

## The Extensivist

A new role for GPs and Physicians

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South Somerset Symphony Vanguard

# The Need



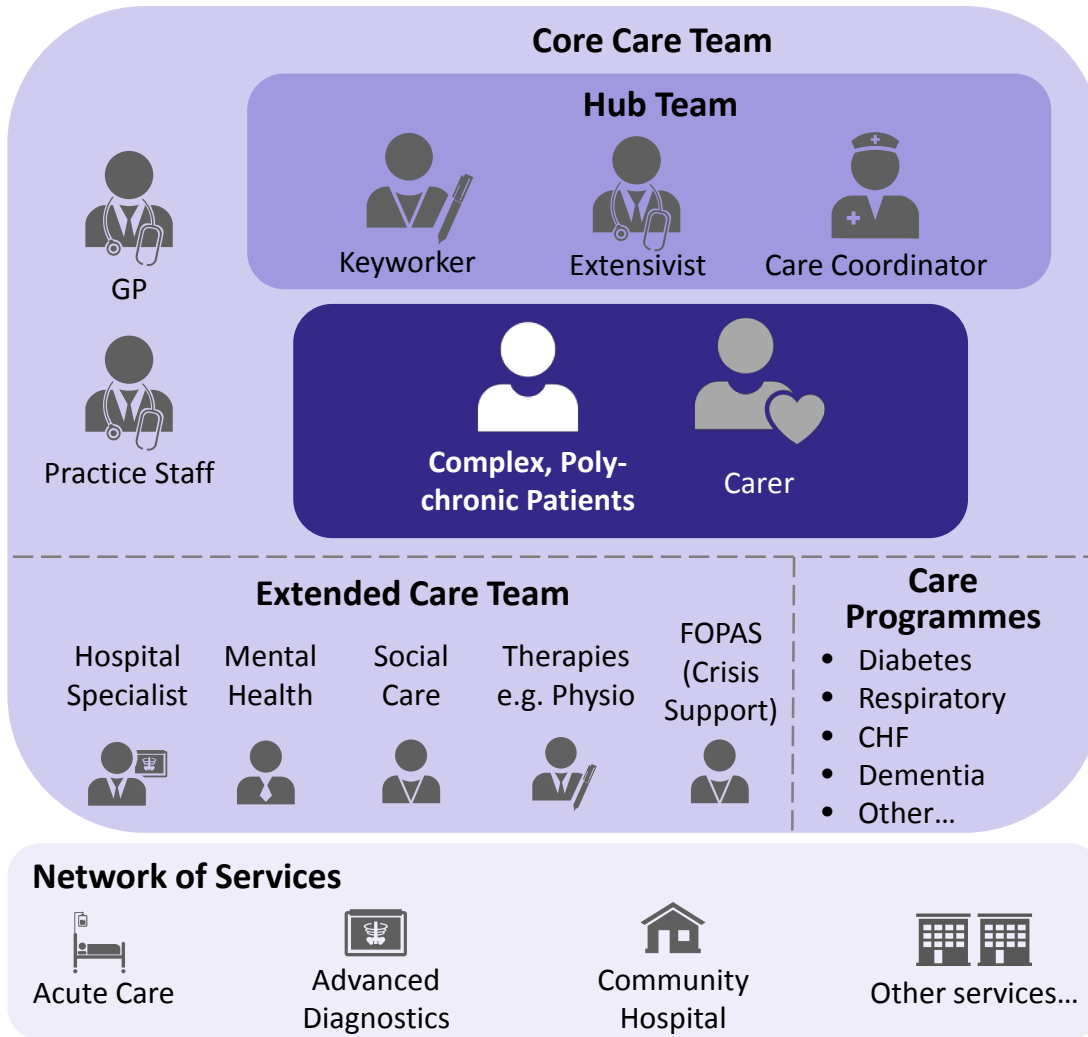
- A need for preventative care to avoid admissions
  - Resources, Access, Planning
- A need for seamlessness across the primary – secondary care divide
- A need for discharge to be faster and better
  - care packages, ongoing management
- Loss of the ‘General Physician’

# 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)



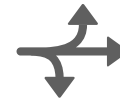
## Key Elements



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<sup>1</sup>:
  - 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**

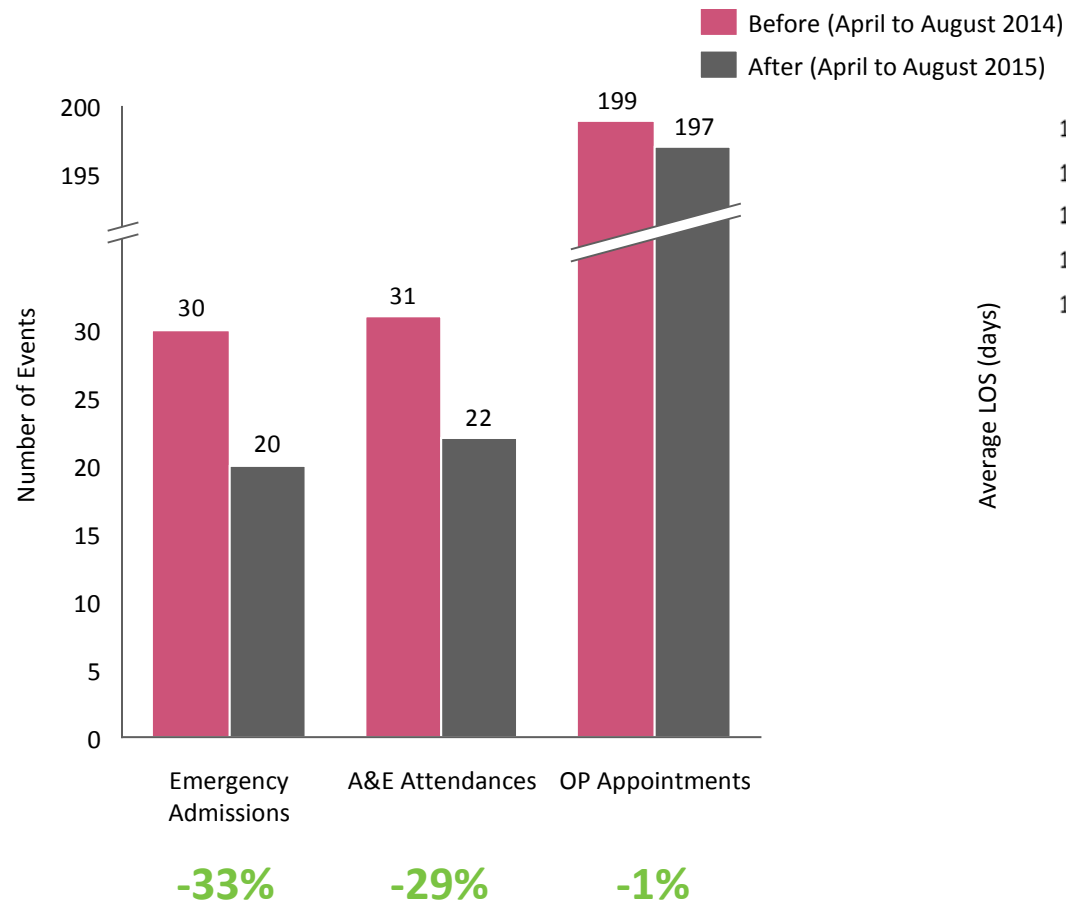
- Readmission Rate
  - 10%
  
- Acute Length of Stay
  - 3-4 Days
  
- Community Hospital Stay
  - 10-12 days

# Symphony Complex Care Hub – Outcomes from the Hub

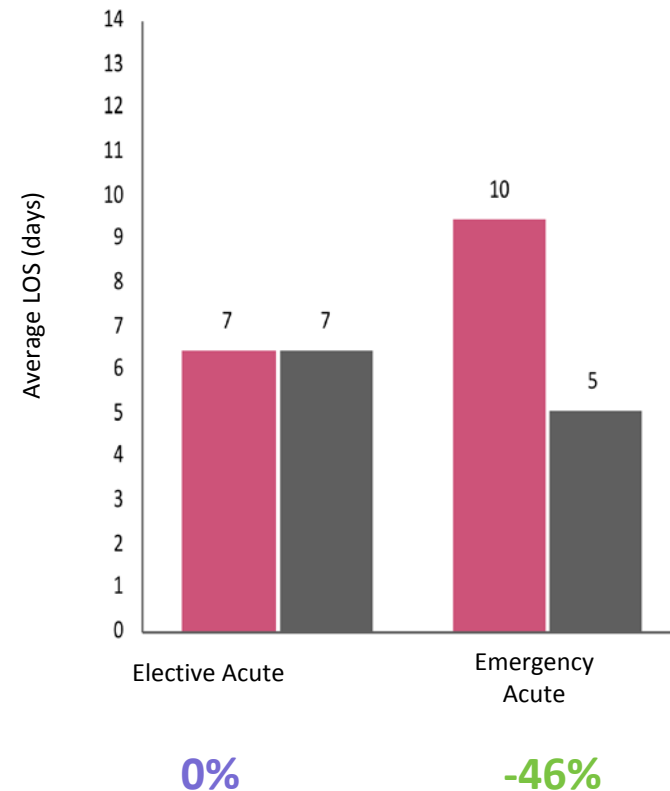
## Data provided as part of LIG evaluation



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



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



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



# Symphony Complex Care Hub – Outcomes from the Hub

## Patient quotes



### Collected by hub staff

*“What I like about you is you know what my problems are and not only that you know who to go to too sort things out”*

*“I could not have managed without the symphony team”*

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

*“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”*

### Collected through patient and carer survey

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

*“Good to have Symphony”*

*“Fawonderfulserviceatyeovilhospital”*

*“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.”*