



**MAVEN PROJECT**  
Medical Alumni Volunteer Expert Network

# **Increasing Access for the Underserved**

**The Academy at Johns Hopkins**

April 17, 2019



# OUR SHARED CHALLENGE



**20 YEAR GAP**  
in life expectancy  
between wealthy and  
poor



**35 MILLION**  
uninsured in the U.S.



**70 MILLION**  
on Medicaid in the U.S.



**62 MILLION**  
lack access to physicians  
due to local shortages

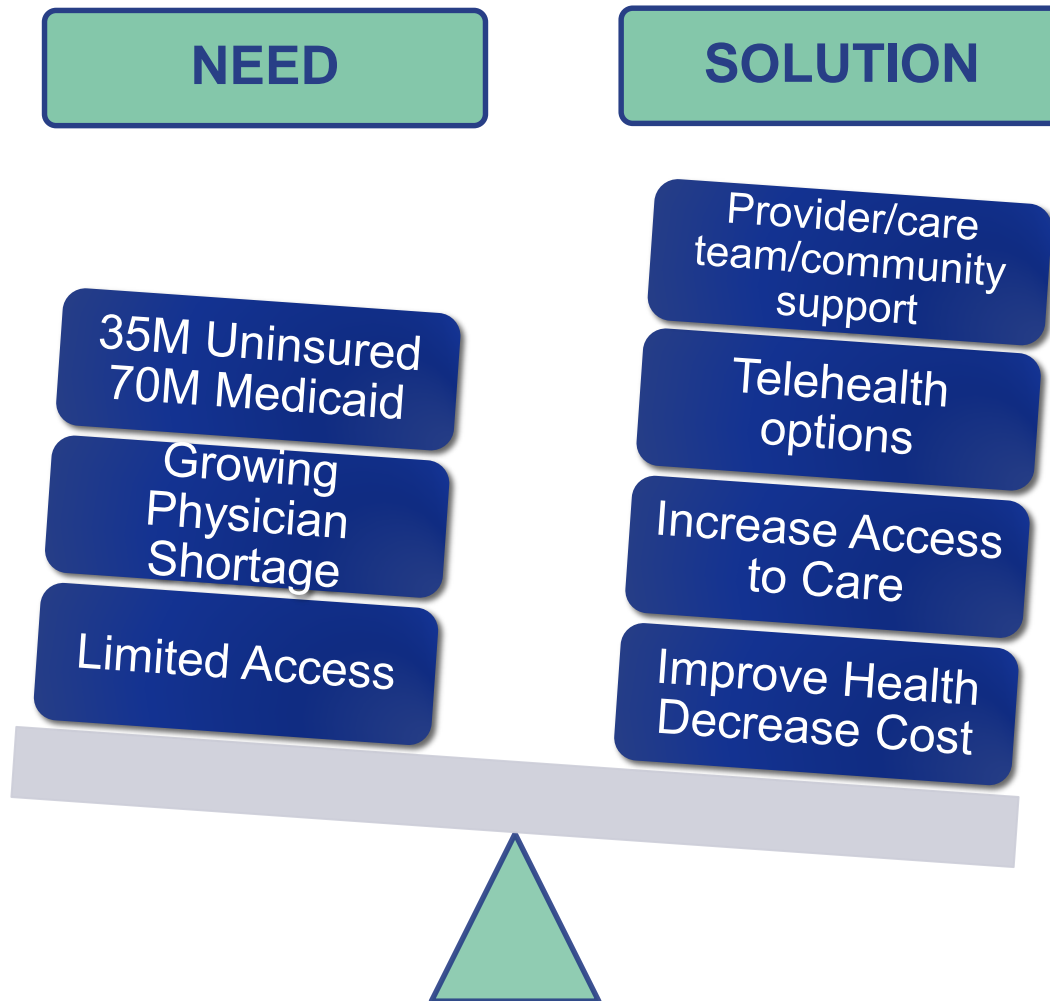


**22+ MILLION**  
seek care at  
community clinics



# OUR HISTORY

*Bringing together our nation's medical school alumni to address the clinical needs of communities with limited access to clinical expertise via telehealth.*



**Dr. Laurie Green**  
MAVEN Project Founder  
Former President,  
HMS Alumni Association



# THE MAVEN PROJECT

## OUR MISSION

*The MAVEN Project leverages engaged, highly qualified volunteer physicians to provide medical expertise, collaboration, and professional support to clinicians serving medically vulnerable communities.*

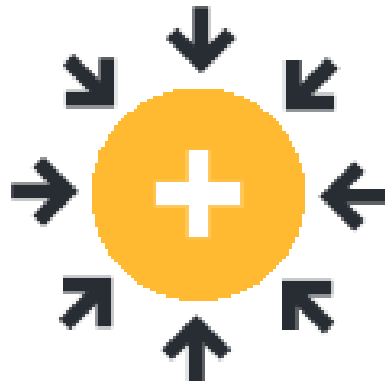


# OUR SOLUTION

*The MAVEN Project is a 501(c)3 nonprofit that links expert volunteer physicians to underserved communities via telehealth*



***Provider Satisfaction***



***Increase access to care***



***Improve health outcomes***



***Avoidance of cost***



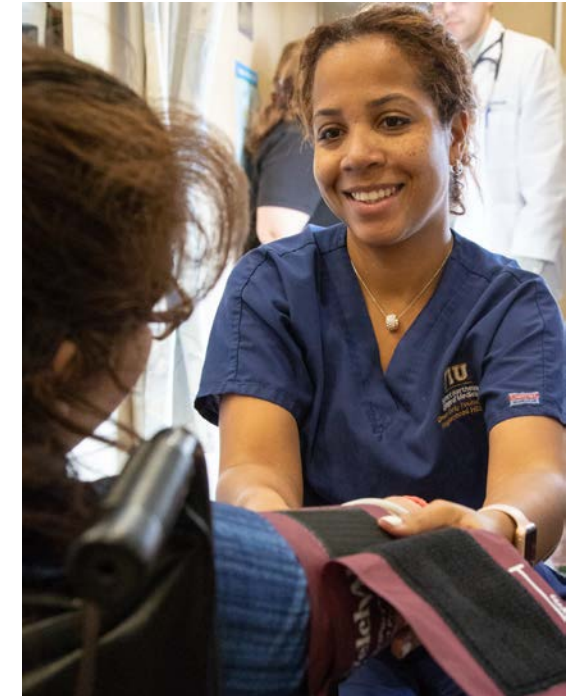
# Clinic Partners in 8 States

- California (7)
- Florida (8)
- Massachusetts (12)
- New York (3)
- Pennsylvania (1)
- South Carolina (1)
- South Dakota (1)
- Washington (15)



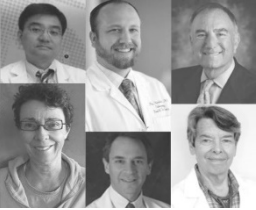


# PHOTOS FROM MIAMI CLINIC PARTNERS





# OUR EXPERT PHYSICIAN VOLUNTEERS



## WHO?

- Primary care and specialists
- Recently retired, semi-retired, full-time, in industry
- Average 20 yrs practice experience
- Good standing, trained at accredited U.S. medical school and/or training program
- Culturally sensitive
- Volunteer min of 4+ hrs/mo x 6 mos



## WHY?

- Maintain identity and purpose while serving the neediest in our society
- Join a community of physicians and begin relationship with clinic staff
- Convenient, curated opportunity to share knowledge, extend career





# SPECIALTIES AVAILABLE

ADULT		PEDIATRICS	PRIMARY CARE
Addiction Medicine	Oncology	Adolescent Medicine	Family Practice
Cardiology	Ophthalmology	Endocrinology	Internal Medicine
Dermatology	Orthopedics	Gastroenterology	Pediatrics
Endocrinology	Otolaryngology	Hematology	Urgent Care/Emergency Medicine
Gastroenterology	Pain Management	Neurology	
Genetics	Palliative Care	Oncology	
Geriatrics	Psychiatry	Psychiatry	
Gynecology	Pulmonary	Urology	
Hematology	Rheumatology		
HIV/AIDS	Surgery		
Infectious Disease	Urology		
Lipidology			
Nephrology			
Neurology			



# Bay Area Physician Volunteers





# THE MAVEN PROJECT: OUR APPROACH

*The MAVEN Project is focused on providing the following three service offerings:*

## Advisory Consults

Provider to provider consults on one or more de-identified cases. Scheduled, “available now” or eConsults

## Educational Sessions

Practical, clinical care-based; high demand topics followed by rich Q&A

## Mentoring

One-on-one, regularly scheduled sessions between PCP and physician volunteer



# ADVISORY CONSULTS

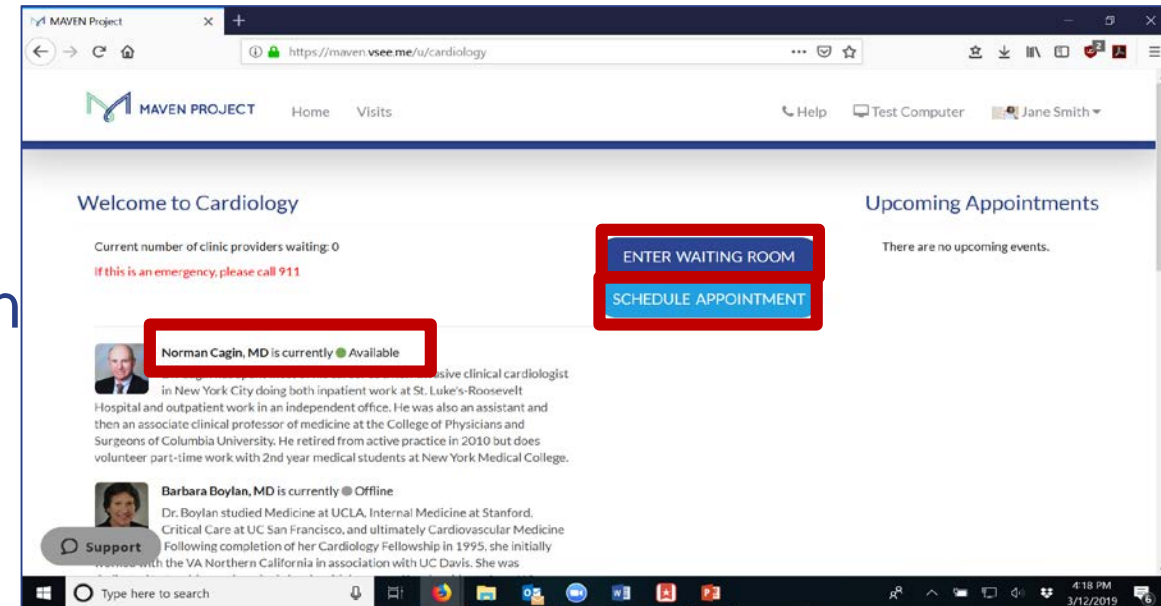
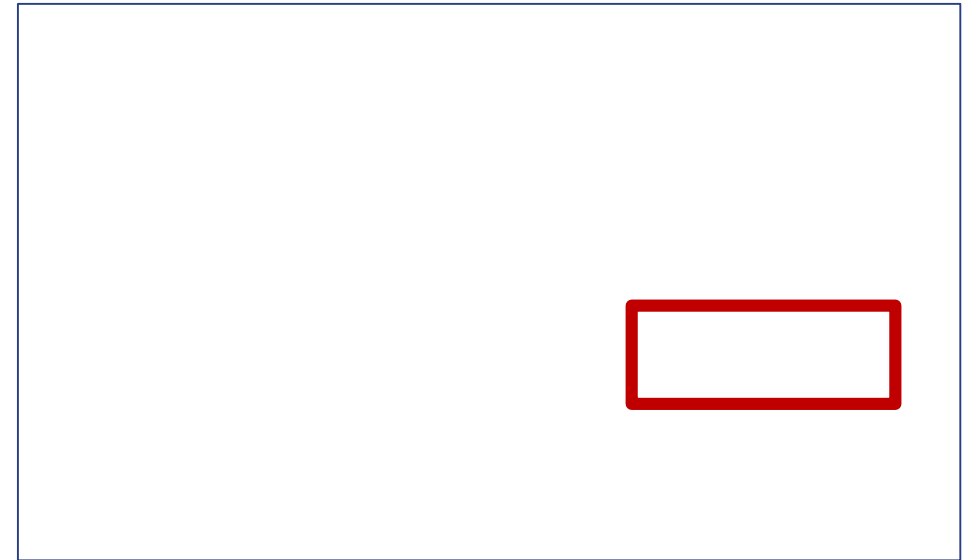
*PCPs access experienced physician volunteers to assist in **validating clinical approaches, enhancing clinical plans, and triaging referrals.***

Structure	Example	Metrics
<ul style="list-style-type: none"><li>• <u>Scheduled</u><ul style="list-style-type: none"><li>• 3-60 min video or phone appts</li><li>• Schedule in advance</li></ul></li><li>• <u>Available now</u><ul style="list-style-type: none"><li>• Immediate connection</li></ul></li><li>• <u>Messaging</u><ul style="list-style-type: none"><li>• Send eConsult to individual or group</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Managing fragile diabetics</li><li>• Timely questions to complete plan of care at current visit</li><li>• Immediate patient triage</li><li>• Complex patient requiring multiple specialists</li></ul>	<ul style="list-style-type: none"><li>• Short survey from PCPs &amp; volunteers after each consult</li><li>• Metrics include timely access to specialty care, improved referral rates &amp; improved outcomes for chronic conditions</li></ul>



# VSEE HIGHLIGHTS

- Login from MAVEN Project website
- Select the specialty
- Complete simple intake form – can include attachments
- Select appointment length
- Select provider of choice or consult based on availability
- Confirm consult → reminder sent
- Dashboard displays all appointments
- During consult you can share screen, turn on and off video/audio
- Surveys deploy at conclusion of consult







# STORY SAMPLES FROM EARLY 2019

## Free Clinic in Miami:

- Stopped the cycle of recurrent visits to the emergency room and days missed from school for an 11 year old asthmatic boy by adjusting medications

## Free Clinic in Miami:

- Evaluated and helped augment the care plan for an uninsured teenager with multiple symptoms and elevated thyroid lab tests, who is now asymptomatic



# CLINIC PROVIDERS ON CONSULTS

*PCPs find advisory consults with our physician volunteers to be invaluable. Most give their experience 5-star (excellent) ratings.*

- ✓ *“[Physician volunteer] made very **helpful suggestions** for this case. He was **easy to talk to** and the consultation was also brief, which helped me fit it into my **busy day**. I would definitely consult again.”*
- ✓ *“[Physician volunteer] was very generous with his time and provided several **clinical pearls** about epilepsy and tremors that are **applicable to other patients** with similar presentations. It was a real pleasure to work with him and we greatly appreciate his time.”*



# EDUCATIONAL SESSIONS

*Clinically experienced physicians of all specialties present on high demand topics geared for the practicing primary care provider.*

Program Structure	Scheduling Structure	Sample Topics
<ul style="list-style-type: none"><li>• 45-minute videoconference<ul style="list-style-type: none"><li>• 30 min presentation</li><li>• 15 min Q&amp;A</li></ul></li><li>• Presentation slides sent after session</li><li>• Average 10 sessions/month</li><li>• <b>NEW! CME offered 22 sessions/2019</b></li></ul>	<ul style="list-style-type: none"><li>• <u>Customized:</u> Time, date, duration, and topics determined by clinic</li><li>• <u>Pre-Scheduled:</u> monthly lectures at pre-set times<ul style="list-style-type: none"><li>• Topics based on clinic provider feedback</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Opioid Management</li><li>• Rheumatoid Arthritis</li><li>• Overactive Bladder</li><li>• Headaches in Children and Adolescents</li><li>• Diabetes Management</li><li>• Depression in Adolescents</li></ul>



# CLINICAL MENTORING

*PCPs access experienced physician volunteers to help navigate the day-to-day challenges of clinical practice, with the goal of **increasing job satisfaction and provider retention.***

Structure	Example	Metrics
<ul style="list-style-type: none"><li>• One-on-one</li><li>• Regularly scheduled session between Clinic Provider and Physician Volunteer</li><li>• Minimum 3-month program</li><li>• 2-30 minute sessions up to 4 hours/month</li></ul>	<ul style="list-style-type: none"><li>• <u>Mentee</u>: PCP new to clinic</li><li>• <u>Mentor</u>: Primary care physician with 25 years experience</li><li>• <u>Structure</u>: Meet every other Tuesday from 12:30-1pm.</li></ul>	<ul style="list-style-type: none"><li>• Mentees choose goals before start but may evolve over time</li><li>• Mentees and mentors are surveyed periodically to monitor progress</li></ul>



# CLINIC PROVIDERS ON MENTORING

*Topics discussed during mentoring sessions include burnout, work-life balance, and patient-centered care.*

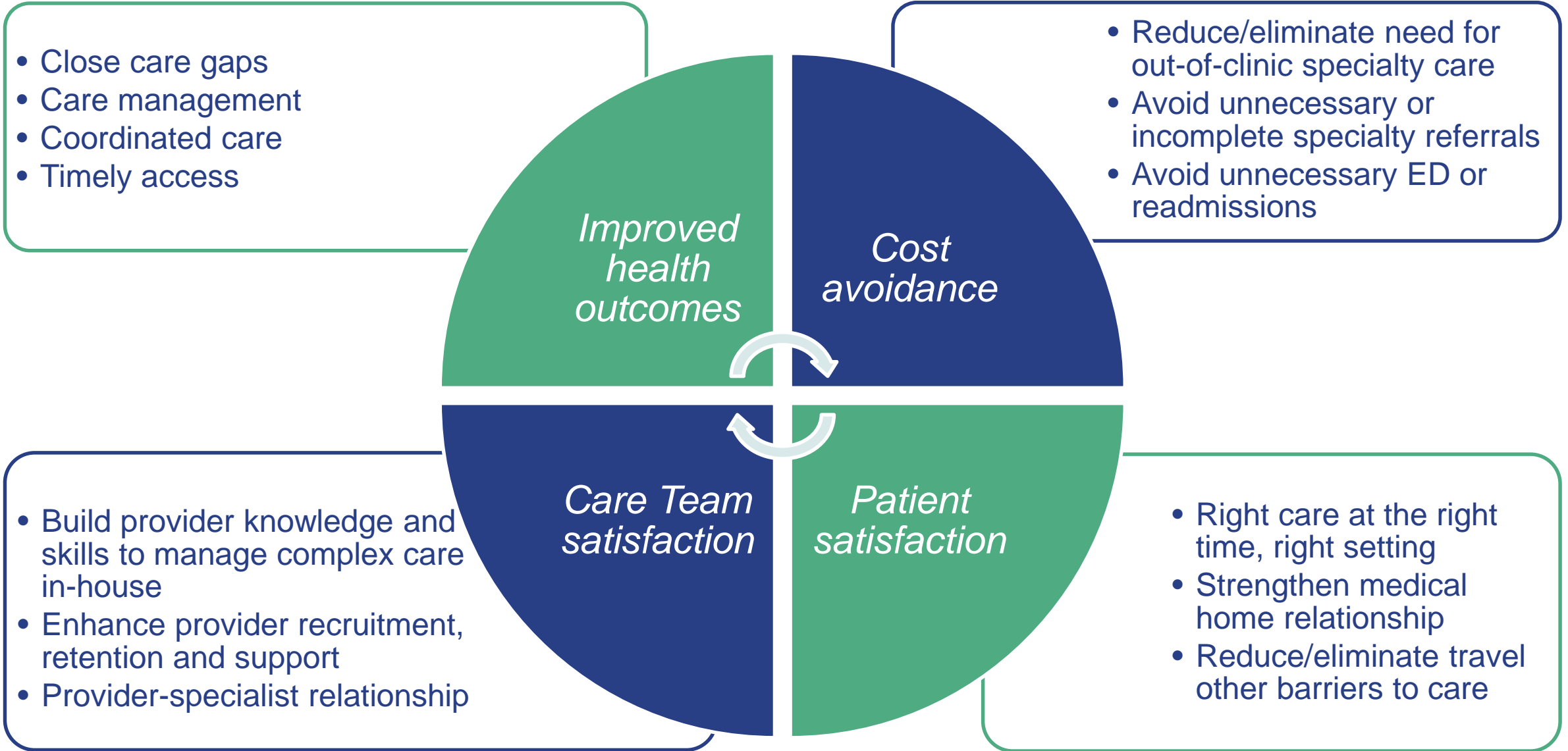
- ✓ *“My mentor is fantastic. **Super supportive, easy to talk to, very knowledgeable.** Really enjoying the sessions.”*
- ✓ *“Great to have an affirming conversation with a **seasoned professional.**”*
- ✓ *“My mentor described ways to help patients feel more **empowered** when adherence may be an issue, to play a bit more of the underdog role in asking them to describe the prior conversation.”*
- ✓ *“I really appreciated that my mentor was able to narrow down some issues for me and help me see some **solutions** for problems I’m having.”*





# THE MAVEN PROJECT SOLUTION IMPACT

*Aligning with the Quadruple Aim*





# IMPACT DATA

## Average Overall Experience of Consults

- Average Experience with physician volunteer: 4.92 (scale 1-5)



## Recent Impact of Consults

- 82% Cases augmented care plan
- 39% Cases affirmed care plan
- 69% of the time, a consult resulted in a saved referral
- 70% of consults provided education which can apply to future patients
- 26% Cases referred to in-person specialist



# PARTNERING WITH THE MAVEN PROJECT

*Partner clinics benefit from the following comprehensive service offerings.*

- **Unlimited synchronous and asynchronous advisory consults**
- **Unlimited educational sessions**
- **Access to mentoring services** (up to 4 hours per month for each clinic)
- Provider support: increase confidence in managing complex patients and making appropriate specialty referrals
- Designation of **project manager to meet evolving clinic needs** and support implementation efforts from The MAVEN Project



# MARKET DIFFERENTIATION

*Appealing Cost Structure*

Philanthropy & non-clinical admin fees = expert care to uninsured and Medicaid patients with limited or no access as a 501(c)(3)

*Expert Physicians*

A previously untapped workforce brings decades of clinical practice experience to support and build trusting relationships with clinic primary care providers

*Relationship Focused*

Physician volunteers create meaningful relationships with clinic primary care providers

*Available when needed*

With scheduled, on-demand, and eConsults, primary care providers can access our volunteers to fit their needs: we fit into their schedules, not the reverse

*Technology Removes Barriers*

HIPAA-compliant technology allows volunteers and clinic providers to connect regardless of geographic location



# Join us as a volunteer







# QUESTIONS

If you are interested in learning more about partnering with  
The MAVEN Project, please contact:

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