

The “Cook Book” on Patient-Centered Medical Home

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Cook Family Health Center, Inc.

Bloomington, Indiana USA



- Founded in 1993
- Serves 6,000 + patients
- Huge Employee benefit

Media Statement

Founded in 1963, Cook Medical pioneered many of the medical devices now commonly used to perform minimally invasive medical procedures throughout the body.

Today, the company integrates medical devices, drugs and biologic grafts to enhance patient safety and improve clinical outcomes. Since its inception, Cook has operated as a family-held private corporation.

For more information, visit www.cookmedical.com.

Follow Cook Medical on Twitter
@cookmedicalpr and @cook_ir.

Cook Family Health Center

Cook Clinic

- When I started this clinic in 1993, everybody in town thought I was nuttier than a fruitcake. We would go broke. It would cost us too much money. And the doctors and the hospital got mad at us for doing it. Those doctors love us now because we pay cash. If we refer one of our patients to them for specialty treatment, they see the patient, we get the bill, and we send the doctor a check. And we get a discount for quick payment. It works. ---Bill Cook
- Excerpt from the Bill Cook Story “Ready, Fire, Aim”

Appetizers (Why should Cook invest in their own clinic?)

- Rising Health care costs
- Increasing insurance rates leads to *
- Cook Group Health Plan Trust
- Affordable Health Care – too many ER visits and no follow-up care
- Accessible Health Care *

Sandwiches, Stews and Soups (Putting it all together)

Building a Healthy Sandwich

- Providers
- Staff
- Facility
- Pharmacy
- Contracts

Elephant Stew

- Take 1 Elephant
- Add a bunch of nuts

“COOK” Stone Soup

- Building a cooperative medical neighborhood

Entrees

- Affordable quality, medical care
- Continuity of Care
- Care Management
- Ease of access with extended hours of operation
- EMR – immediate medical records access
- Patient Medical Home – Family Medical Home
- Convenience, “one stop shopping”
- Value-priced Labs, on-site
- Pharmacy, on-site
 - \$74 vs \$511
 - Pharmacists have the opportunity to educate rather than check insurance coverage
 - Medication reconciliation at each visit to the pharmacy and the Clinic

Dessert (oh no, not the “S” words!)

#1!!! Patient Satisfaction!!!

Pharmacy onsite, no waiting at retail pharmacies with sick children

Employer Satisfaction

- Employees healthier
- Less time off the job due to extended clinic hours
- Worker’s compensation savings
- On-site Flu Fighter Clinics
 - ❖ Nurses travel to each facility to administer flu vaccines to each employee
- On-site Occupational Medicine
 - ❖ Sales reps, safety teams, cafeteria workers and engineers
 - ✓ Titters, immunizations, respiratory fit testing, surveillance PEs, Drug testing
- Preferred Provider Satisfaction
- Savings all around
- Icing on the Cake.....Patient Satisfaction!!!



Chef Tyler and Karin Brown (nutritionist)

In 2011 we added a Bariatric Program for our COOK patients and offer cooking classes for those in the program.

Simple Statistics

Staff	1993	2012
Providers	3	4 MDs 1 NP
Nurses	4	13
Front Office	2	8
Medical Records	1	2
Nutritionist	0	1
Pharmacists	1.5	3.5
Pharmacy Techs	0	6
Utilization/Care Manager	1	1
Visits	8000	25,000
Prescriptions	<20,000	106,000
Active patients	2000	6384



Cook Clinic Waiting Room

Comfortably seats 24, divided for well visits and ill visits









Thank you for listening!

