- University of Portland School of Nursing: Undergraduate Students on-site
- Go Live: **November 1, 2018**

Phase 2

- Primary Care Services via Nurse Practitioner
- University of Portland School of Nursing: Graduate Students on-site
- Go Live: **Winter 2018-2019**



POWER OF PARTNERSHIPS: Disruptive Innovation

3 Goals of Disruptive Innovation

1. Accessible, high quality, cost effective care of vulnerable population
2. Innovative teaching-learning environment
3. Promotion of the nursing profession





**Blanchet
House**

References

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