

Get to Know the ChenMed Care Team



Many people distill value-based care down to its financial model: Full-risk capitation. ChenMed's approach looks at value-based care instead as full responsibility. If we want to succeed as a business, we must be responsible for everything related to our patients' health. Sometimes, that responsibility can feel heavy.

“Primary care physicians are highly trained and capable, but they shouldn't operate in a vacuum when treating patients—and they can't do their best work when they carry the entire load,” wrote ChenMed primary care physician Nehal Gheewala on our blog last year.

That's why ChenMed integrated team-based care into our model, surrounding our providers with multi-person care teams and providing access to specialists who can provide quick consultations to address patient concerns. Our team-based approach results in first-class care for our patients and a healthier working environment for our doctors.

“Being in a position to offer such robust support to providers and patients is exciting and fulfilling, a stark contrast from what many doctors are experiencing today in the face of burnout and exhaustion,” said Jill Howard, ChenMed's National Director of Infectious Diseases, on a recent episode of the Faisel and Friends podcast.



Wondering what a typical ChenMed care team looks like? At every center, we have:

Care Facilitators

Key Duties Include:

- Greeting patients and caregivers
- Making reminder phone calls
- Taking calls from patients needing doctors' advice
- Helping all center guests feel comfortable and at home



“Our care facilitators provide the first interaction our patients have with our total health care delivery system. They're a big part of what we do to earn the trust of our patients.”

Care Promoters

Key Duties Include:

- Ushering patients from the waiting room to the patient room
- Taking vitals, like temperature and blood pressure
- Handling minor interventions, like starting IVs or giving breathing treatments
- Sharing information about available preventive care services, like flu shots



“When the care promoter mentions a flu shot, it doesn't come out of nowhere to a patient when a PCP talks about it. The patient has been introduced—but not pressured—into the topic.”

Care Coordinators

Key Duties Include:

- Facilitating patient equipment and supply needs, like wheelchairs or grocery delivery
- Connecting patients to specialists for procedures, like as endoscopies or colonoscopies
- Following up with specialists to ensure we receive patient records



“One of the most frustrating things in medicine is that it's completely fragmented. Care coordinators help drive the work of our clinic by getting patient information from specialists as soon as possible.”

Primary Care Providers

Key Duties Include:

- Examining and diagnosing patients
- Performing interventions
- Leading and influencing the care team



“The PCP is not the temperature of the team, they're the thermostat. We're at the center. People are going to come to us for guidance, and how we respond ultimately matters more than the actions we take.”

On-Call Care Team Members



Case Managers and Social Workers:

These staff perform a variety of duties, like coordinating with patients who are hospitalized and helping to address patients' mental health challenges.



Pharmacy Technicians:

Our pharmacy technicians dispense about 80 percent of the medications our patients need right at the center, helping our patients who have transportation challenges and increasing the likelihood of medication adherence.



Specialists:

ChenMed houses an internal network of experts who represent many top specialties. Our primary care providers can curbside these specialists when they have questions or need additional guidance about patient care.

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