

Innovations in Integrated Group Visits to Optimize Cancer Care

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Kavita Mishra, MD, MPH



Disclosures

- Nothing to disclose
- Yes, happy to share resources

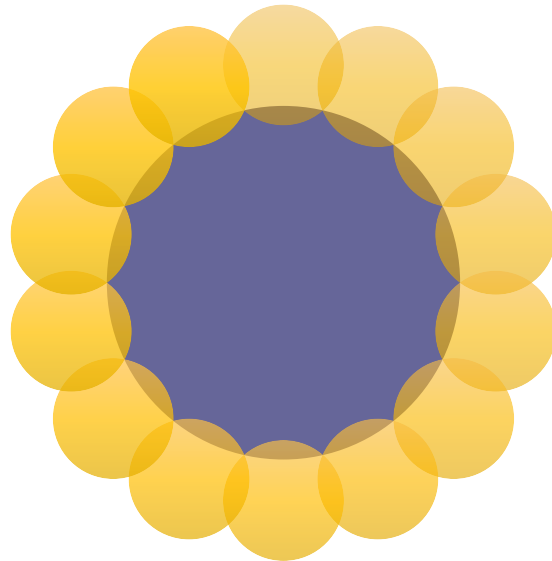
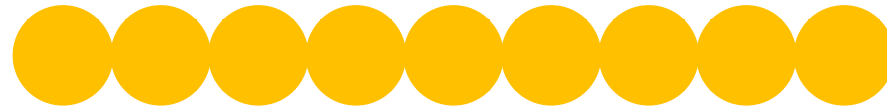
Learning Objectives

1. Describe the benefits of the integrative medicine group medical visit (GMV) model for oncology patients.
2. Describe three examples of oncology GMVs that are being offered around the country.
3. List two strategies for getting institutional buy-in for oncology GMVs.

Outline

- Introduction to GMVs and Oncology-specific GMVs
- Oncology GMVs at Cornell
- Oncology GMVs at George Washington University
- Oncology GMVs at UCSF
- Q&A/Discussion

What are Group Medical Visits?



Anatomy of a Group Visit



Participants

4 to 40 people



Check-In with a provider / facilitator

5 to 60 minutes



Activity

30 to 60 minutes



Billing encounters

99213-5



Closure

5 to 10 minutes

What do group visits offer simplified...

- Patient efficiency of care = Improved access
- Patient education = More time for teaching health longitudinally
- Provide services / experiential opportunities = Overcome social barriers
- Patient support = Reduce the suffering / Loneliness
- Patient empowerment = Hope and Self-efficacy
- Health provider training = Cultural competency



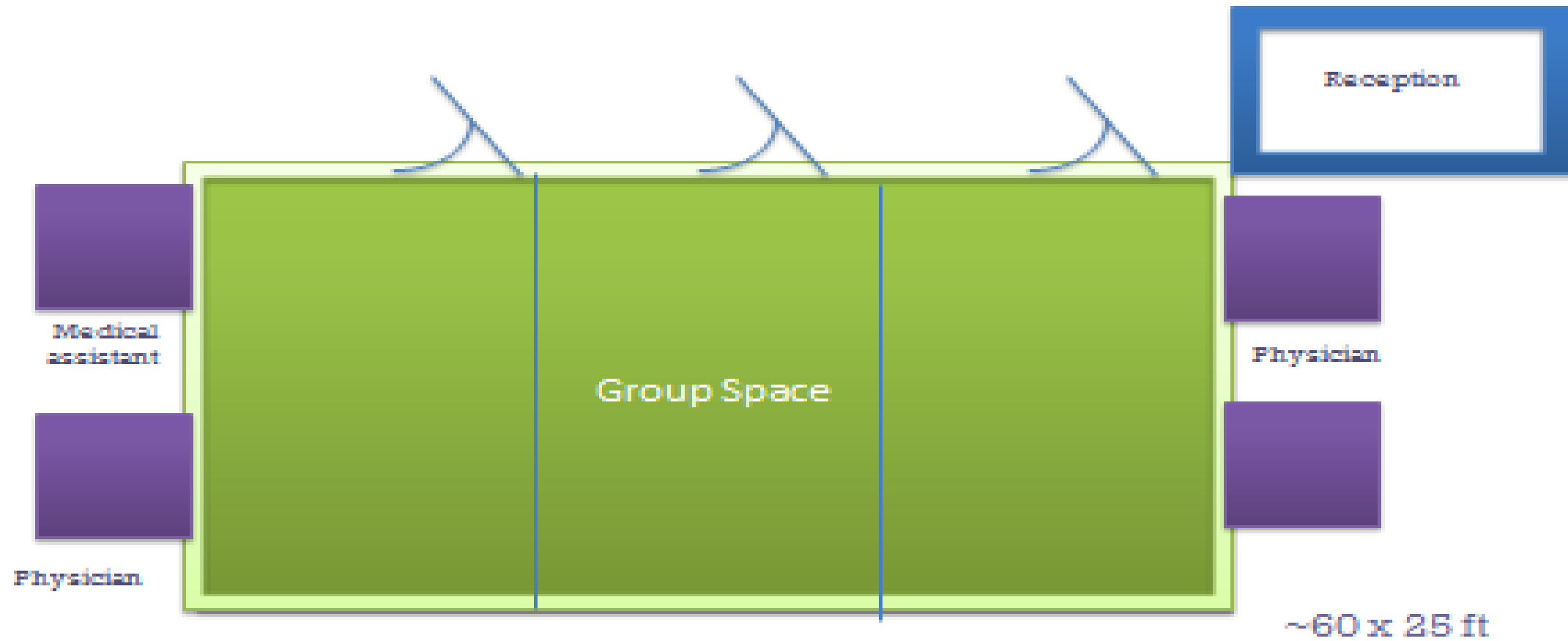
Review the Evidence

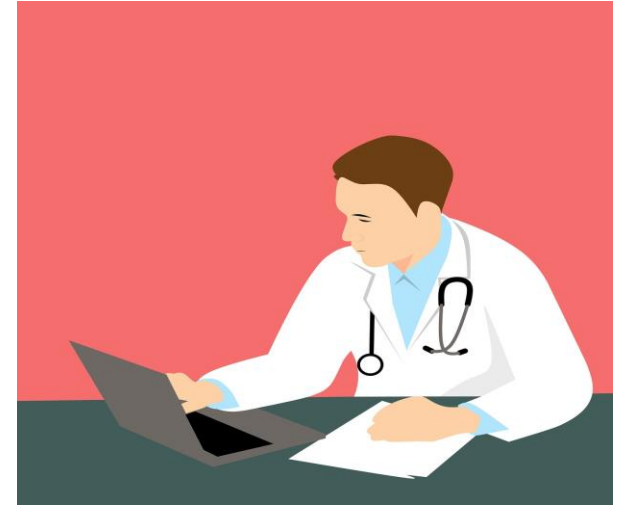
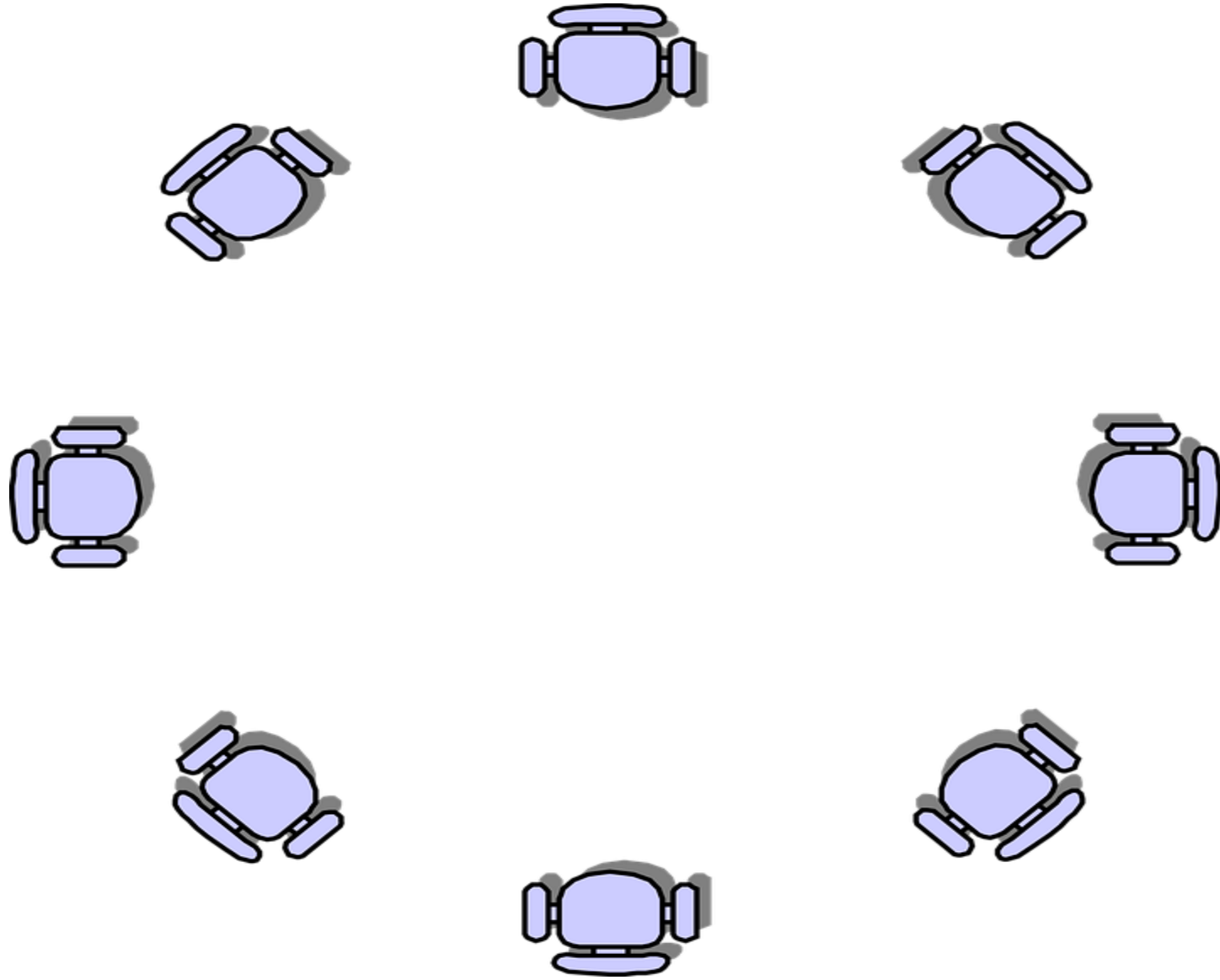
Research

- Access and amount of time with a clinician
- Increase patient satisfaction
- Reduce health services utilization (ED visits, repeat admissions)
- Increase medication adherence
- Increase health behaviors (BP, dietary modifications, exercise)
- Increase quality of life
- Disease-specific outcomes

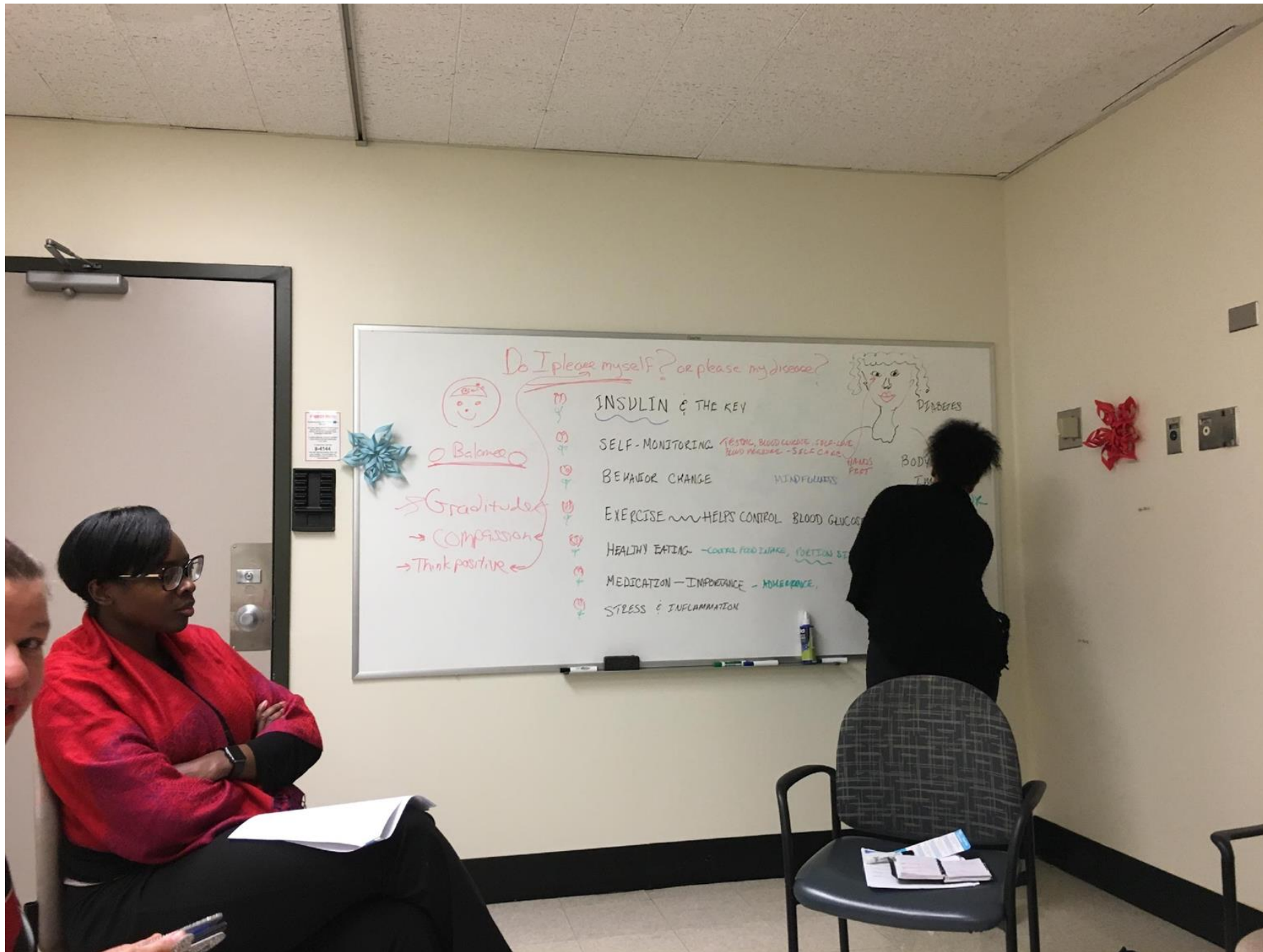
(Jaber et al, 2006; Cramer et al, 2013; Yeh et al, 2011; Berman et al, 2004) la Cour & Peterson 2015;
Tsao 2007, Vickers et al.2012)

Overview of Layout













Now Featuring
Southwest Turkey Burgers
Chili Sweet Potato Fries
Three Bean Salad
See, Taste, Learn!

Come to the Next Level

Get points for eating your colors!
Choose fruits and veggies at meals and snacks.
They'll help you be your best at school and at play.



Weill Cornell Medicine

NewYork-Presbyterian

Integrative Oncology Group Medical Visits at Weill Cornell Medicine

Michelle Loy, MD, FAAP, DipABLM, DipABOIM, DABMA

Assistant Professor, Department of Medicine/Weill Cornell

Population



- Physician Consultation (3 IM, 2FP, DO, Peds)
- Nutrition
- Mind Body Stress Reduction
- Acupuncture (5 LAc)
- Hypnotherapy
- TCM and Ayurvedic Consultation
- Herb/Supplement Review
- Massage
- Yoga
- Pastoral Care
- Psychotherapy
- Insurance based, consultative integrative
- 12K patient visits/year

Group Classes Offerings

Menu

- Stress management, biofeedback
- Fertility/Pregnancy/Postnatal
- Mindfulness based Stress Reduction
- Cancer Survivorship (9/2021)
- Lifestyle Change (9/2021)
- Women's Health
- Narrative Medicine (2/2022)
- Heal Your Gut
- Medical Yoga (3/2021)
- Qi Gong (1/2023)
- Mental Health (1/2023)
- CGM Metabolic Health (1/2023)

2021-2023

Food as Medicine

↓

Cancer Survivorship (418)

↓

Yoga (500) → Qi Gong (328)

↓

Narrative Medicine (355)

↓

Music Therapy (77)

2023-2024

Mental Wellness (142)

↓

Dopamine Reset

↓

Environmental Health

↓

TCM/Seasonal Eating

Community Outreach

walk WITH a DOC



1st Thursday of every month

12:00 pm – 1:00 pm
Integrative Health
Weill Cornell Medicine

436 East 69th Street
New York, NY 10065

+ Join Dr. Loy for Walk with a Doc!

- ✓ Walk your own pace and distance
- ✓ Learn about various health topics and connect with health professionals in a relaxed setting
- ✓ Meet new friends and have fun!



Contact Us:

maa2337@med.cornell.edu
646.697.9337

SHOP WITH THE DOC

A Culinary Medicine Grocery Tour

Saturday, February 24
1:00 - 2:00 PM

Meet at the front of...

Smart Little Neck
249-26 Northern Blvd, Queens

Michelle H. Loy,
MD, FAAP



In celebration of Lunar New Year, Dr. Michelle Loy will introduce you to the hidden culinary gems within an Asian market. Learn about the health benefits of various leafy greens, root vegetables, exotic fruits, mushrooms, herbs, spices, grains, tofu, beans, and other traditional Chinese products that are healthy, fresh, delicious, and affordable. We will go aisle by aisle, introduce different foods, discuss the health benefits, and answer any questions about nutrition, cooking, recipes, and ingredient swaps.



Register at: bit.ly/47UxVzW



Nutrition & Longevity from Farm to Table

Visitors from Weill Cornell Medical are invited to Harlem Grown for an in-person or virtual lesson

Thursday, May 25th
2-4pm
116 W. 134th Street

- Food, farming, and healthy recipes
- Chicken and greenhouse visits
- Mushroom demos
- Nutrition discussion
- Mobile Teaching Kitchen demos

Contact Mary Acosta to register:
maa2337@med.cornell.edu or
646.697-9355

For other questions: contact Dr.
Michelle Loy mhloy@med.cornell.edu



For more information, please visit
<https://www.harlemgrown.org/farm-tours>

A Deeper Dive: Oncology Group Visit

- Open vs closed: Open group
- Length: 1 hour
- MD + non billing provider (acupuncture, yoga, meditation, RD for LC/MH)
- Telehealth (future in person)

Living Well With and After Cancer



Overview/Introduction

This session will introduce the major areas of integrative medicine and their supportive roles throughout all stages of cancer treatment, recovery, and prevention. Learn the latest evidence-based medicine about the role of integrative medicine in optimizing outcomes from surgery, chemotherapy, radiation, endocrine therapy, immunotherapy, and in reducing the risk of recurrence. Practical tips for improving quality of life will be discussed.



Acupuncture, Acupressure, Emotional Freedom Tapping:: Points for Your Care

Acupuncture Medicine is a complementary therapy system used in the treatment of symptoms and conditions associated with cancer. In this session, you will learn about acupuncture's role in oncology. Practical hands-on information so that you may be able to learn some of the acupuncture points used to address issues ranging from ways to address fatigue, chronic pain, insomnia, neuropathy, hot flashes, joint pains and other symptoms.



Botanicals, Vitamins, Supplements, and Culinary Herbs

This session will cover common herbs, supplements, and botanicals that can be useful in managing common cancer-related symptoms including fatigue, anxiety, depression, brain fog, insomnia, pain etc. Learn about vitamin D, melatonin, curcumin, as well as common culinary herbs and teas that can be potentially beneficial to your overall wellness.

Yoga for Stress Reduction, Muscle Strengthening, Better Balance, Restorative Sleep, and Symptom Management

In this session, we will share a variety of breathing techniques, hand placements, body holds and mindful movements to help you feel less stressed. The session will include a blended approach of easy-to-use tools from the world of meditation, yoga, and somatic therapy. Yoga is a safe, and low-impact fitness practice that strengthens muscles of the legs and core muscles, builds bone density, and promotes pelvic stability. This class is a great option for people interested in trying yoga who need a gentle activity as they recover from surgery and treatment. Learn about breath practices, body scans, and yoga nidra for restorative sleep. Explore postures, breathing techniques, and meditation to help reduce treatment associated symptoms.



Medicinal Mushrooms, Medical Cannabis and TCM Herbs For Common Distressing Symptoms

Learn about safe and effective food-based botanical herb formulas such as **MaZiRenWan** (Hemp Seed Pill) with clinical evidence for improving colonic transit, increasing stool frequency, and reducing constipation.

Add delicious immune boosting, blood tonifying, and fatigue reducing broths using the medicinal spotlight botanical **Astragalus** to your culinary repertoire.

We will also explore various edible mushrooms and mushroom supplements including **Reishi**, **Coriolus**, **Cordyceps**, **Lion's Mane**, **Maitake**, **Shiitake**, and **Agaricus**. Learn which mushroom is best for fatigue, brain fog, immune strengthening, cancer, or hyperglycemia.

This session will also cover medical cannabis and its potential benefits in managing symptoms related to cancer.



Exploring Personal Metaphors - Narrative Medicine

Participants will find surprising insights into themselves—including the fact that all of us are poets. Using a creative approach of telling/drawing our story, participants will learn a process of accessing deeply held but rarely conscious beliefs and emotions—how do I see myself, how do others see me, who have I been, who am I becoming? We will use a non-analytical approach to metaphor and imagery to explore life before and after diagnosis, who we are, and what gives us meaning, joy, and wholeness.



Honoring the Body through Food as Medicine

Hippocrates had it right all those years ago: "Let food be thy medicine and let medicine be thy food." We will discuss improving your diet with an emphasis on fiber-rich plant foods and spices. We will also discuss how we can honor our bodies through mindful eating practices. How we eat is just as important as what we eat. Nutrition is an excellent way for cancer survivors to take action to contribute to better health. It is also an important factor in symptom management and survivorship.

Billing and Logistics

- **Types of Providers:** Physicians, Acupuncturist, Clinical Psychologist, Medical Massage Therapist, Registered Dietitian, MBSR meditation instructor, Yoga instructor
 - **Private Payor/Insurance Billing:** Commercial insurance and Medicare accepted (99213/99214)
 - **Pre-Authorization:** Not required but some insurances require a specialist referral from PCP
 - **Medicare Billing by provider type:** Medicare accept by MD, RD, Clinical psychologist and Acupuncturist (incident to billing)
 - **Medicaid Billing by provider type:** Physician services
 - **Fee for service self-pay option:** Yes
 - **Telehealth availability:** Yes
 - **Telehealth billability to insurance:** Yes
- Financial assistance for underserved patients? Sliding scale fee schedule based on hospital policy

Narrative Medicine – Healing through Exploration of Personal Stories

With Anne-Marie Audet, MD and Michelle Loy, MD

at Integrative Health and Wellbeing at New York-
Presbyterian in Collaboration with Weill Cornell Medicine

Expressive writing, drawing, speaking, and listening about meaningful experiences improves health, reduces symptoms, eases emotional discomfort, releases healing hormones, and creates deepened connection.

Participants will learn a process of accessing deeply held but rarely conscious beliefs and emotions. We will use a non-analytical approach to explore life before and after diagnosis, who we are, and what gives us meaning, joy, and wholeness.

Learn the non-pharmacological tools for using this healing method alone or in a group setting. Look forward to an improved sense of well-being, autonomy, belonging, and purpose.

4 Session Series Wednesdays 2:30-3:30pm

Group A: 3/2, 3/16, 3/30, 4/13

or

Group B: 2/23, 3/9, 3/23, 4/6

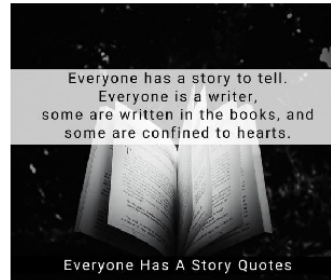
The 1-hour Group Session will be covered under your insurance.

To sign up:

Contact Jacqueline Yunga at 646-697-0247

or

Email: jay2012@med.cornell.edu



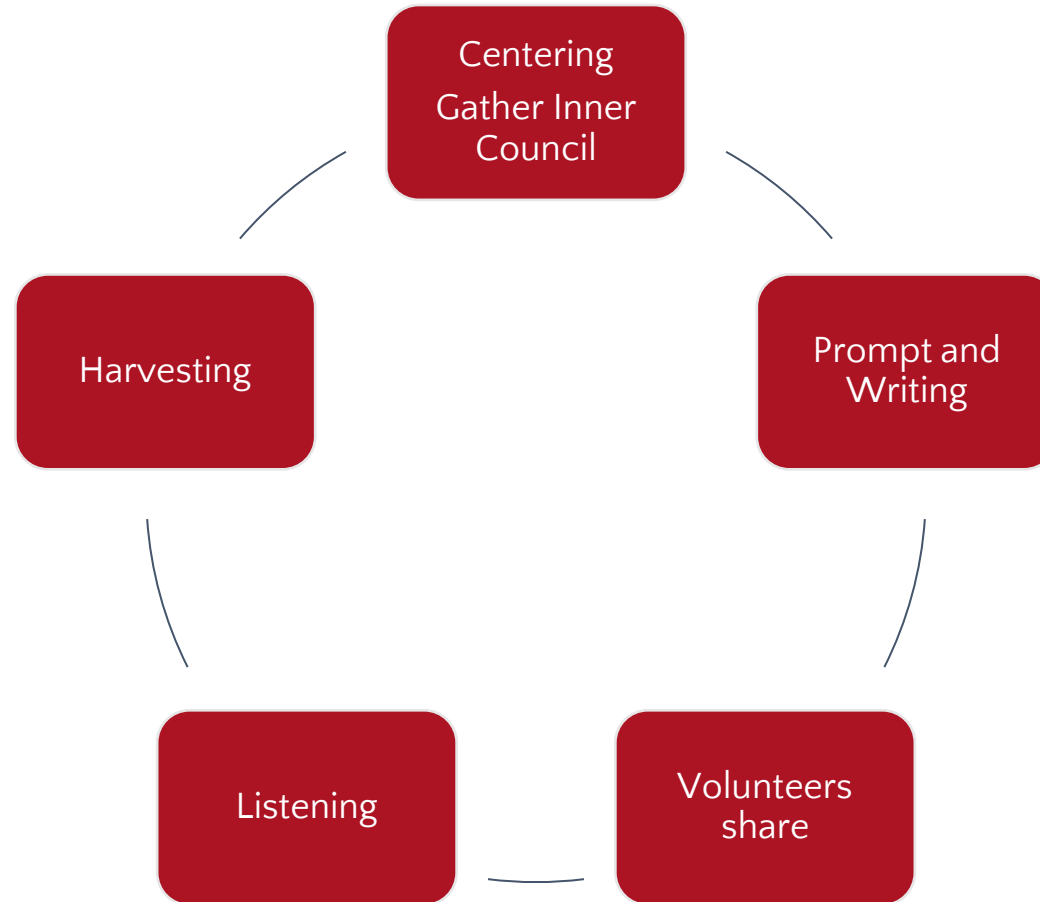
Integrative Health and Wellbeing at NewYork-Presbyterian
436 East 69th Street between York and 1st Ave), New York, NY 10065

Small Group Agreements

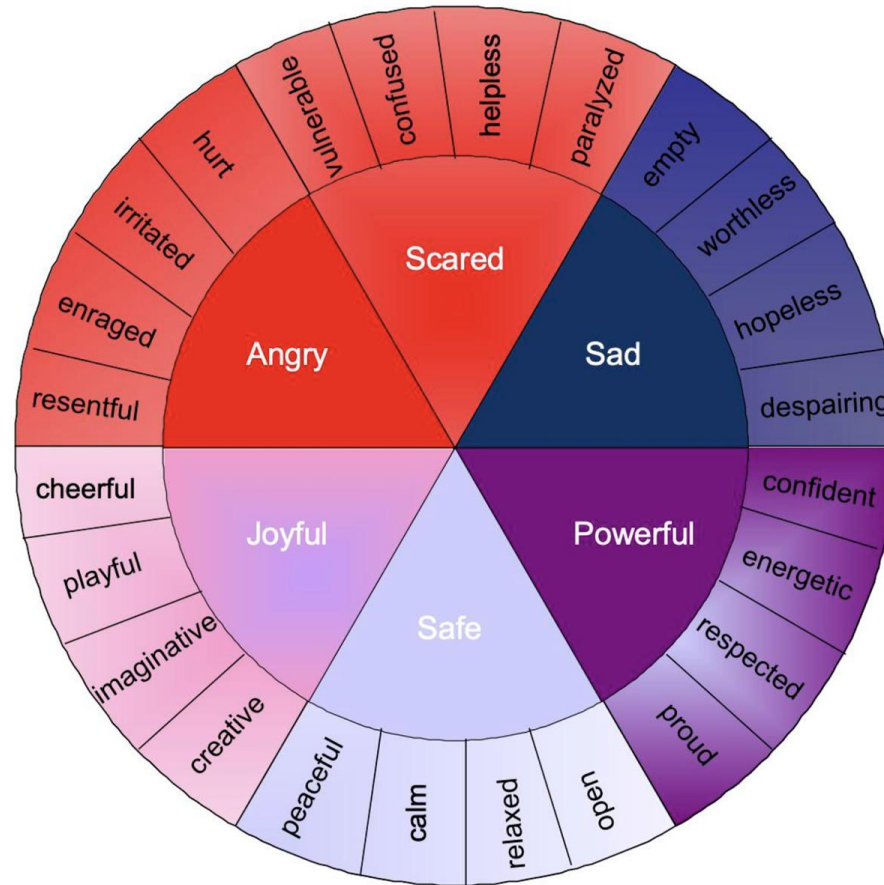
- We treat each other with kindness and respect.
- We listen with compassion and curiosity.
- We honor each other's unique ways to healing and don't presume to advise or fix or try to save each other.
- We hold all stories shared in the circle confidential.
- We trust each of us has guidance we need within us and we rely on the power of silence to access it.
- We honor diversity, equity, and inclusion.
- We focus on the stories; we are not offering advice or probing for therapeutic solutions.
- We come to this space of discovery with humility and an open mind. No one is an expert here.



Narrative Healing Road



How do you feel in this moment?



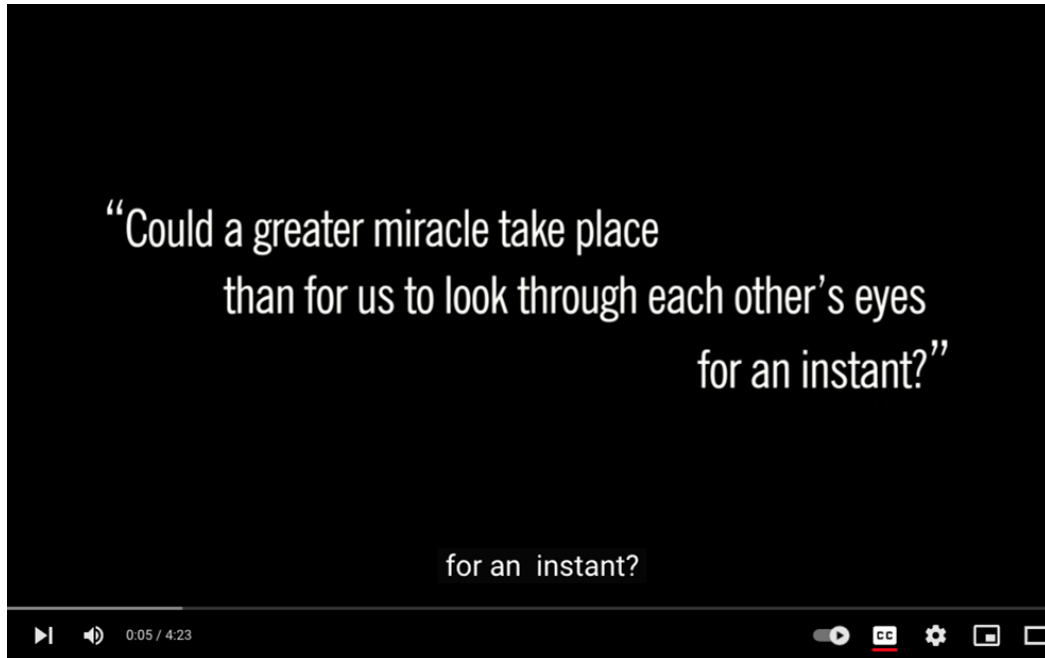
Narrative Exercise

- What surprised you about their experience?
- What moved or touched you about their experience?
- How did you feel as you were hearing their experience

Please take the next 5 minutes to write the answers to the following questions in relation to one patient or client you talked with recently

Write as much as you would like. Please do not worry about being grammatically perfect and try to write these answers as if you were a poet, journalist, or a novelist

Empathy and Compassion



LOY 2022

Writing and Reading Guidelines

Writing:

- ✓ Free write
- ✓ If stuck – write “I am stuck”
- ✓ Not curated, edited
- ✓ Not rehearsed
- ✓ Not immortalizing the experience, writing is the experience

Reading:

- ✓ Pure volunteering
- ✓ No preface
- ✓ Read what you wrote
- ✓ Read what you wish (skip any parts you wish to keep private)

Listening and Responding

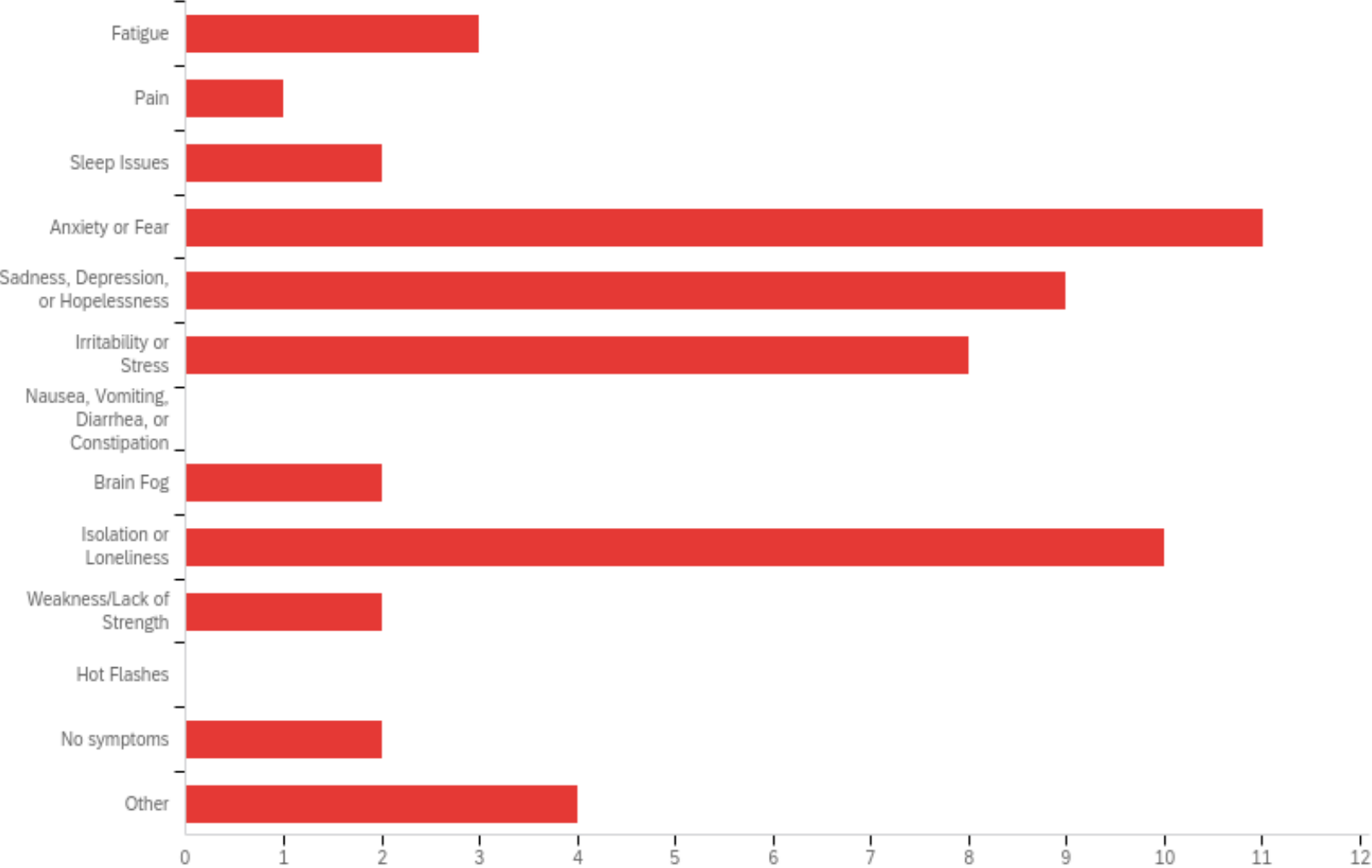
Listening:

- ✓ Focus on the craft and language of the story
- ✓ Avoid probing author for personal detail
- ✓ Welcome questions, ambiguity
- ✓ Unpack as a group
- ✓ Relationships strengthen as narrative thickens

Responding:

- ✓ What words were chosen, not chosen?
What is the perspective? (first, second or third person)
- ✓ What is the mood?
- ✓ How does it leave you?
- ✓ Say “the author..” – creates some distance

Q89 – Which of the following symptoms/health concerns that you have/had were addressed during the series? Please check all that apply.



What Brought You Joy From Today's Session?



- Seeing everyone again, loves this group. Bring me joy to be here.
- Loved hearing what everyone else said, opened my eyes. When sunset tonight, puddles I will think of this group. Thankful for the different perspectives
- Love hearing all the stories - different but within the theme. Loved story on baby sister walking and the puddle jumping - love kids - something he would like to do as child
- Appreciate that there is no requirement to be in the presence of being joyful. Opened a bridge. Got a spark of joy from everyone today. Joy is one of the possibilities even when not feeling joyful
- Like this is a judgement free zone. Completely understanding. Different levels. Support and learn from one another. Appreciate all of you. For open ears advice. Though on zoom, you are still there for me and I thank you.
- Thank everyone for their sense of shared empathy and compassion and for reminding me it is not what happens when you fall down but what happens when you get up.
- This group is incredible...this is joy!

Implementation Strategies: Facilitators

- Program team credentials and expertise
- Staff passionate about cause
- Dedicated team (secretary)
- Strong rapport with patients
- Non-judgmental, supportive approach
- Sense of community, many exchange contact info after
- Peer support, social connection
- Different age groups (20's to 80's) – “takes a village”
- Focus on healthy lifestyle rather than weight centered
- Culinary Medicine, demos
- Multidisciplinary Grand Rounds to Oncology->collaborative, trusting relationship with oncologists
- Feedback from patients back to oncologists, offices send out media blasts
- Group visits part of toolbox, not substitute for 1:1 visits
- Self sustaining
 - MD billing based on E&M, not time-based
 - Wide variety of diagnoses (not limited to ACVD)
 - Insurance covered rather than grant/philanthropy support)- no denials
 - Breakeven calculation (about 5 Medicare pt)
 - Check with your practice and hospital re: compliance issues
- Established Efficiency - Multidisciplinary Working Group - multiple functions (RD and exercise, MD and acu, cul med)

Adaptations from Lessons Learned

- Administrative Point of Contact: Dedicated medical secretary “GV supervisor”
- Set up links, clear schedules, troubleshoot tech issues
- Weekly reminder emails
- Welcome packet sent including insurance/billing information
- Follow up email with resources, educational content, links, recipes
- Consider evening, weekend group sessions/retreats
- Blocking time for clinicians
- Linked visits (for individual follow ups with RD, Acu fellow, chaplain)
- Enable closed captioning on zoom - elderly

Future Thoughts & Resources

Research Article

Implementation of Virtual Integrative Oncology Shared Medical Appointment Series (VIOSMAS) Within Mixed Diagnosis Population

Integrative Cancer Therapies
Volume 23: 1–12
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DOI: 10.1177/15347354231223969
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Sage

Michelle H. Loy, MD^{1,2}, Lauren Prisco, BA¹, and Chiti Parikh, MD^{1,2}

- Recruitment – NP, Mental health (LCSW), research coordinator, pharmacist, chef
 - Train other physicians in other areas of medicine (adolescent, oncology)
 - Medicaid enrollment
 - Research & Community Collaborations
 - Back to in person visits (or a hybrid mix)
 - Explore partnership with HR to offer for employee health
- Loy MH, Prisco L, Parikh C. Implementation of Virtual Integrative Oncology Shared Medical Appointment Series (VIOSMAS) Within Mixed Diagnosis Population. *Integr Cancer Ther.* 2024;23:15347354231223969. doi:10.1177/15347354231223969
 - Loy M, Kowalsky R. Narrative Medicine: The Power of Shared Stories to Enhance Inclusive Clinical Care, Clinician Well-Being, and Medical Education. *Perm J.* Published online January 16, 2024. doi:10.7812/TPP/23.116
 - Michelle Loy and Tim Fatato. Implementation of Virtual Qi Gong Shared Medical Appointments Series (VQGSMA) within Mixed Diagnosis Population. 2023 Science of Tai Chi & Qigong as Whole-Person Health Conference Abstract Supplement September 18–19, 2023 Boston, Massachusetts. *Journal of Integrative and Complementary Medicine.* Dec 2023.A-28-A-48. <http://doi.org/10.1089/jicm.2023.29125.abstracts> (P0.304 on p. 16)
 - Donald B, Paudel AS, Loy MH. Implementation of Virtual Lifestyle Change Shared Medical Appointment Series (VLCSMAS). *Lifestyle Medicine 2023 Annual Conference Research Abstracts.* *American Journal of Lifestyle Medicine.* 2024;18(1_suppl):1S-142S.
 - Loy M and Audet AM. Reflective Storytelling: A Novel Integrative Medicine Group Visit. *Lifestyle Medicine 2022 Annual Conference Research Abstracts.* *American Journal of Lifestyle Medicine.* 2023;17(1_suppl):1S-97S.

A scenic view of the Golden Gate Bridge in San Francisco, California, spanning the Golden Gate Strait. The bridge's iconic red-orange towers and suspension cables are prominent against a blue sky with light clouds. The water of the bay is visible, and the foreground shows green foliage on a hillside.

Oncology Group Medical Visits at the University of California San Francisco (UCSF)

Stephanie Cheng, MD
Rebecca Greiner, PhD, PA-C
Kavita K. Mishra, MD, MPH

Population

- Adults living with or beyond cancer
 - Active treatment
 - Survivorship
 - Advanced cancer

How we decided which GMVs to offer

- Patient needs
- Expertise of provider (often a catalyst)
- Thematic strategies at the Osher Center, e.g., integrative oncology, nature/eco-wellness, symptom management, nutritional care, movement medicine, and mind-body practices



Group Medical Visits

Specialized healing strategies provided in group settings



[Home](#) / [Group Medical Visits](#)

The mission of the UCSF Osher Center is to nurture health and inspire well-being in all people. As part of this effort, we are expanding our offerings of group medical visits to increase access to integrative health care and address the needs of our patients and providers.

Group medical visits allow our clinicians to meet with multiple patients at once, either virtually or in-person, to discuss healing strategies. During a typical group medical visit, six to twelve participants are seen together to receive high quality, specialized medical care. In the context of medical decision-making, we encourage open dialogue, questions, and sharing of experiences. This model provides patients with an opportunity to build community and learn from their healthcare team as well as one another in their healing journey.

Group medical visits are complementary to the individual care patients receive with their healthcare team, and provide an option to incorporate additional specialized healing strategies.

Since these are medical visits, these sessions are billed through insurance.

To register for an upcoming group medical visit, ask your doctor for a referral or call our Clinic to see if you are eligible.



Ayurveda for



Ayurvedic Medicine



Cognitive



Integrative



Ayurveda for Managing Stress & Optimizing Health

6-week series with Dr. Sudha Prathikanti

[Learn More](#)



Ayurvedic Medicine for Cancer Survivorship

8-week series with Dr. Anand Dhruva

[Learn More](#)



Cognitive Behavioral Therapy for Insomnia (CBT-I)

5-week series with Dr. Ashley Mason

[Learn More](#)



Integrative Approaches to Common Cancer-related Symptoms

4-week series with Dr. Stephanie Cheng and Dr. Neha Goyal

[Learn More](#)

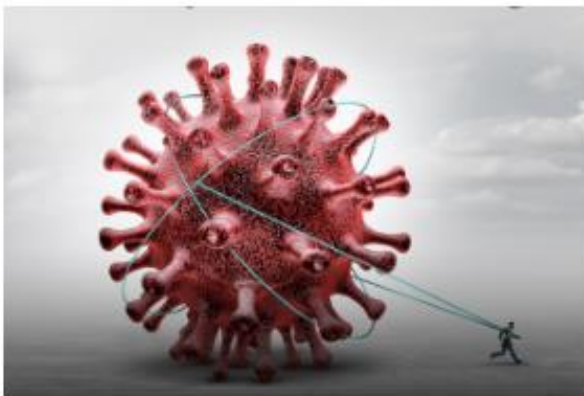




Introduction to Integrative Oncology

3-week series with Dr. Donald Abrams

[Learn More](#)



Long COVID Care

3-week series with Dr. Carla Kuon

[Learn More](#)



Mindfulness-Based Cognitive Therapy

8-week series with Dr. Sudha Prathikanti

[Learn More](#)



Mindfulness Practices to Promote Health During Cancer Treatment

4-week series with Drs. Chloe Atreya & Kavita Mishra

[Learn More](#)





Movement Medicine: Qigong Practices to Promote Health

3-week series with Dr.
Stephanie Cheng

[Learn More](#)



Nature Therapy

Single session with Dr.
Stephanie Cheng

[Learn More](#)



Optimizing Nutrition and Weight in Cancer Care

3-week series with Rebecca
Sheaff Greiner, PA-C

[Learn More](#)



Self-Compassion for Wellbeing for Patients with Cancer

4-week series with Drs. Chloe
Atreya and Stephanie Cheng

[Learn More](#)



Survivorship Wellness



Survivorship Wellness Group Program

Psycho-Oncology, the Survivorship Wellness Group Program, and Cancer Supportive Care Services are committed to offering psychological support with as little interruption as possible while ensuring the continued safety, comfort, and wellbeing of our patients and community. During the pandemic we have converted our service to telemedicine-based care until the time in-person gatherings are permitted to resume. Please call us at 415-353-3931 with any questions or concerns about how to access supportive care. We look forward to continue being of support as we weather this challenging time together.



After cancer treatment, your health is more important than ever.



Optimizing Nutrition and Weight in Cancer Care

3-week series with Rebecca
Sheaff Greiner, PA-C

[Learn More](#)



A Deeper Dive

- Three session series
- Patients with cancer diagnosis
- BMI ≥ 25 kg/m²
- 2 hours / Telehealth / One provider
- Curriculum
 - Session 1 – Change
 - Session 2 – Mindset
 - Session 3 – Anti-inflammatory Diet



Session outline

- Welcome
- Housekeeping (confidentiality, questions, etc.)
- Mindfulness Exercise
- Counseling on change, mindset, nutrition.
- Patient Evaluation/Management (personalized values, develop tailored SMART goals, lab orders, etc.)
- Culinary Medicine
 - Teaching kitchen
 - Cooking with patients
 - Techniques/Recipes
 - Sharing
 - Supplemental videos

Optimizing Nutrition and Weight in Cancer Care

3-week series with Rebecca
Sheaff Greiner, PA-C

[Learn More](#)



Four Virtual GMVs (Dr. Cheng)

- Nature Medicine – Forest Therapy Walk
- Integrative Palliative Care/Psycho-Oncology – Managing Common Cancer-related Symptoms
- Qigong to Promote Health
- Self-Compassion for Wellbeing

Forest Therapy GMV

- 1 session, 2 hours long
- Participants choose greenspace
- Guided meditations
- Prompts/invitations
- Time off camera and time sharing/reflecting
- Can repeat sessions





Integrative Symptom Management GMV

- For patients with advanced cancer
- 2 hour sessions x 4 weeks
- Co-facilitator: Psycho-Oncologist
- Addresses common sx:
 - Fatigue, insomnia
 - Pain
 - Emotional distress, coping
 - Advance Care Planning
 - Other UCSF resources

Qigong to Promote Health GMV

- 1 hour session x 3 weeks
- Health benefits of qigong, practice, qigong rx





Self-Compassion for Wellbeing GMV

- 2 hour sessions x 4 weeks
- Co-facilitator: GI Med Onc
- Emphasis on experiential learning
 - Guided meditations
 - “homework”
 - Reflection and sharing
- Based on the work of Kristen Neff and Chris Germer

Billing and Logistics

- Fee for service visits (with a few exceptions that are grant funded)
- Billing codes (99203-99205 new patient/99213-99215 established patient)
- Recruitment
 - Colleagues
 - Provider/RN/APP meetings
 - Newsletters
 - From one's own panel
 - GMV "groupies"
- Two notes in 1 encounter if 2 providers (includes non-overlapping clause)
- Admin support at beginning of sessions to call no shows



Implementation Strategies



GMV-a-palooza

Group Medical Visits at UCSF – where we've been and where we are going

- I. Staff Workflow
- II. Infrastructure: IT/Epic-EMR; Compliance, Coding/Billing, Legal/Consent, Website/Patient outreach, etc.
- III. Provider Workflow & Research/QI



It Takes a Village ... Thank you!

Shelley Adler
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Lisa Mackie
Sam Marcus
Aileen Mark
Josh Martin
Ashley Mason
Aldea Meary-Miller
Frank Meyers
Kavita Mishra
Chris Pollak
Sudha Prathikanti
April Saephan

Jason San
Erin Schwartz
Jen Shea
Elizabeth Stewart
Catheryne Stormo
Shelley Stratford
Angela Sutkaitis
Maura Temple
Yolanda Tompkins
Jolene Tong
Alan Venook
Jasmine Zeng
Selot Zewdie

And to anyone who has helped but whose name does not appear here, our sincere apologies and THANK YOU!



Implementation Strategies

Mission & Focus –

- ❖ **Patient** Benefits
- ❖ **Provider & Staff** Benefits: Sustainability & Creativity in context of increasing burnout

“To enable providers to reach the full spectrum of patients with their expertise, in a forum that furthers whole person healthcare at UCSF, improves patient outcomes and provides a social and supportive benefit. And to do so in a way that is rewarding for providers, efficient for staff, and easy for patients to access.”

Implementation Strategies

- Key Lessons
 - **Recruitment** (diverse populations, emails/flyers/website/peers, etc.)
 - Anticipate **administrative needs** (i.e., referral processing, auth, scheduling, processing surveys/handouts/FAQs/consent) and coordinator/MA support.
 - **Standardization** where possible (i.e., note templates, consent, surveys, etc.)
 - Support and time for clinical **content** development and **QI/research**
 - **Pacing** of # and type of GMVs
 - **Financial strategies** for sustainability; engaging compliance/billing early; review at regular intervals; understanding attrition (communications, #weeks, overbook, etc)

An illustration of a diverse group of people sitting in a circle around a small, round, light-colored coffee table in a bright, modern room. The group consists of seven individuals of various ethnicities and ages, engaged in conversation. The room features large windows with blue curtains, a floor lamp, and a white coffee table with a blue mug, a white cup, and a blue phone. The text "Thank you!" is overlaid in a white box in the center of the image.

Thank you!