Primary Care Practice (PCP) goal: To provide primary care services of the highest clinical quality delivered with an emphasis on creating an exceptional patient experience as measured by defined metrics of quality and cost.

- Operated by MSU with an Advisory Committee made up of a diverse group of faculty and staff
- Comprehensive Quality Health Care
  - Utilize best practices of primary care
  - Evidence-based
- Coordinated Services Throughout
  - Coordinate with specialists and Centers of Excellence
- Electronic Medical Records
  - Leverage of best technology for patient care records
- Health and Wellness Environment
  - Integrate with MSU wellness
- Prevention and Health Education
  - Environment that proactively promotes healthy lifestyles
- Systematic Monitoring of Satisfaction and Outcomes
  - Outcome and process-based metrics

PRIMARY CARE PRACTICE SERVICES

- Primary Care:
  - Colds, flu, rashes, coughs, sore throats, asthma, diabetes, etc.

- Preventive Care:
  - Physicals, health assessment and health improvement coaching coordinated with existing wellness program.

- Laboratory Tests:
  - Cholesterol, pro-time, blood glucose, PSA, etc.

- Pharmaceuticals:
  - Some generic medications are dispensed on-site. Continued
Primary Care Practice (PCP) goal: To provide primary care services of the highest clinical quality delivered with an emphasis on creating an exceptional patient experience as measured by defined metrics of quality and cost.

PRIMARY CARE PRACTICE SERVICES Continued

• Convenient Easy Access:
  - Open access to all MSU faculty and staff
  - More time with the Doctor; less time waiting.
  - Same-day services
  - 7:00 am to 7:00 pm
  - Monday thru Friday
  - Near campus location
  - Weekend access

• Health Care Management:
  - Consultant available to answer health questions and assist in complying with treatment regimens.

• On-line Scheduling and Electronic Client Health Records

• 24-Hour Patient Service Line
  - 24-hour access to medical advice and appointment/scheduling assistance

Services not initially offered at the Primary Care Practice:

• Lab services, tests and treatment not offered in the PCP will still be provided, as they are now, through the appropriate insurance medical plan.

• Referrals to a specialist will be made, as they are now, to providers in the appropriate network.

• Prescriptions (for drugs not stocked in the practice site) can be written by the PCP physician and filled at a participating local pharmacy.

• Deductibles, Co-Pays and Out-Of-Pocket charges will apply to services outside of the PCP.
Primary Care Practice (PCP) goal: To provide primary care services of the highest clinical quality delivered with an emphasis on creating an exceptional patient experience as measured by defined metrics of quality and cost.

Resource estimates for achieving goal

Human Resources:

• Medical staff salary and benefits
  Est # of providers x average cost per person =

• Administrative and support staff salary and benefits
  Est # of providers x average cost per person =

• Cost estimate for services contracted out =

Physical Location & Equipment:

• Square footage needed =
• One-time start up costs (if building a facility) =
• Ongoing yearly facility costs (rent or maintenance) =
• Cost of equipment and furniture needed at startup =
• Yearly cost of equipment and furniture upgrades =

Patient Volume/Time to Viability:

• Number of potentially eligible lives: =
• Number of eligible lives predicted to use the service 1 or more times =
• Total number of covered lives needed for viability: =
• Time needed to reach viability (in # of covered lives) =

Estimated total initial investment required to succeed = Start up costs + (annual recurring costs x number of years needed to reach viability).
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