




Team-Based Care

Family Care Associates



What is Team-Based Care?

- ▶ Team-based care is a physician led team of health care professionals that work together to achieve mutual goals, increase patient satisfaction, and improve overall health outcomes.



How is the care-team selected?

- ▶ Patients will be assigned to a care-team that consists of a Primary Care Provider (PCP), 2 Nurse Practitioners, a Nurse and a Medical Assistant.
- ▶ Other care-team members may include a Care Coordinator, Clerical Staff, Phlebotomist, Licensed Clinical Social Worker and/or Radiology Technician.



What are the benefits of team-based care?

- ▶ A team-based care approach improves communication, reduces health-care costs, and most importantly, enhances patient safety.
- ▶ Team-based care plays a vital role in improving patient satisfaction and achieving continuity of care.



What is continuity of care?

- Continuity of care is the ongoing relationship between the patient and care-team where the care-team acts as the main source of medical care.
- Family Care Associates is working to reduce ER and urgent care visits with the ultimate goal of achieving continuity of care.



Why is continuity of care important?

- Unnecessary visits to the ER and urgent care clinics can lead to excessive testing. Therefore, increasing healthcare cost. Your care-team knows your history and has access to your medical record. Family Care Associates has extended office hours to provide our patients with better access to their care-team.



Family Care Associates' Extended Office Hours:

- ▶ Clinic Hours: Monday-Thursday 7am – 6:30pm
Friday 7am – 5pm
- ▶ FCA Walk-In Clinic: Monday- Friday: 8am-4pm
- ▶ Saturday Acute Care Walk-In Clinic: 8am – 10:30am
 - ▶ Sore Throat
 - ▶ Ear Ache
 - ▶ Sinus
 - ▶ Cough
 - ▶ Urinary Symptoms
- ▶ For **URGENT** care after hours, call St. Anthony's Memorial Hospital at 217-342-2121 and ask for the health care provider on call for Family Care Associates.
 - ▶ This service is intended to ensure access to medical advice and support during non-clinic hours. Please reserve calls for **urgent** health concerns only. THANK YOU!



FCA Walk-In Clinic

Monday-Friday 8am-4pm

- Walk-in visits are available to established patients for the treatment of minor illness and injury.
- Convenient access to quality medical care
- Comprehensive care provided by your personal care team when you need it most!


Common Reasons for Using the Walk-In Clinic

- Abdominal Pain
- Cold/Cough
- Ear Ache
- Fever
- Pink Eye
- Skin Irritations
- Minor Burns
- Minor Lacerations
- Sinus Infections
- Sore Throat
- Sprains/Strains
- Urinary Symptoms

**Please schedule an appointment for treatment of chronic illness and routine visits including med checks, wellness visits, and D.O.T. physicals*

Thank You!

Meet Family Care Associates



Physicians, Nurse Practitioners,
Management, and Office Staff

Family Care Associates- Physicians



▶ Michael Brummer, MD

▶ Co-founder of Family Care Associates, practicing at FCA since 1990

▶ Special Interests

- ▶ Women's Health
- ▶ Preventative Medicine



▶ Colleen Bingham, MD

▶ Board Certified in Pediatrics

▶ Joined FCA in 1994

▶ Special Interests

- ▶ Pediatrics
- ▶ Adolescent Medicine
- ▶ Newborn Care
- ▶ Asthma Management

Family Care Associates- Physicians



- ▶ Thomas Heischmidt, MD
 - ▶ Board Certified in Internal Medicine

 - ▶ Joined FCA in 1999

 - ▶ Special Interests
 - ▶ Pediatrics
 - ▶ Geriatric Care
 - ▶ Wound Care
 - ▶ Diabetes



- ▶ Jeffrey Crowell, MD
 - ▶ Board Certified in Family Practice

 - ▶ Joined FCA in 2002

 - ▶ Special Interests
 - ▶ Sports Medicine
 - ▶ Vasectomies
 - ▶ Office Procedures

Family Care Associates- Physicians



- ▶ Jeffrey Brummer, DO
 - ▶ Board Certified in Family Practice
 - ▶ Joined FCA in 2005
 - ▶ Special Interests
 - ▶ Wound Care
 - ▶ Pediatrics
 - ▶ Office Procedures



- ▶ Amanda Bierman, MD
 - ▶ Board Certified in Pediatrics
 - ▶ Joined FCA in 2011
 - ▶ Special Interests
 - ▶ Pediatrics
 - ▶ Asthma Management

Nurse Practitioners



- ▶ Lenora Drees, APRN-FNP
 - ▶ Board Certified Family Nurse Practitioner
 - ▶ Joined FCA in 1992
 - ▶ Special Interests
 - ▶ Diabetes Education



- ▶ Dorothy "Dot" Behrns, APRN-FNP
 - ▶ Board Certified Family Nurse Practitioner
 - ▶ Joined FCA in 2000
 - ▶ Special Interests
 - ▶ Weight Loss Management
 - ▶ Women's Health
 - ▶ Health Promotion

Nurse Practitioners



- ▶ Richelle Volk, APRN-FNP
 - ▶ Board Certified Family Nurse Practitioner
 - ▶ Joined FCA in 2014
 - ▶ Special Interests
 - ▶ Pediatrics
 - ▶ Women's Health
 - ▶ Diabetes Education
 - ▶ Health Promotion



- ▶ Candi LeDuc, APRN-FNP
 - ▶ Board Certified Family Nurse Practitioner
 - ▶ Joined FCA in 2014
 - ▶ Special Interests
 - ▶ Health Promotion
 - ▶ Preventative Medicine

Nurse Practitioners



- ▶ Katie Roedl, APRN-FNP
 - ▶ Board Certified Family Nurse Practitioner
 - ▶ Joined FCA in 2015
 - ▶ Special Interests
 - ▶ Women's Health
 - ▶ Pediatrics
 - ▶ Preventative Medicine



- ▶ Courtney Miller, APRN-FNP
 - ▶ Board Certified Family Nurse Practitioner
 - ▶ Joined FCA in 2015
 - ▶ Special Interests
 - ▶ Women's Health
 - ▶ Pediatrics
 - ▶ Preventative Medicine


Nurse Practitioners



- ▶ Lori Johnson, DPN-FNP
 - ▶ Board Certified Family Nurse Practitioner
 - ▶ Joined FCA in 2015
 - ▶ Special Interests
 - ▶ Women's Health
 - ▶ Pediatrics
 - ▶ Preventative Medicine
 - ▶ Chronic Illness Management



- ▶ Sarah Vaughn, APRN-FNP
 - ▶ Board Certified Family Nurse Practitioner
 - ▶ Joined FCA in 2017
 - ▶ Special Interests
 - ▶ Pediatrics
 - ▶ Health Promotion
 - ▶ Preventative Medicine Across the Life Span



Did you know?

- ▶ Family Care Associates now has a **Licensed Clinical Social Worker** and a **Certified Lactation Specialist** available!
- ▶ Our Licensed Clinical Social Worker, Janet Strange has 45 years of experience. She works with the care-team to address social, financial and psychological concerns. As a patient advocate, Janet helps patients gain access to resources that help overcome common barriers to healthcare.
- ▶ Shelly Jarrad is our Clinical Lactation Specialist and also a member of our nursing department. She is professionally trained to assist mothers who are experiencing breastfeeding concerns such as painful nursing, low milk production, or latching difficulties. Shelly frequently helps with breastfed infants that have poor weight gain.
- ▶ Please talk with a staff member if you feel that you would benefit from one of these services.



Patient-Centered Medical Home Certified (PCMH)

- ▶ The patient-centered medical home (PCMH) is a model of care that puts patients at the forefront of care. PCMHs build better relationships between patients and their clinical care teams. Research shows that PCMHs improve quality and the patient experience, and increase staff satisfaction—while reducing health care costs. Practices that earn recognition have made a commitment to continuous quality improvement and a patient-centered approach to care.

- National Committee for Quality Assurance (NCQA)

Patient-Centered Medical Home

- ▶ Family Care Associates is VERY proud to be a recognized Patient-Centered Medical Home!
- ▶ We first received recognition through the National Committee for Quality Assurance in May of 2015.
- ▶ In September of 2018, we again received PCMH status meeting the highest standards.

