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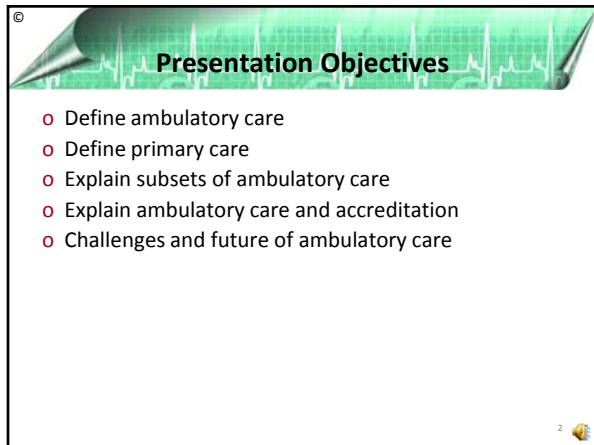
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## What is Ambulatory care?

- Personal health care provided to individuals who are not occupying a bed in a health care institution or in a health facility.
- Ambulatory care vs. primary care
- Follow-up care following inpatient episodes
- A contemporaneous shift to ambulatory care

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## Where is Ambulatory Care Service Provided?

In a variety of settings, including:

- Freestanding provider offices
- Hospital-based clinics
- School-based clinics
- Public health clinics
- Community health centers

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## Ambulatory Care Visits

Number of Ambulatory Care Visits

Age Group	Male	Female
15-24	1.5	3.1
25-44	2.1	3.9
75+	7.5	7.2

Source: Health United States 2000 (1998 data)

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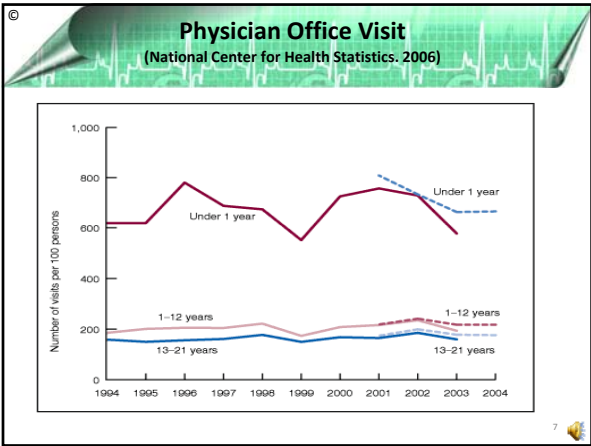
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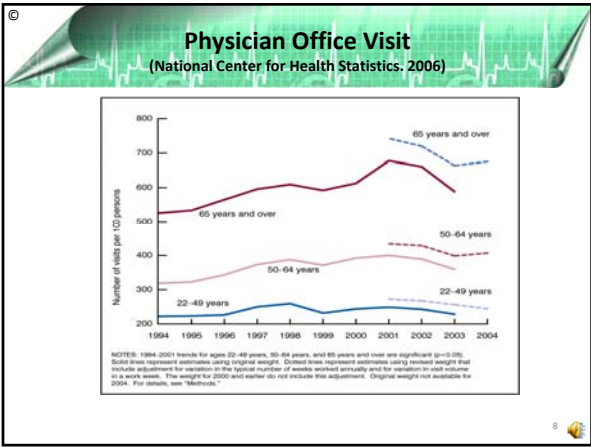
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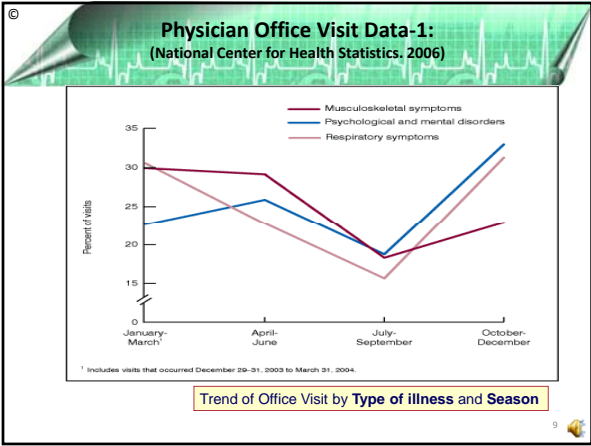
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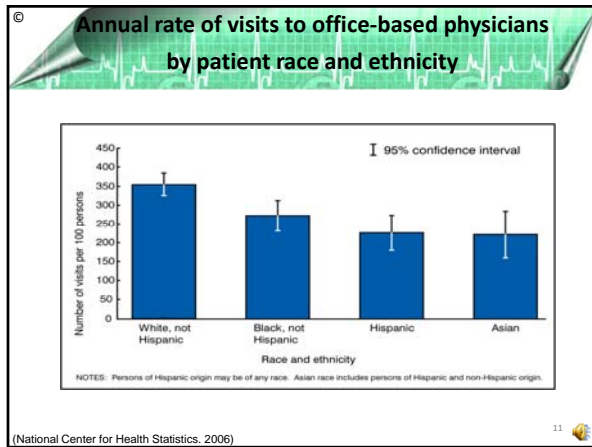
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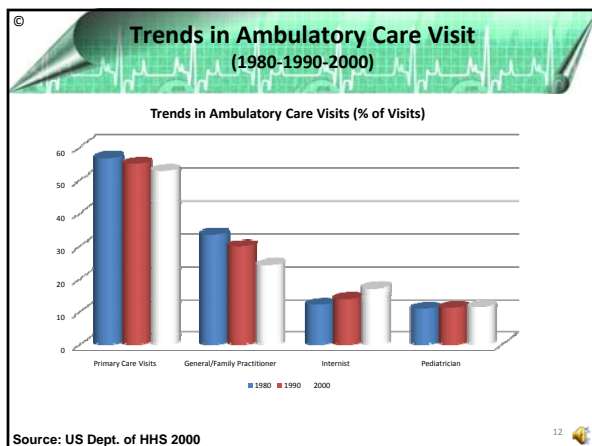
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## Organization of Ambulatory Care Services

- Two major categories
  1. Physicians offices (solo, group, managed care)
  2. Hospital based ambulatory services
    - Clinics
    - Hospital sponsored group practice
    - Health promotion centers
    - Free standing surgical centers
    - Etc...

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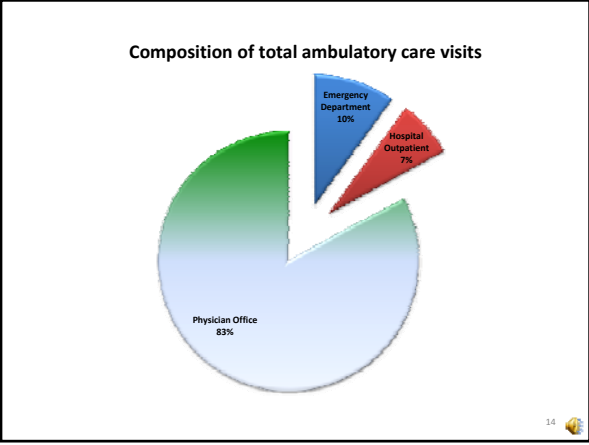
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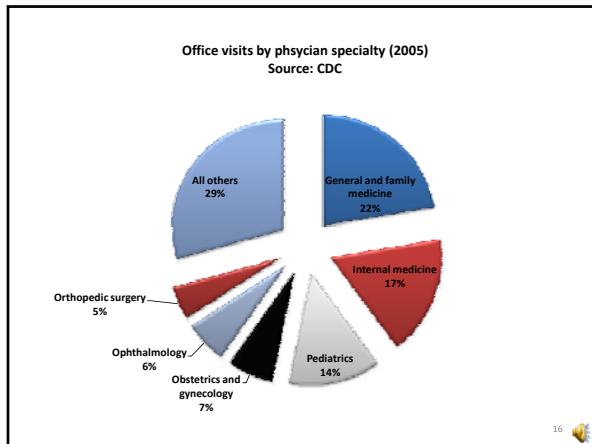
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## Primary Care

- Define ambulatory care
- Define primary care
- Explain subsets of ambulatory care
- Explain ambulatory care and accreditation
- Challenges and future of ambulatory care

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## What is Primary Care?

Primary care is the provision of integrated, accessible health care services by professionals who are accountable for addressing a large majority of personal health care needs, developing a sustained partnership with patients, and practicing in the context of family and community (*Institute of Medicine, 1999*)

- Keywords
  - Community
  - Sustained partnership

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### Primary Care Providers

- The providers of Primary Care fall into four major disciplines:
  - ❑ Physicians
  - ❑ Nurse Practitioners (NP)
  - ❑ Midwives
  - ❑ Physician Assistants (PAs)

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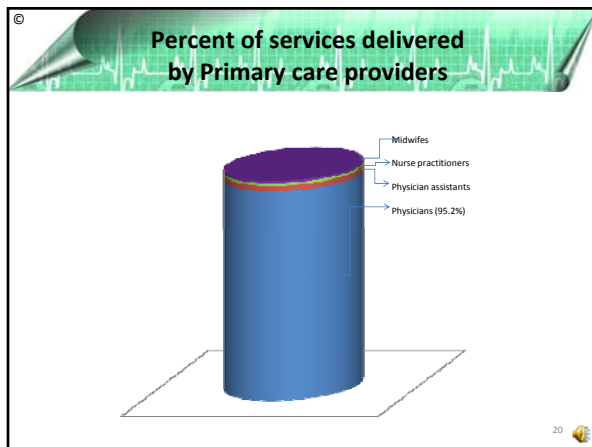
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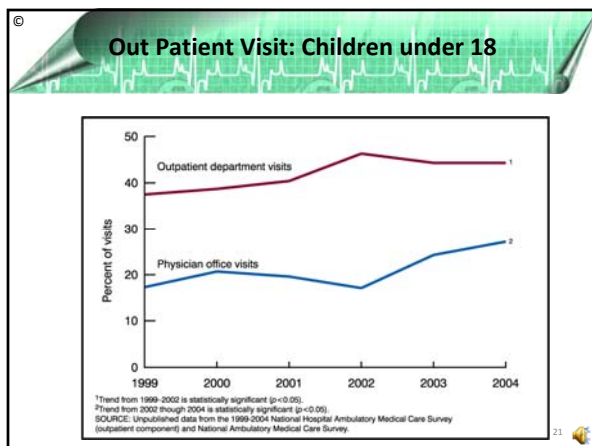
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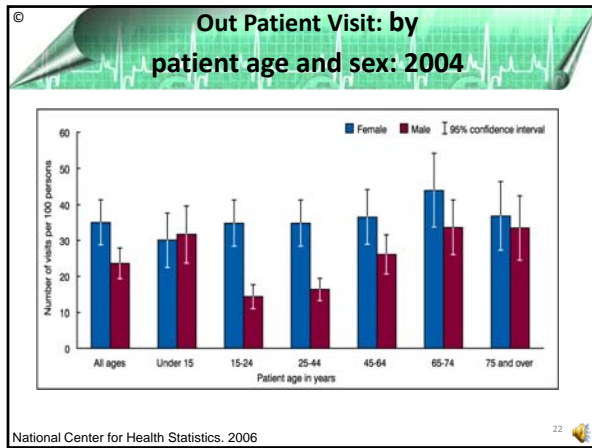
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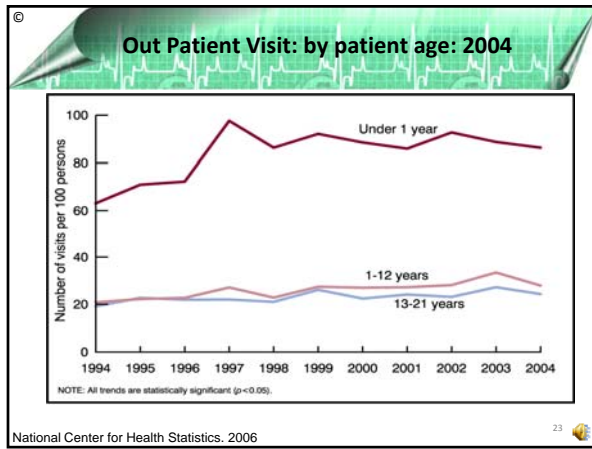
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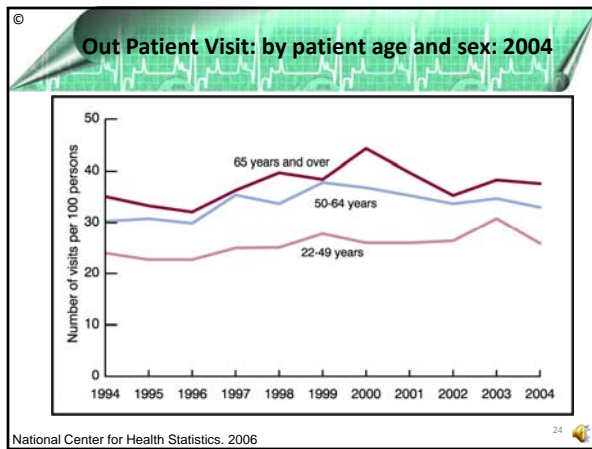
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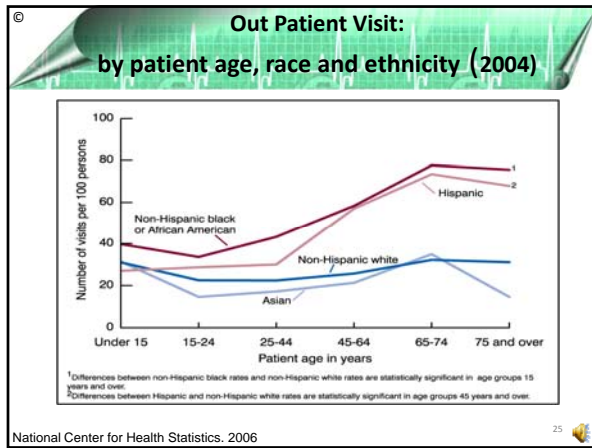
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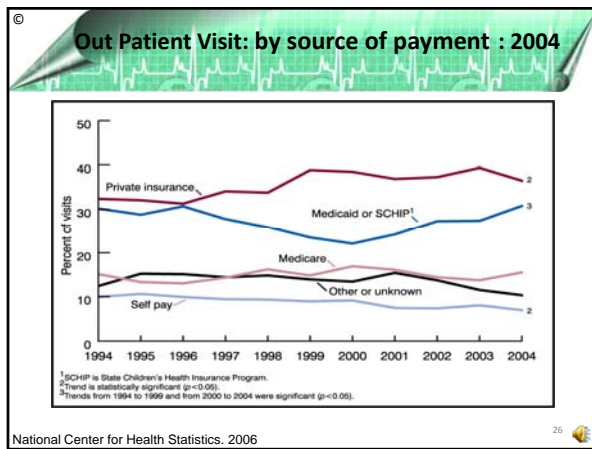
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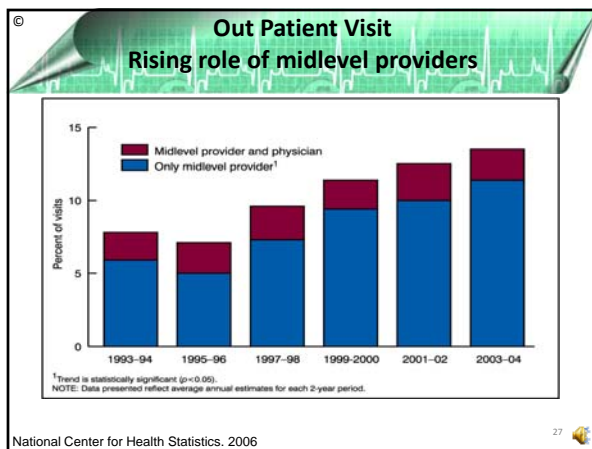
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## Subsets of Ambulatory Care

- Define ambulatory care
- Define primary care
- Explain subsets of ambulatory care
- Explain ambulatory care and accreditation
- Challenges and future of ambulatory care

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## 1. Emergency Care

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## Emergency Care Service

- Definition:
  - inpatient and outpatient services needed to evaluate or stabilize an emergency medical condition
    - An emergency medical condition: one that manifests itself by acute symptoms of sufficient severity

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## The U.S. Emergency System

- 911 Response System
- Hospital based emergency services
  - Different levels of trauma hospitals
  - 24/7 capability
  - Over 92.6% of hospitals have an ED
    - Treatment for acutely ill, injured, walk ins
    - Evaluation prior to admission
    - Volume: approximately 100 million

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## Emergency care (contd.)

- Categories of patients entering through the ER
  1. **Emergent:** Patient should be seen in less than 15 minutes.
  2. **Urgent:** Patient should be seen within 15-60 minutes.
  3. **Semi-urgent:** Patient should be seen within 1-2 hours
  4. **Non-urgent:** Patient should be seen within 24 hours.

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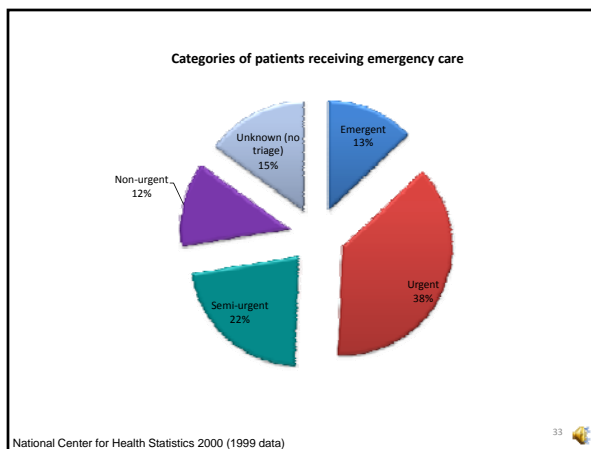
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© Relevant Developments  
Emergency Care

- Walk-in units to relieve the volume of emergency services
- Financial pressure to divert non-urgent patients
- Pre-emergency department care

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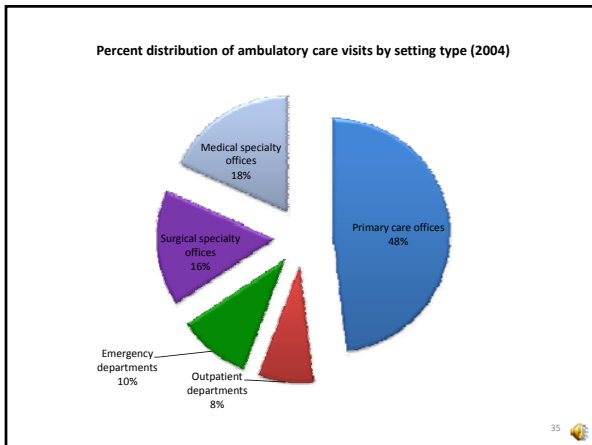
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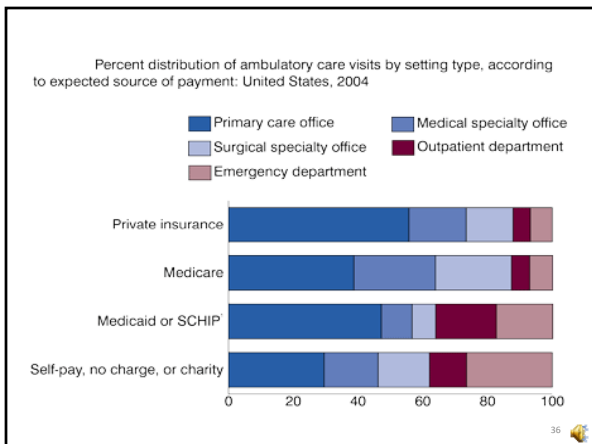
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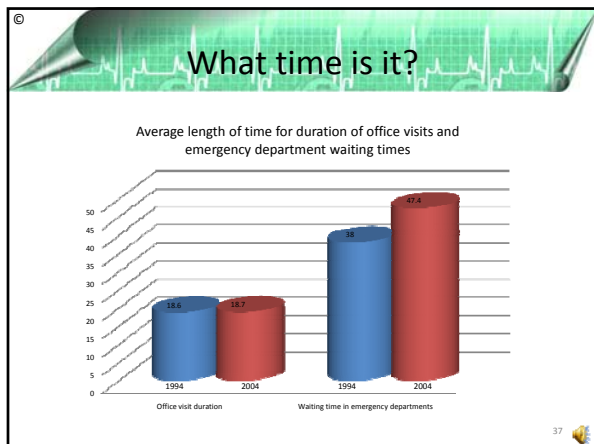
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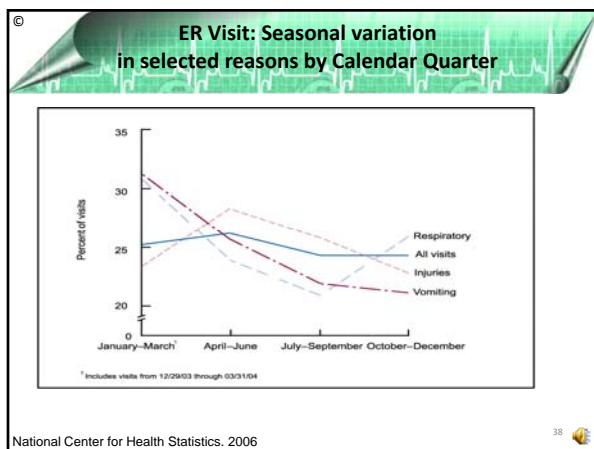
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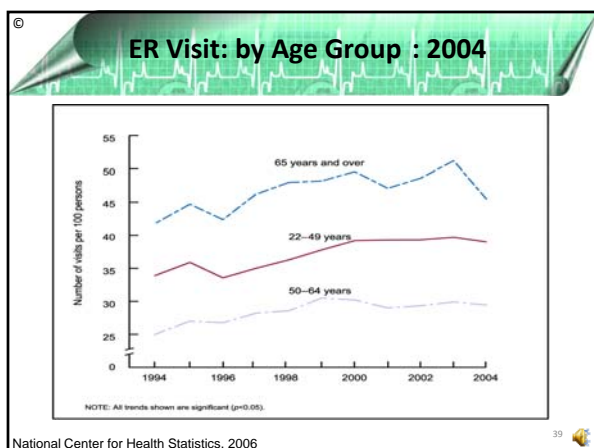
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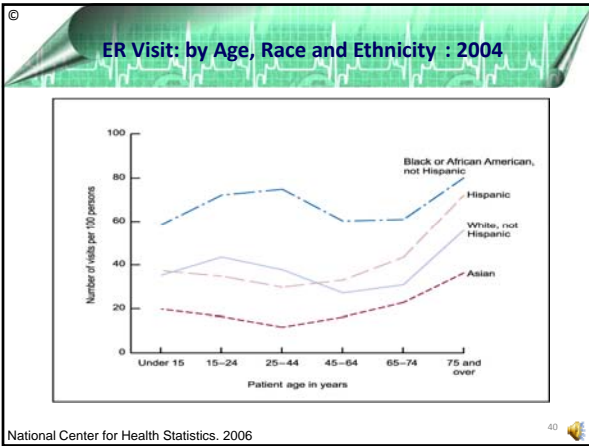
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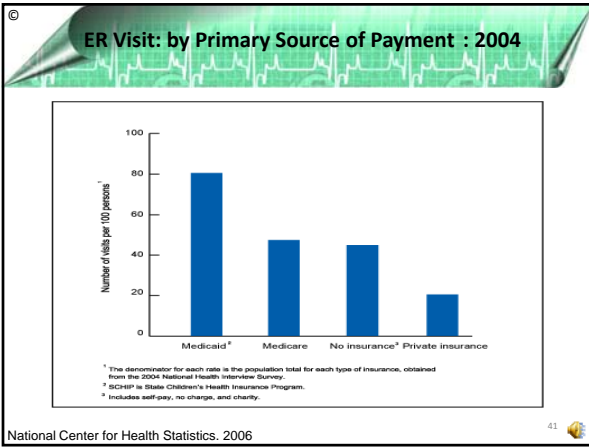
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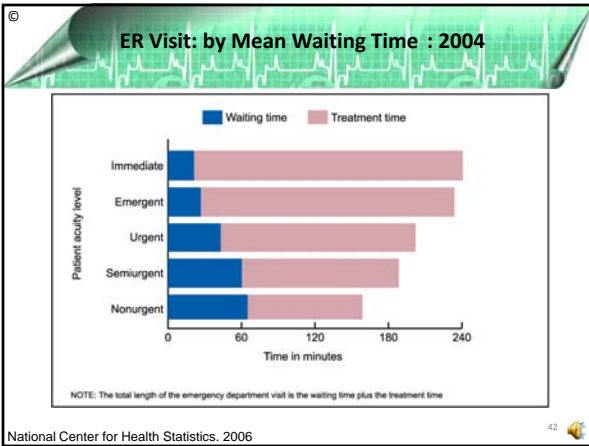
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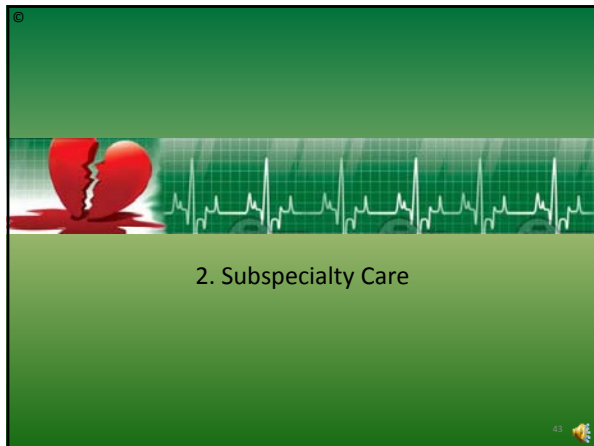
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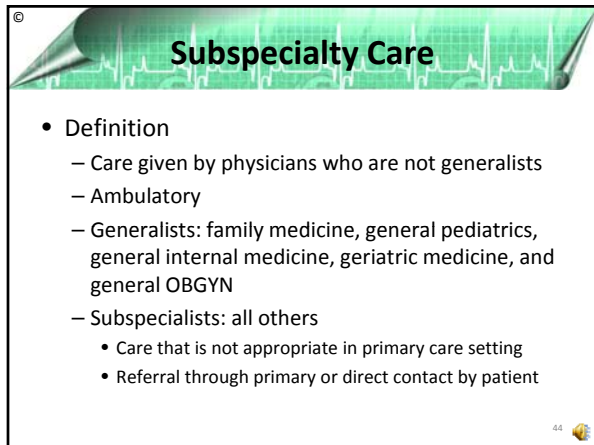
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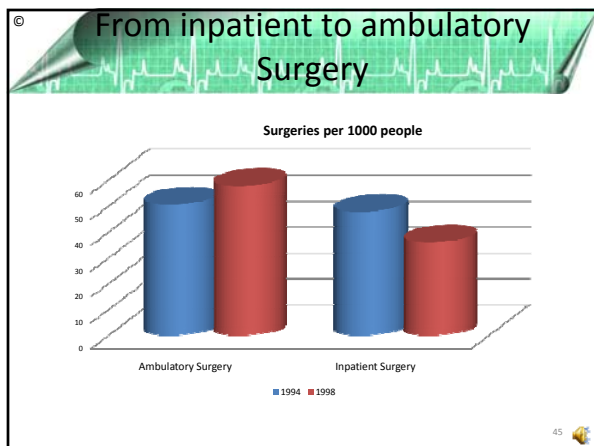
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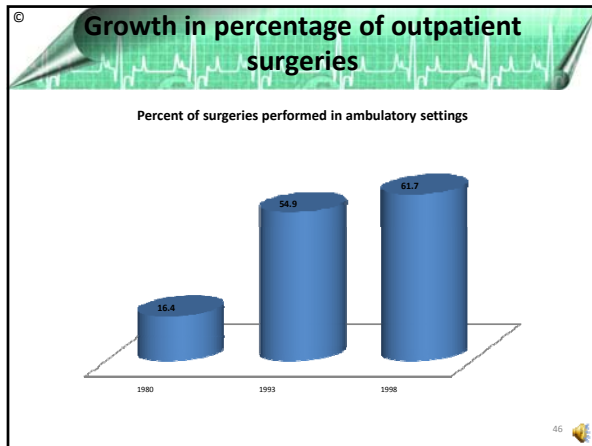
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© **Home Health Care**

- What is it?
  - A wide variety of care services provided or delivered to the patient’s home
  - Typically ordered by a physician and medically necessary
  - Per visit versus per hour
  - Who gets it?

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© It can be high tech...

- Infusion Therapy (IV/pumps)
- Home Uterine Monitoring
- Ventilator Management
- Heparin Therapy (anti-coagulant)
- Chemotherapy
- Compounding of Drugs
- Diagnostic Services, Lab/x-ray

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© **Skilled Professional home health agency services include:**

- Nursing provided by a registered nurse (RN), nurse practitioner (NP), or a licensed practical nurse (LPN).
- Physical Therapy
- Occupational Therapy
- Speech Therapy
- Medical Social Work
- Respiratory Therapy

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© **It can also be not-so-high skilled labor**

**Paraprofessional home health agency services include:**

- Home Health Aides
- Personal Care Assistants
- Physical Therapy Assistants
- Certified Occupational Therapy Assistants (COTA)

**Custodial home care services include:**

- Homemaker and housekeeping
- Companions
- Private duty help
- Live-in services
- Hourly or shift coverage

Mostly for aged population and in recovery/rehab phases from major procedures

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## Home Medical Equipment

**Home Medical Equipment** services include providing durable medical equipment, such as:

- Artificial limbs
- Prosthetics
- Beds
- Braces
- Canes
- Crutches
- Wheelchairs
- Commodes
- Respiratory equipment (concentrators)
- Oxygen

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## An Example: Hospice Care

- Hospice care at home is often preferred by patients:
  - Psychologically better
  - Emotionally better
  - Spiritually better
- Palliative care, pain management, physician services, etc...

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## 4. Complementary & Alternative Medical Care

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© **What is complementary and alternative medical care?**

- In 1992, Congress established the Office of Alternative Medicine (OAM)
  - Determine effectiveness of alternative medical care
- National Center for Complementary and Alternative Medicine (NCCAM)
  - *“those treatments and healthcare practices not taught widely in medical schools, not generally used in hospitals, and not usually reimbursed by medical insurance companies”*

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© **Types of CAM practices with examples**

1. Alternative Medical systems – Ayurveda, homeopathy, naturopathy
2. Mind-Body Interventions – use of hypnosis, dance, music, art therapy, prayer and mental healing
3. Biological-Based Therapies – herbal, special dietary
4. Manipulative and Body-Based Methods – chiropractic, some osteopathic and massage therapy
5. Energy Therapies - magnetic, bio-electro-magnetic, therapeutic touch etc.

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© **Utilization in the U.S.**

- Estimated 629 million visits to CAM providers in 1997
- South Carolina study:
  - 44% of adults had used CAM
  - 60% perceived CAM as very effective
- Physicians were unaware of CAM use in 75% of their patients

(Source: Oldendick, Coker, Wieland, et al 2000; Southern Medical Journal, 93, 375-3810)

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## Accreditation

- Define ambulatory care
- Define primary care
- Explain subsets of ambulatory care
- Explain ambulatory care and accreditation
- Challenges and future of ambulatory care

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## Accreditation Ambulatory Care

- JCAHO established the Ambulatory Health Care accreditation program in 1975
- Ambulatory care facilities covered include
  - Ambulatory surgery centers, Community health centers, Group medical practices, Indian health clinics, Military clinics, Mobile services, Multispecialty group practices, Occupational health centers, Office-based surgery offices, Physician offices, Prison health centers, Student health services

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## JCAHO

- A note on JCAHO and its surveyors
  - Not-for-profit
  - Highly experienced
  - Strong educational background
- An organization may be accredited as follows:
  - Accreditation with Full Standards Compliance
  - Accreditation with Requirements for Improvement
  - Provisional Accreditation
  - Conditional Accreditation
  - Preliminary Denial of Accreditation
  - Accreditation Denied
  - Accreditation Watch
  - Accreditation with Commendation

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© Accreditation vs. Licensure or Certification

	Accreditation Surveys	State Surveys
<b>Purpose</b>	Performance improvement; deemed status in some states	licensure and/or Medicare/Medicaid provider certification
<b>Oversight</b>	private, NFP company	governmental entity
<b>Compliance</b>	voluntary	mandatory
<b>Emphasis</b>	evaluation	inspection
<b>Frequency</b>	triennial	annual
<b>Notice</b>	announced	unannounced
<b>Funding</b>	provider fees	tax dollars or fees
<b>Focus</b>	What is the organization doing right? How can it improve?	What is the organization doing wrong?
<b>Findings</b>	recommendations for improvement	citations
<b>Award</b>	accreditation	licensure or certification

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- © Example list of ambulatory care organizations that seek accreditation  
(Source: NCCAM)
- Birthing centers
  - Cardiac catheterization centers
  - Dental clinics
  - Dialysis centers
  - Endoscopy centers
  - Imaging centers
  - Infusion therapy services
  - Laser centers
  - Lithotripsy services
  - MRI centers
  - Ophthalmology practices
  - Oral and maxillofacial surgery centers
  - Pain management centers
  - Plastic surgery centers
  - Podiatric clinics
  - Radiation/oncology clinics
  - Rehabilitation centers
  - Sleep centers
  - Urgent/emergency care centers
  - Women's health centers
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- © Challenges
- Define ambulatory care
  - Define primary care
  - Explain subsets of ambulatory care
  - Explain ambulatory care and accreditation
  - Challenges and future of ambulatory care
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## Current Issues in Ambulatory care

- 1. Access to care :** factors are
  - Limited or no insurance coverage
  - Geographical location
  - Language barrier
  - Cultural barrier etc.
- 2. Cost Containment:** factors are
  - Increasing cost of drugs
  - Cost of new technologies
- 3. Quality Improvement:** factors are
  - Under-use of known treatments that can improve health
  - Over-use of treatment with no positive impact on health
  - Misuse of treatment
  - Economic condition

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## The Challenges Restated

Today's health care environment is changing rapidly, and ambulatory care providers are experiencing new competitive pressures in the health care marketplace.

Providing high-quality care to patients and continually improving performance are benchmarks of success, but it is increasingly important to demonstrate quality of care to payers, regulatory agencies, and managed care organizations.

A growing number of ambulatory care organizations seek Joint Commission accreditation because they want to be represented nationally as high-quality patient care providers.

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## Data for the interested

**Useful Website for Ambulatory Care Data**

<http://www.cdc.gov/nchs/about/major/ahcd/ahcd1.htm>

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