

THE RETAIL CLINIC: INCREASING ACCESS TO FAMILY PLANNING SERVICES

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**THE FAMILY PRACTICE
— & —
COUNSELING NETWORK**

AGENDA

- FPCN at a glance
- Fast Family Care: FPCNs retail clinic
- Implementation of family planning services
- Lessons learned
- Challenges
- Sustainability



FAMILY PRACTICE & COUNSELING NETWORK

- Nurse-managed network of 6 FQHCs
 - 4 comprehensive health centers in Philadelphia
 - 1 convenient care clinic in a grocery store
 - 1 health center in York, PA (primary care & behavioral health)
- 23,037 users and 102,619 visits (2016 UDS)



THE START

QCARE INSIDE A SHOPRITE

- New shopping plaza with ShopRite as the anchor store
- About 1/2 mile from Abbotsford Falls site
 - No other convenient care in the area
 - Feeder site
 - Overflow
- Opened August 2013
- 2 exam rooms
- Negotiate payor contracts to include payment for non-PCP visits (primary care and fp services)



IMPLEMENTATION OF FAMILY PLANNING SERVICES AT QCARE

- It always starts with the mission...

The Family Practice and Counseling Network (FPCN) provides **person-centered**, integrated and **comprehensive** health services to individuals and families across their lifespan. The Network promotes resiliency and well-being among patients, staff and surrounding communities.

Utilizing a multidisciplinary approach, FPCN provides a variety of services **under one roof**, including primary care, behavioral health, dental, cardiology, podiatry, diabetic education, prenatal care, physical therapy, **family planning**, pharmacy services, and more.



PART OF OUR FABRIC

- Primary care and family planning services are inter-woven into care we provide at all of our sites
- Provide access to care to the underserved
 - Family planning
 - Preventive services (vaccines, PAPs, education)
- Patients come in for one reason but there are always opportunities to weave in family planning
 - Driver's permit?
 - Work physical?
 - Sore throat?



**Ask about
family
planning**



LESSONS LEARNED: PROVIDE MUCH NEEDED ACCESS

- Who is coming to Qcare/ FFC?
 - People not connected to a PCP
 - People who could not get an appointment with PCP
 - Teens
 - LGBTQA+
 - Uninsurable/Between insurance
- We can provide direct access to primary care, behavioral health, support services, etc.
 - Linkage protocols/Same EHR



LESSON LEARNED: STI/HIV TESTING (ALSO A CHALLENGE)

- The need to normalize – what better way than in a grocery store?!
 - Reframe as a service in line with our mission of providing access
 - Provide needed prevention services to underserved populations

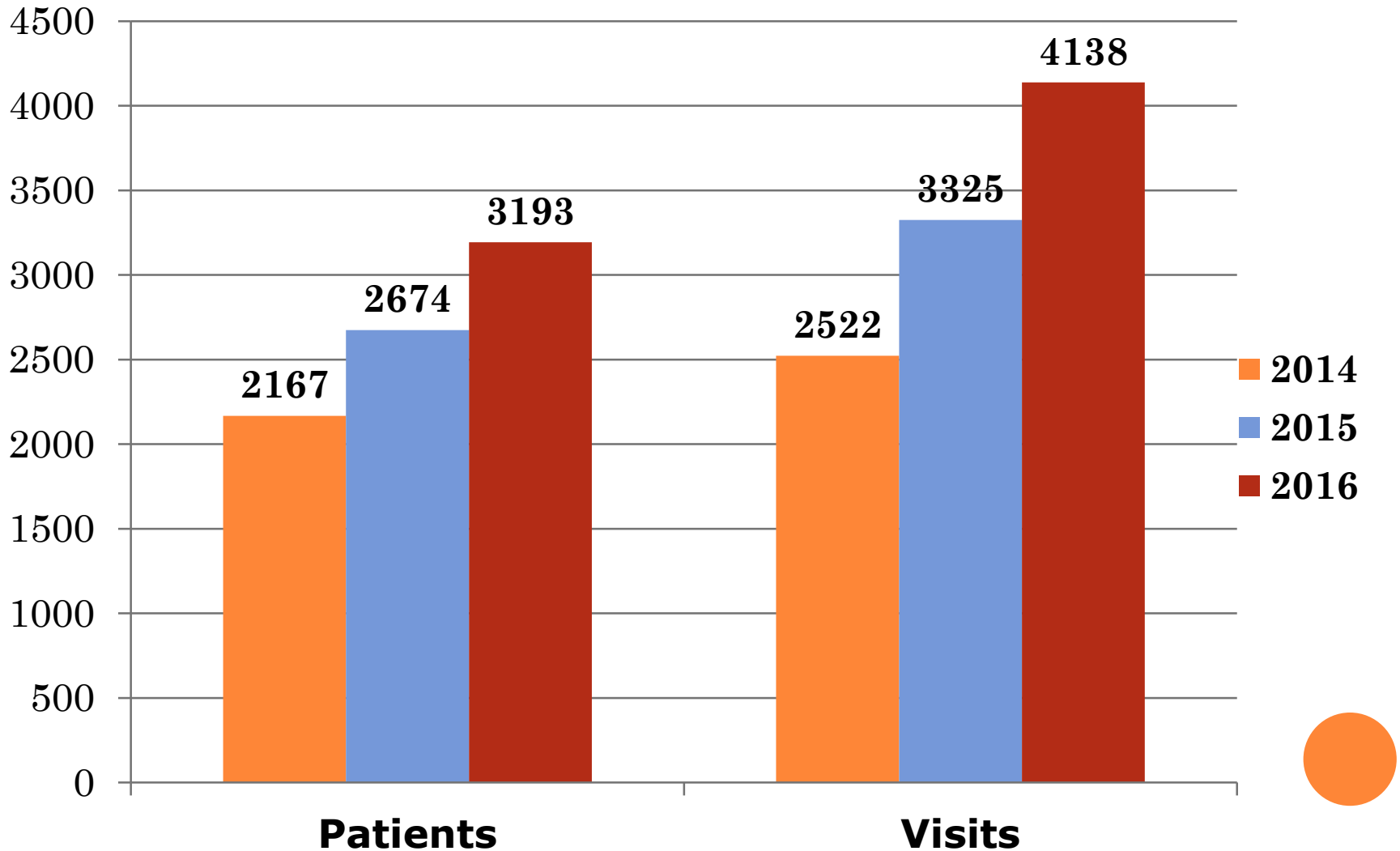


CHALLENGES

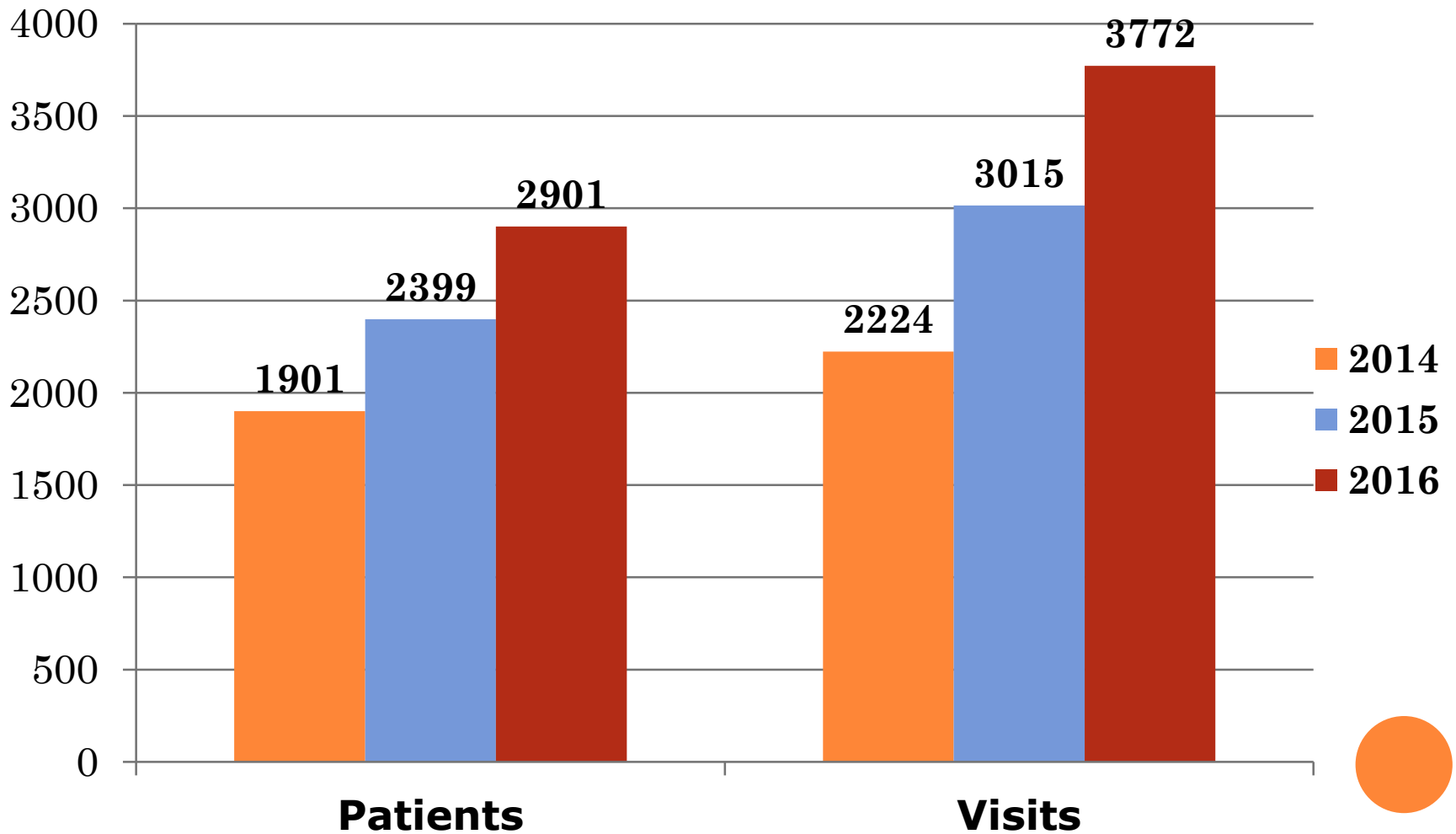
- It is not a PCP – people with multiple visits
- Communication with PCP
- Staff resistance – lack of supports
- Providing care for a high-needs population
- The need to provide strong linkage/referral to care
 - HIV testing
 - Pregnancy testing
- Time and space for patient education



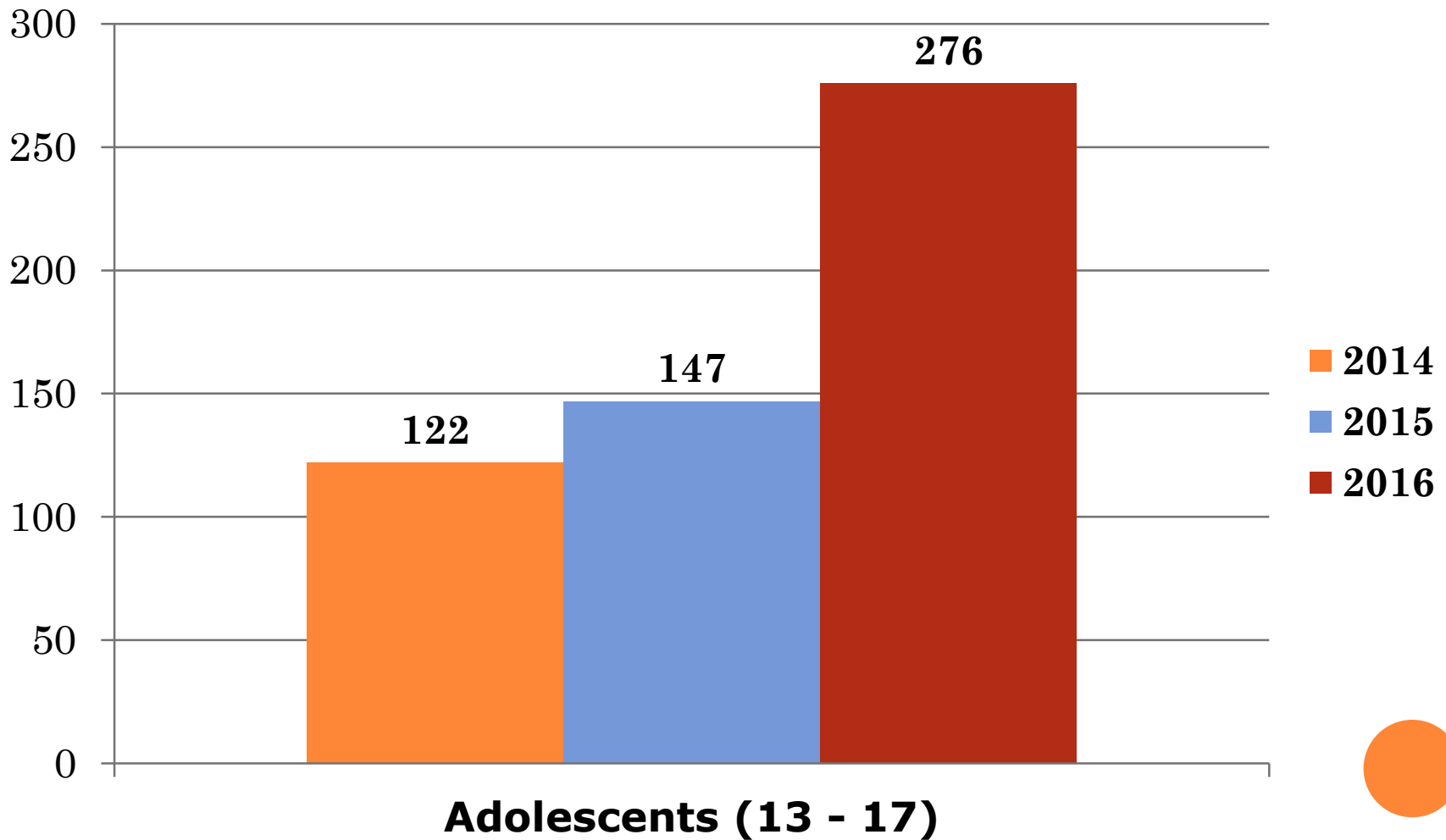
DATA – ALL PATIENTS/VISITS



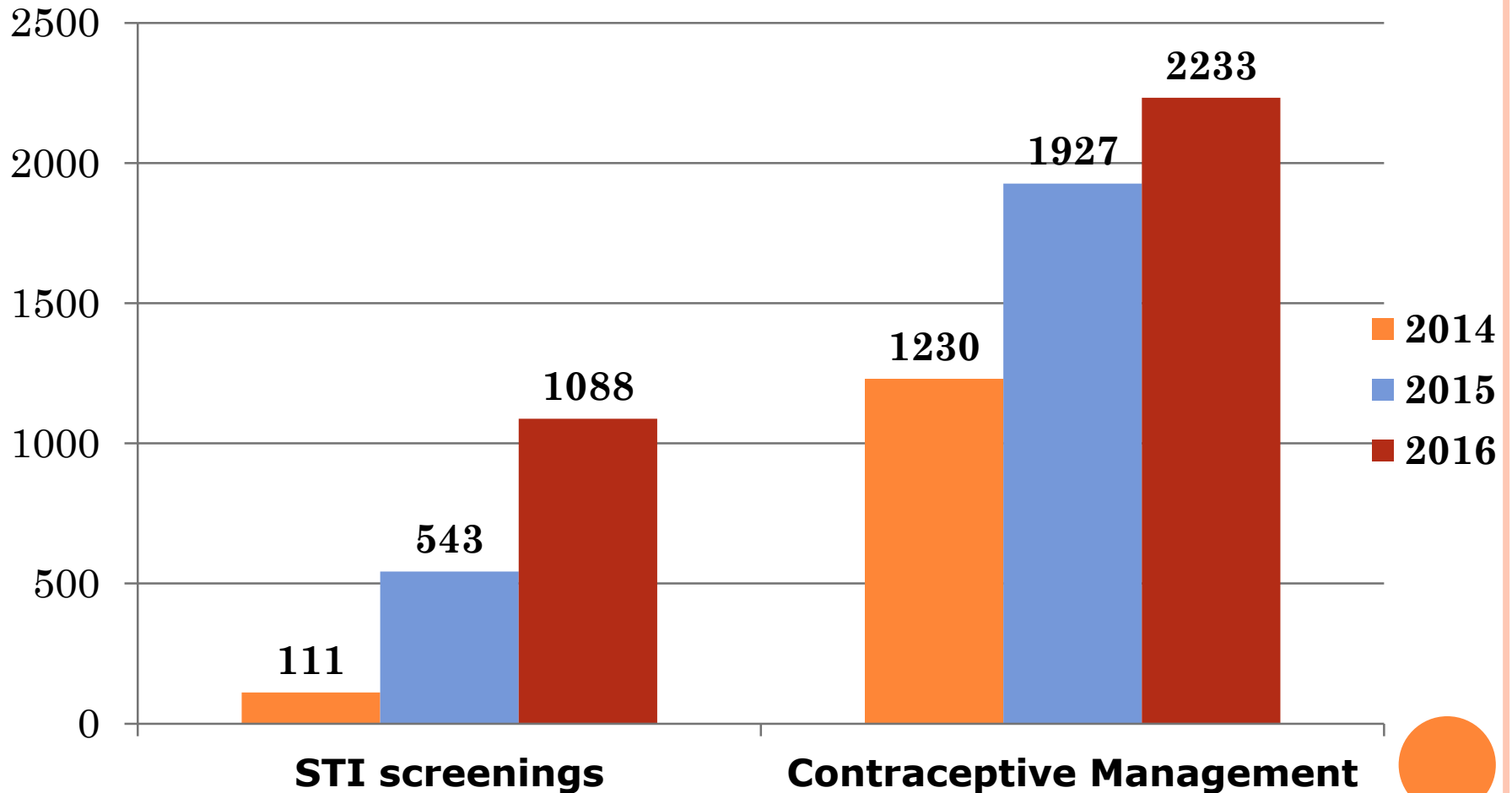
DATA - ≥ 13 PATIENTS/VISITS (FP ELIGIBLE)



DATA – ADOLESCENT PATIENTS



DATA: FAMILY PLANNING SERVICES



IN SUMMARY

○ Successes

- Family planning CAN be done in convenient care
- Convenient care can impact adolescent access to primary care as well as FP services
- Model is sustainable – site is in a surplus

○ Challenges

- Operating without the supports available at PCMH
- Limited FP options (limited preventive care, IUD, Nexplanon presently)

○ Future steps

- Expansion to 3 rooms?
- Offer implant/IUD insertion?



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