Providing Access to the Underserved
Volunteers in Medicine

May 4, 2018
Bring together our nation’s medical school alumni to address the clinical needs of communities with limited access to clinical expertise, via telehealth

**NEED**
- 28M Uninsured
- 74M Medicaid
- Growing Physician Shortage
- Limited Access

**SOLUTION**
- Match Physician Volunteers with Communities
- Leverage Telehealth
- Increase Access to Care
- Improve Health Decrease Cost

**Dr. Laurie Green**
MAVEN Project Founder
Former President,
HMS Alumni Association
Activities in Washington DC may only exacerbate the problem.

- Disproportionally impacted by physician shortages (national, local)
- Limited specialist services
- Local Community Health Centers anchor care (like your clinics)
- Complex and specialty expertise often beyond scope

- Delays in care
- Exacerbations of conditions
- Worsening disease
- Avoidable ER visits
- Social and economic stress
Facilitate timely access to medical expertise *regardless of physical location* by matching our national corps of best-in-class physician volunteers with organizations serving uninsured and Medicaid patients.

*Increase access to care*  
*Improve health outcomes*  
*Decrease cost of care*
Physician volunteers consult on cases, mentor and educate PCPs to:

- Increase knowledge – answer questions on cases or population health, educate on clinically-pertinent topics
- Improve service delivery
- Support long term capacity building
- Improve job satisfaction

Relationship building
VALUE PROPOSITION

**Underserved Patients**
- Advisory consult at no patient cost
- Specialty care access
- Patient managed in home clinic
- Chronic conditions managed earlier
- Improved health outcomes

**Physician Volunteers**
- Big impact, small commitment
- Share clinical expertise
- Flexible and convenient
- Community of physician peers
- Easy-to-use telehealth alleviates geographic barriers

**Clinic Providers**
- Access to needed expertise
- Maximizes time and skill of providers
- Earlier specialty intervention leads to improved health outcomes
- Education and mentoring increases knowledge base and job satisfaction

**U.S. Health System**
- Lower costs from earlier specialty intervention
- Expert triage results in fewer unnecessary hospital visits, tests and referrals
- Pro bono physicians
- Convenient and timely access
- Replicable approach across country
MARKET DIFFERENTIATION

Appealing Cost Structure
Non-clinical administrative fees coupled with philanthropy enables us to serve uninsured and Medicaid patients with limited or no access

Best-In Class Physicians
Our best-in-class physicians volunteer their expertise lowering health care costs and are a previously untapped workforce

Technology Removes Barriers
We remove traditional barriers for volunteer physicians by using telehealth to span geographic distance and provide malpractice
OUR EXPERT PHYSICIAN VOLUNTEERS

**WHO?**

- Primary care and specialists
- Retired, semi-retired, others with time
- Active U.S. medical license with > 2 years in practice
- Good standing, trained at accredited U.S. medical school and/or training program
- Culturally sensitive
- Available for at least 4 flexible hours per month for a minimum of 6 months
- Span both coasts (E/W)

**WHY?**

- Opportunity to impact underserved
- Maintain identity as physician and leverage clinical expertise
- Looking to join a community of physicians
- Enjoyable, convenient, and flexible via telehealth
- Malpractice covered by MAVEN Project for clinical participation
WORLD CLASS PHYSICIANS

**CARDIOLOGIST**
- Medical School: Weill Cornell
- Residency: Beth Israel Deaconess
- Fellowship: Weill Cornell

**ENDOCRINOLOGIST**
- Medical School: Harvard
- Residency: Michael Reese Hospital
- Fellowship: Massachusetts General Hospital

**ORTHOPEDIC SURGEON**
- Medical School: UCSF
- Residency: UCLA
- Fellowship: UCLA

**FAMILY PRACTICE, PALLIATIVE CARE**
- Medical School: USCF
- Residency: USCF
- Fellowship: USCF

**OPHTHALMOLOGIST**
- Medical School: Tufts
- Residency: Tufts
- Fellowship: Tufts

**PSYCHIATRIST**
- Medical School: University of Connecticut
- Residency: Columbia Presbyterian Medical Center
- Fellowship: Albert Einstein College of Medicine

**GASTROENTEROLOGIST**
- Medical School: Harvard
- Residency: Beth Israel Deaconess
- Fellowship: Beth Israel Deaconess

**ORTHOPEDIC SURGEON**
- Medical School: UCSF
- Residency: UCLA
- Fellowship: UCLA

**RHEUMATOLOGIST**
- Medical School: Yale
- Residency: Yale-New Haven Hospital
- Fellowship: UCLA

**PEDIATRICIAN**
- Medical School: Albert Einstein
- Residency: UCLA
- Fellowship: UCLA
“Often it isn’t a switch that you can turn on and off. So I can’t imagine the moment in my life when I would say, “I no longer want to care give.”

 “[The] MAVEN Project gives me an incentive to keep up with things, to read journals. I didn’t want to just abandon medical practice. Also, I like using technology and meeting nice young practitioners . . . . Doing it from home was delightful. I don’t have to go to an office . . . . It has been terrific . . . . the interaction with young people and being able to help.”

 “I find the MAVEN Project volunteer experience to be intellectually stimulating because it requires me to remain abreast of the most current research, which is rewarding”

 “[The MAVEN Project] has been a lot of fun. Medicine is great fun when you are not stressed. I am retired from 70-hour weeks. Now this is low pressure.”

 “What I like about [The] MAVEN Project is the opportunity to give back. I also missed practice and didn’t want my training to go to waste. I spent many years to get this amount of clinical training. [ The MAVEN Project] is helping me put it to use.”

 Click this link to watch a video testimonial from our Physician Volunteers!
“[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”

“[Physician volunteer] has lots of great suggestions to augment my practice”

“[Physician volunteer] was great! Efficient conversation. Able to focus on individual patient as well as some general management concepts. I look forward to more consultation with [Physician volunteer]”

“[Physician volunteer] had reviewed my case and had answers to my question prepared. She discussed the topic in a way I could understand as a non-specialist, and helped me develop a plan for further evaluation and treatment of a patient”

“Presented patients with common conditions and [Physician volunteer] provided wildly applicable advice”

“[Physician volunteer] helped to make decision about a difficult patient whose follow up is not easy due to some personal issues”

“[Physician volunteer] is consistently insightful and very helpful in providing concrete recommendations directly applicable to care for the underserved and uninsured. It is a genuine pleasure to speak with her and learn so much from her expertise”
The MAVEN Project is focused on providing the following three service offerings:

**Educational Sessions**
- Presentations by Physician Volunteers on relevant topics followed by Q&A

**Mentoring**
- One-on-one, regularly scheduled sessions between PCP and Physician Volunteer

**Advisory Consults**
- Scheduled, “available now” and asynchronous consults on individual or aggregated de-identified cases
EDUCATIONAL SESSIONS

Educational Sessions enable Primary Care Providers (PCPs) to gain insight from experienced specialists on conditions commonly seen in the ambulatory care setting.

<table>
<thead>
<tr>
<th>Program Structure</th>
<th>Scheduling Structure</th>
<th>Example Topics</th>
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</table>
| • 45-minute videoconference  
  • 30 min presentation  
  • 15 min Q&A  
  • Presentation slides sent after session | • Customized: Time, date, duration and topics determined by clinic  
  • Pre-Scheduled: monthly lectures at pre-set times  
  • Topics based on clinic provider feedback | • Opioid Management  
• Rheumatoid Arthritis  
• Abnormal Uterine Bleeding  
• Abnormal LFT’s  
• Sports-related Concussions  
• Depression in Adolescents |
MENTORING

Mentoring allows PCPs to gain access to experienced physicians to assist with navigating day-to-day issues and long-term career goals.

<table>
<thead>
<tr>
<th>Structure</th>
<th>Topics</th>
<th>Example</th>
<th>Metrics</th>
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</thead>
<tbody>
<tr>
<td>• One-on-one</td>
<td>• Expertise and Skill Development (ex. When do I refer this patient?)</td>
<td>• Mentee: Physician Assistant new to clinic</td>
<td>• Mentees choose goals before start &amp; surveyed 3 mo later to determine progress</td>
</tr>
<tr>
<td>• Regularly scheduled</td>
<td>• Working in interdisciplinary teams</td>
<td>• Mentor: Primary Care Physician with 25 years experience</td>
<td>• Mentees and Mentors are surveyed after each session</td>
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<tr>
<td>• Session between Clinic Provider and Physician Volunteer</td>
<td>• Career Planning</td>
<td>• Structure: Meet every other Tuesday from 12:30-1pm.</td>
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<tr>
<td>• Three-month program</td>
<td>• Others (as determined by Mentee)</td>
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Mentoring allows PCPs to gain access to experienced physicians to assist with navigating day-to-day issues and long-term career goals.
**Advisory Consults** allow PCPs to gain access to experienced physicians to assist in validating clinical approaches, enhancing clinical plans and triaging referrals.

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<tr>
<td>• Scheduled</td>
<td>• De-identified patient information</td>
<td>• PCP consults with endocrinologist about challenges managing blood</td>
<td>• PCPs surveyed at regular intervals to assess satisfaction</td>
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<td>• 5-60 min video or phone appts</td>
<td>• Specific Cases</td>
<td>sugars in 57-y.o. patient with Type II diabetes</td>
<td>PCPs &amp; volunteers are surveyed after each consult</td>
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<tr>
<td>• Schedule up to 1 month in advance</td>
<td>• Aggregated (population health)</td>
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<td>Sample metrics include timely access to specialty care, improved</td>
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<tr>
<td>• Available now (coming soon!)</td>
<td></td>
<td></td>
<td>referral rates &amp; improved outcomes for chronic conditions</td>
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<tr>
<td>• Immediate connection</td>
<td></td>
<td></td>
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<tr>
<td>• Messaging (coming soon!)</td>
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CASE EXAMPLE

Diabetes: A closet full of new drugs

What happens when a non-profit provides a clinic with several shipments of free, advanced diabetes medications but the on-site providers are inexperienced in choosing appropriate patients and doses? A closet full of life-changing but unused medications. Our volunteer endocrinologist stepped in, guiding clinic staff on medication utilization and monitoring. The closet is emptying, the clinic providers are confidently prescribing, and patients are enjoying improved blood sugars and quality of life!
HOW IT WORKS: ADVISORY CONSULTS

1. Log-in to System
2. Choose Provider
3. Schedule Appointment
4. Conduct Advisory Consult
5. Complete Post-Consult Survey
ACHIEVEMENTS TO DATE

- Deployed ~50 active physician volunteers in 30 clinical specialties
- Grew coverage from 3 states to 6 in just one year (CA, FL, MA, NY, SD, WA)
- Reduced wait times and in many cases eliminated the need for out-of-clinic specialty care appointments
  - Enabling clinic PCPs to manage complex medical care in house
- Increased knowledge capacity in clinics, educated providers, and impacted population health
- Lifted impact from pilot phase clinics caring for 175,000 underserved patients to partnering with clinics responsible for 575,000
- Increased encounters at annual rate of over 280%
**Clinics:**
We are seeking to add hundreds more clinics nationwide

**Physicians:**
We are constantly recruiting more physician volunteers to meet our growing demand (various specialties)

**Financial Support:**
We are launching an effort to raise a minimum of $5 million in new gifts and pledges from private foundations, individuals and corporations to scale our solution to address lack of access for at-risk populations
THANK YOU

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

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