The Extensivist

A new role for GPs and Physicians

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South Somerset Symphony Vanguard
The Need

• A need for preventative care to avoid admissions
  – Resources, Access, Planning

• A need for seamlessness across the primary – secondary care divide

• A need for discharge to be faster and better
  – care packages, ongoing management

• Loss of the ‘General Physician’
What is an Extensivist?

• A GP or Physician functioning primarily in the community but able to follow their patients into hospital
  – Expertise in managing chronic and acute illness in poly-morbid patients
  – Coordination, Care Planning and Support Systems
  – Knowledge and relationships to access resources
  – Trust
  – Time
  – Team
Complex Care (CC)

Core Care Team
- Hub Team
  - Keyworker
  - Extensivist
  - Care Coordinator

Extended Care Team
- Hospital Specialist
- Mental Health
- Social Care
- Therapies e.g. Physio
- FOPAS (Crisis Support)

Complex, Poly-chronic Patients
- Carer

Care Programmes
- Diabetes
- Respiratory
- CHF
- Dementia
- Other...

Network of Services
- Acute Care
- Advanced Diagnostics
- Community Hospital
- Other services...

Key Elements
- Comprehensive assessment of physical, mental health and social care needs
- Support and coaching for patients and carers
- Co-ordination of integrated pathway
- Routine contact and monitoring of patient’s health and care needs
- Proactive development of personalised health and social care escalation plans
- Rapid crisis response
- Streamlined discharge
Extensivist Training

• 1. Learning by doing – the Complex Care hub in South Somerset
  – currently recruiting more GPs

• 2. Pilot scheme for newly qualified GPs to train as Extensivists
US Extensivist – Outcomes from CareMore
CareMore has substantial impact on patient outcomes

Overall patient outcomes

• Reduced hospital visits\(^1\):
  – 24% lower hospitalisation rate

• Reduced length of stay when admitted:
  – 38% shorter LOS

• Reduced readmissions following discharged:
  – 8% readmission rates in mature areas

Disease specific outcome examples:

• Diabetes:
  – Avg HbA1c 7.01
  – 65% lower amputation rate than Medicare avg

• CHF:
  – 28% fewer admissions
  – 42% fewer bed days

• COPD:
  – 32% fewer admissions
  – 37% fewer bed days

• Mental health
  – One third fewer psychiatric admissions

Source: Interview with Charles Holzner, M.D., Senior Medical Officer, CareMore. Conducted by Adrian Slywotzky and Karl Weber (08/18/2010)
Notes: 1 including A&E attendances, elective and unscheduled care
US Extensivist – Outcomes from Alignment Healthcare
Alignment also has substantial impact on patient outcomes

UK Performance

• Readmission Rate
  ▪ 15%

• Acute Length of Stay
  ▪ 8-11 Days

• Community Hospital Stay
  ▪ 15-30 days

Alignment Health

• Readmission Rate
  ▪ 10%

• Acute Length of Stay
  ▪ 3-4 Days

• Community Hospital Stay
  ▪ 10-12 days

Source: Presentation by Don Furman, MD. Chief Strategy Officer, Alignment Health, Oliver Wyman Conference “GLOBAL INNOVATION IN PATIENT-CENTRIC CARE: LESSONS FOR THE UK” June 10th 2014
Symphony Complex Care Hub – Outcomes from the Hub
Data provided as part of LIG evaluation

Hub Patient Outcomes – Number of Events
April to August 2014 vs. April to August 2015

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Before (April to August 2014)</th>
<th>After (April to August 2015)</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Admissions</td>
<td>30</td>
<td>20</td>
<td>-33%</td>
</tr>
<tr>
<td>A&amp;E Attendances</td>
<td>31</td>
<td>22</td>
<td>-29%</td>
</tr>
<tr>
<td>OP Appointments</td>
<td>199</td>
<td>197</td>
<td>-1%</td>
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</tbody>
</table>

Source: Data collected as part of LIG evaluation – data for April to August 2014 (before) and April to August 2015 (after)

Hub Patient Outcomes – Average Length of Stay (days)
April to August 2014 vs. April to August 2015

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Before (April to August 2014)</th>
<th>After (April to August 2015)</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elective Acute</td>
<td>7</td>
<td>7</td>
<td>0%</td>
</tr>
<tr>
<td>Emergency Acute</td>
<td>10</td>
<td>5</td>
<td>-46%</td>
</tr>
</tbody>
</table>
Symphony Complex Care Hub – Outcomes from the Hub

Patient quotes

Collected by hub staff

“Security blanket, nice to know the voice on the end of the phone, always someone there, Rome wasn’t built in a day but if Debbie was in charge it bloody would have been”

“I could not have managed without the symphony team”

“Thanks to the symphony team they came in and sorted everything out”

Collected through patient and carer survey

“It’s b wonderful the treatment I have received. ThNk you”

“Good to have Symphony”

“The patient is keen to do any volunteering work or keep funds coming in, to keep The Hub going. Their life has improved so much and they feel safe about any hospital admittance or need for help in whatever way, now that The Hub has become involved.”

“Fawonderfulserviceatyeovalhospital”