

(16)

# PARTNERS IN YOUR HEALTH



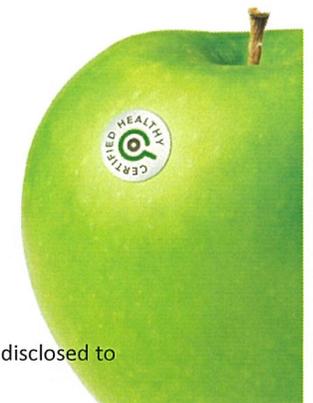
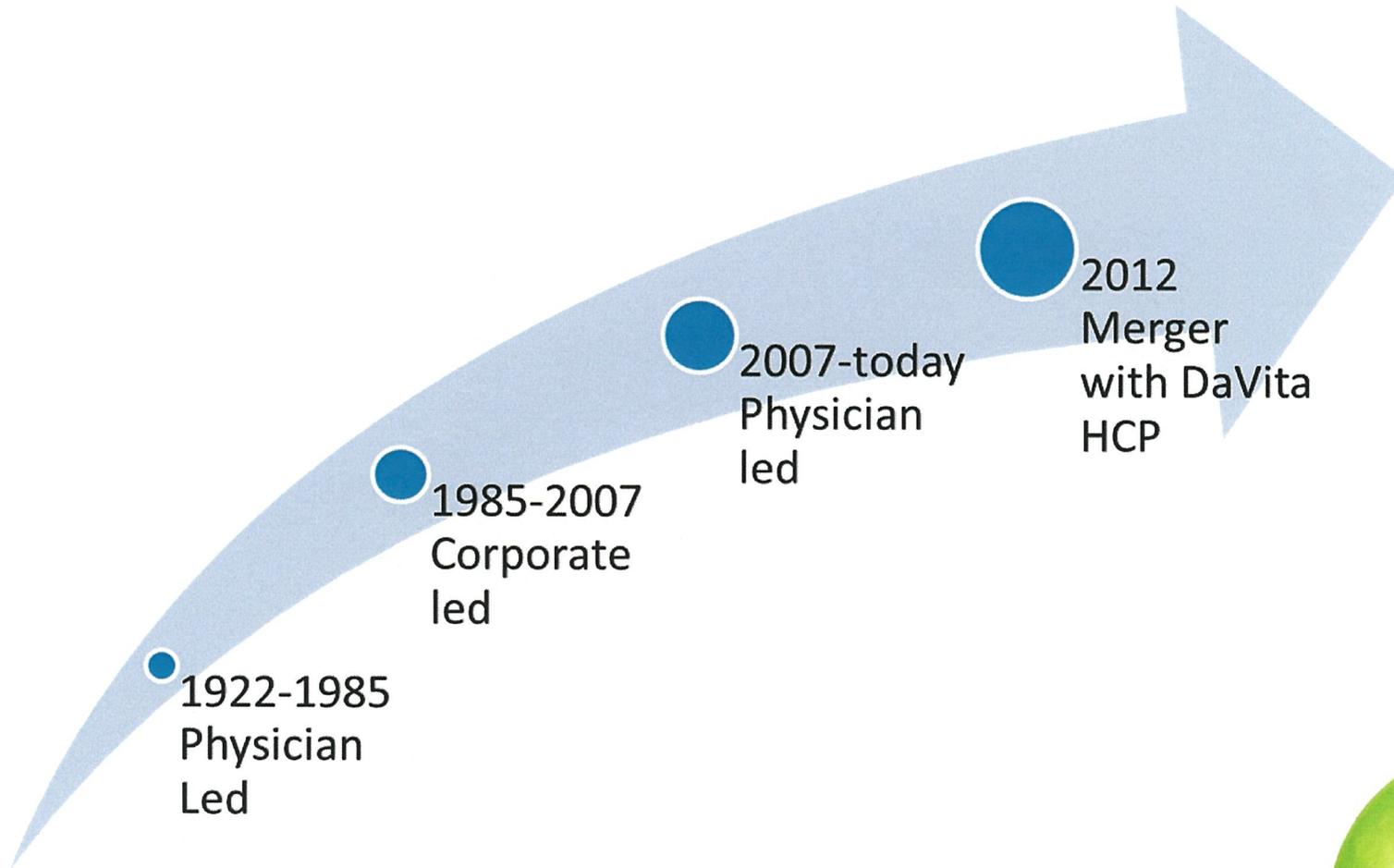
ABQ  
Health Partners™

***Change is good.  
Healthy change is better.***



# Brief History

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# ABQ Health Partners

## our core competencies

adaptability

communication

contributing  
to team success

customer  
focus

continuous  
improvement

professionalism



**COMPETENT TO THE CORE**  
DELIVERING A HIGHER LEVEL OF CARE

# Who we are...

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## Service is our backbone!

- We are a physician led medical group.
- More than 250 providers.
- 19 locations in Albuquerque and Rio Rancho.
- 3 Urgent Care Centers.
- 43 specialties.
- We offer ambassador/concierge programs and on-site wellness clinics, as well as other customized programs for employer groups based on their needs.

**The right care at the right time, every time.**



# TOTAL CARE MODEL

- Physician led, patient driven – catering around patients' needs.
- Team approach - network of nurses, specialists, case managers, diagnostic team members and others, all working in sync to help our patients stay healthy. *BOTTOM LINE – Follow up!*
- Total Care is a patient-centered comprehensive model designed to help carefully manage our patients' health.
- Proven to increase quality outcomes and patient satisfaction while still reducing healthcare costs.
- Cost savings come from healthy patients, not vice-versa.



# Care Management

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**Care Management** is a part of ABQ Health Partners' Total Care Model.

Through a support team, patients that need it learn about their medical conditions and are taught self-care skills. As a result, patients' health improves, along with their quality of life.

## Who needs Care Management ?

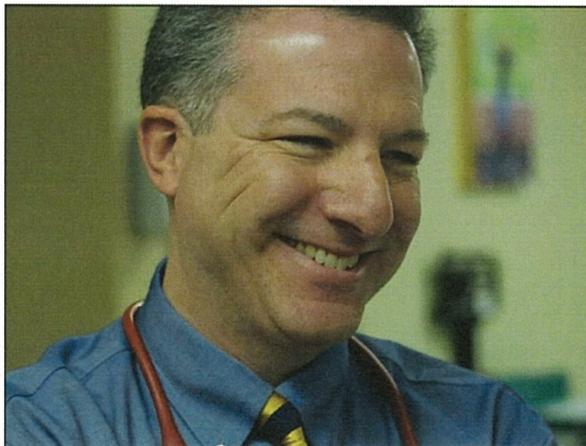
- If you need help managing a chronic disease
- If you have complex medical needs or require multiple services
- If you need help after leaving the hospital
- If you have had multiple hospital admissions

## Some of these benefits include:

- Direct access to patients' Case Manager
- Coordination of medical appointments
- Help accessing community resources
- Help when going home from the hospital
- Improving patients' ability to care for themselves
- Learning about a specific disease processes



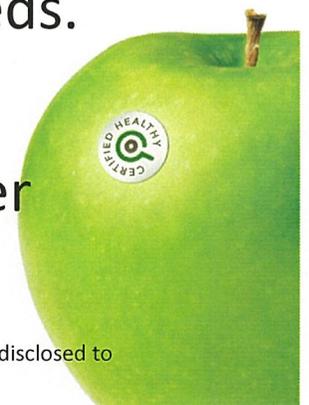
# Your doctor will see you now



- Electronic Health Record.
- Same-day appointments.
- Advanced Access, customization to meet the patient's needs.
- Early appointments available through Adult Medicine.
- Ambulatory Surgery Centers for outpatient surgeries rather than hospital based.

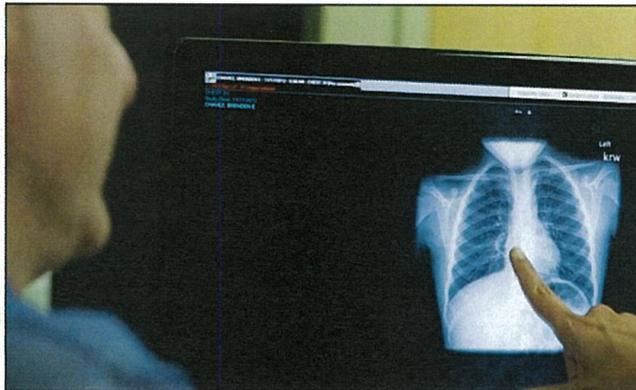
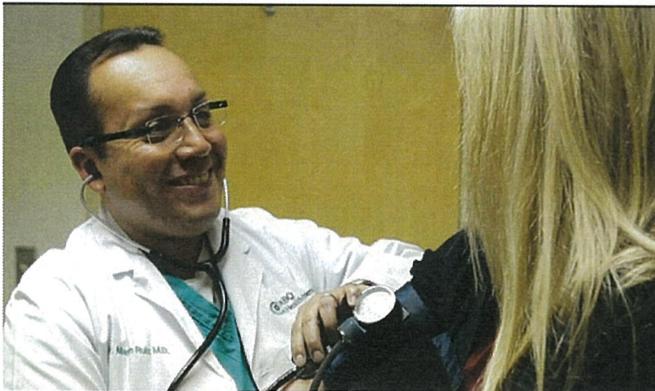


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# URGENCIES

shouldn't become emergencies



- Extended and Expanded Urgent Care (UC) hours.
- Educating patients on UC - ANYTHING non- life threatening.
- UC - Looking to continue to expand our hours and what we can offer patients.
- Hospitalist Coordination.
- Working on a 24-7 nurse line.
- Diabetes Education – Nationally renowned Diabetes Educators with ADA leadership.



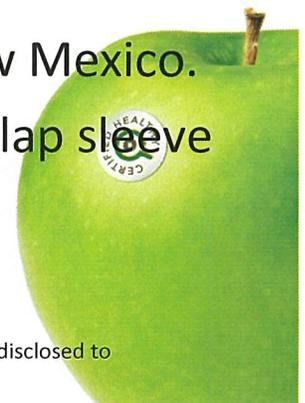
# Your midwife will see you now



- Midwives – one of the only groups offering 24/7 care.
- Pediatrics – offering no-cost consultations to expecting parents.
- Mohs Surgeon – one of only a handful that is fellowship trained in New Mexico.
- Bariatrics – New! Only group offering all three procedures - lap band, lap sleeve and gastric bypass and only Fellowship Certified surgeon in the state.
- Patient Portal Coming Soon!



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# Through The Patients' Eyes

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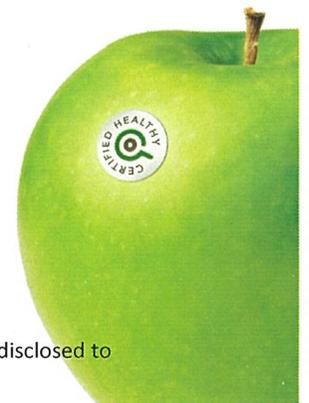
- Saves you trips; saves you time.
- Coordinates your treatments.
- Gets you healthy; keeps you healthy.
- Gets the care you need, when you need it.
- Minimizes exposure to environmental risks (outpatient procedures, home recovery).
- Minds the whole you – preventative health and care management.
- Saves you money.



# Through the Employers' Eyes

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- Higher Primary Care doctors utilization means lower Hospital utilization and cost savings.
- Less employee absences with advanced access & early/late appointments and keeping them healthy overall.
- Offers customized programs to employer groups such as a Ambassador Service or on-site clinics.
- Total Care results in cost savings!



# QUESTIONS??

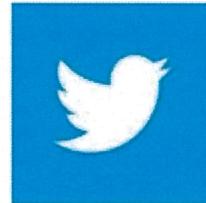
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## THANK YOU.

**You** 



*Pinterest*

