

Reducing Disparity at the Practice Site – A Physician's perspective

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- ◆ Practice population = 7000 patients
- ◆ Medicaid population = 1500 patients
- ◆ Inner city location - not considered a “physician shortage area”
- ◆ Non-white all minority patient population
- ◆ Patients come to me by word of mouth and a lack of availability of other private practicing physicians

My biggest challenges:

- ◆ Lack of support – community resources, isolation from peer group, lack of involvement in national initiatives, patient outreach
- ◆ Lack of specialists for referrals
- ◆ Patient accountability
- ◆ Restrictive formularies and multiple payers with different plans and payment structures
- ◆ “Mama Drama” – social factors of the patient lifestyle, choices, etc (young pregnancies, gangs,

Benefits of a small practice

- ◆ Benefits:
- ◆ Control – schedule, staffing ratios, clinic flow, employee relationships
- ◆ Investment and involvement
- ◆ Patient relationship tends to be more transformational than transactional

Challenges of a small practice:

- ◆ Challenges:
- ◆ Solo providers fill all roles in office (accountant, inventory clerk, purchasing dept, HR dept)
- ◆ Finding community resources for the patient that are easily accessible
- ◆ Government oversight, regulations, and increasing documentation demands
- ◆ Needs: less legislation that dictates physician responsibility and more legislation that dictates patient accountability

“We have a problem when
I care more about the
health of my patients than
they do.”

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RDPS and practice facilitation

- ◆ Pitch presentation – IFMC and OHCA
- ◆ “Why me?” “Am I in trouble?” “How much is this going to cost?”
- ◆ The buy in =
 - RN consultant in practice – staff training/in-services
 - Partnership with IFMC that will continue
 - Use of technology (CareMeasures)
 - Resources/manpower
 - Redesign of practice flow and delivery system

Championing Practice Facilitation

- ◆ Why did I champion this program?
- ◆ How did practice facilitation go?
- ◆ What was the biggest benefit/challenges?
- ◆ Have you noticed a change in your practice? You? Your staff?
- ◆ Do you feel that it is a start to accomplish some of the bigger challenges/goals of your practice?
- ◆ What have you gained?

Closing the disparity gap:

- ◆ Team approach
- ◆ Transparency and trust
- ◆ Community and patient change to improve patient adherence
- ◆ Use of technology and measurement
- ◆ Partnerships and collaborations
- ◆ Defense vs Offense