

# primarycare

HEALTH PARTNERS

Delivery of Primary Care in Vermont		
FQHC Primary Care	Hospital Based Primary Care	Independent Primary Care

Toby Sadkin, MD  
Family Practitioner  
Chair, PCHP Executive Committee  
Physician Manager, St. Albans Primary Care  
[tsadkin@pchpmd.com](mailto:tsadkin@pchpmd.com)

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Deanne Haag, MD  
Pediatrician  
Physician Manager, Monarch Maples Pediatrics  
[dhaag@pchpmd.com](mailto:dhaag@pchpmd.com)

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Jon Asselin  
COO/CFO  
[jasselin@pchpmd.com](mailto:jasselin@pchpmd.com)

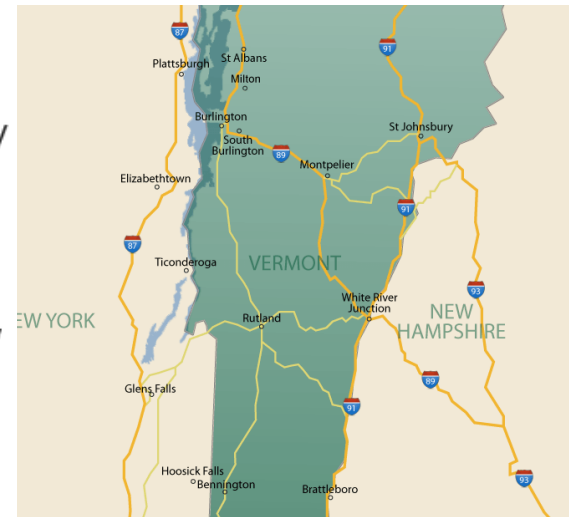


## Our Practices

- \* Brattleboro Primary Care - Adult
- \* Brattleboro Primary Care - Pediatrics
- \* Monarch Maples Peds - Enosburg Falls
- \* Monarch Maples Peds - St Albans
- \* Mt. Anthony Primary Care
- \* Plattsburgh Primary Care Pediatrics
- \* St. Albans Primary Care
- \* Timber Lane Pediatrics - Milton
- \* Timber Lane Pediatrics - North
- \* Timber Lane Pediatrics - South

## About PCHP

In the 1980s, many of the medical offices of Primary Care Health Partners (PCHP) were part of Community Health Plan (commonly known as CHP). Later, California-based Kaiser Permanente purchased the CHP offices and managed them until Kaiser decided to leave the northeast in 1999. In January 2000, a group of primary care physicians formed PCHP with offices in both New York and Vermont. This created the largest privately-owned primary care medical group in the state of Vermont. Since 2000, PCHP has been expanding our services to more communities in New York and Vermont.



[www.pchpmd.com](http://www.pchpmd.com)

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## *Our Mission*

We are a group of physician-owned, independent primary care practices. Through our patient centered medical home model, we work collaboratively to provide compassionate, accessible, high-quality healthcare. We believe that through this work we can enhance the well-being of our patients, and the quality of health in our communities.

## *Our Vision*

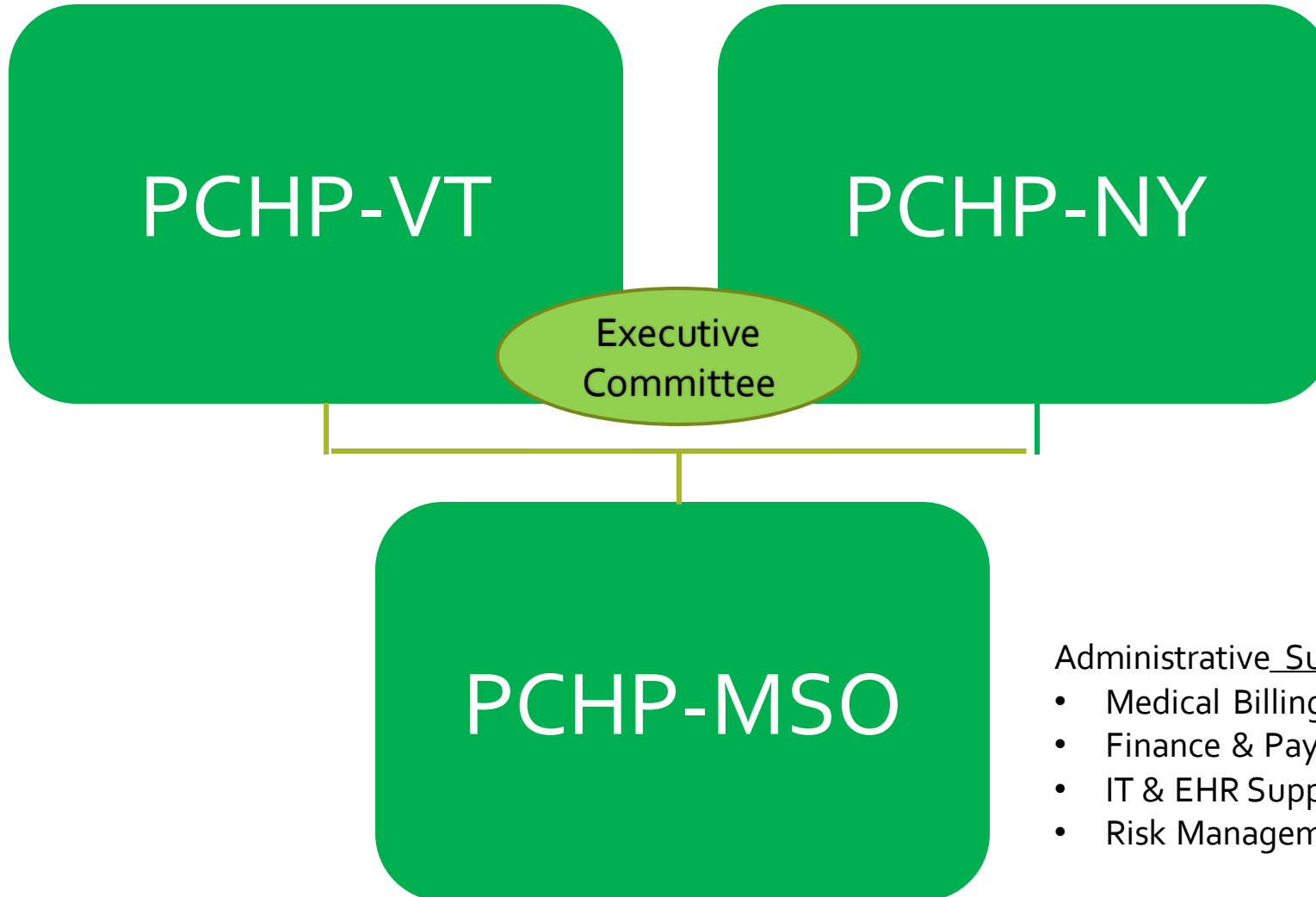
Primary Care Health Partners will remain an independent physician-owned model for integrated quality health care. We will strive to remain adaptable and embrace quality Improvement tools and new technologies. As healthcare evolves, we will continue to advocate for independent primary care at local, state, and national levels

## *Core Values*

- P**atient and family-centered care
  - Compassion
  - Collaboration
  - Prevention
  - Wellness
- C**ost effective quality care
- H**ealth education and advocacy
- P**ractice that are independent, adaptable, and community-oriented

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## PCHP Model

- Led by physicians
- Promotes office autonomy

## Administrative Support Services including:

- Medical Billing & Credentialing
- Finance & Payroll
- IT & EHR Support
- Risk Management



## FAST FACTS

- 11 Locations
  - 9 medical offices (6 pediatrics, 2 family medicine, 1 internal medicine) in Vermont
  - 1 medical office in New York (pediatrics)
  - 1 central support office in Vermont.
- 31,000 active patients in Vermont; 3,000 in New York.
- 175 employees including 28 physicians, 15 nurse practitioners, and 2 physician assistants.
  - 23 physicians are the sole owners of PCHP
- In Vermont, 48% of patient encounters are Medicare & Medicaid. In some offices, this percentage approaches 70%.

## Living up to our *Mission/Vision/Values*

- All offices level 3 patient centered medical homes
- Collaborative and involved with OneCare Vermont
  - ✓ Board of Managers
  - ✓ Finance
  - ✓ CPR (Comprehensive Payment Reform)
  - ✓ Population Health
  - ✓ Clinical advisory committees
  - ✓ Pt/family advisory committee
- Supporting/advocating for independent primary care
  - ✓ Bringing other small independent practices into our group (e.g. Monarch Maples!)
  - ✓ Offering administrative support to other independent practices (e.g. credentialing, billing services)

- Consumer Price Index-All Urban Consumers. Medical Care.
  - Average annual change (1/2012 – 1/2022) = 2.7%
  - September 2022 (9 month change) = 5.0%

## NOTABLE CHALLENGES

### Staffing Challenges:

- Physician Burnout
- Notably difficult to find practitioners
- Greater competition for staffing due to shortages
- New market rates for compensation
  - Higher pay rates to recruit. Higher pay rates to retain.
- Health Benefits can swing employment decision away from PCHP
  - Net employee rate increase for most popular plan
    - 20% increase 2022 to 2023
    - 40% increase since 2019

Our attempt at mitigation: *Have tried to identify creative solutions with UVMMC*



## 40% increase

2023 employee contribution to health insurance premiums



**Dramatic** increase in health insurance premium



Same/slightly increased payment from commercial insurers





## OTHER NOTABLE CHALLENGES

Negotiations with Commercial Payers is a Difficult Process

- Requires data analysis, negotiation skills, patience, and TIME
- Process can result in years of no increase

CPR through OneCare Vermont has been life support for us





## Value of ensuring viability of independent practices

- Lower operating overhead results in less cost to healthcare system (e.g. recent pediatric transitions from hospitals to PCHP)
- Consistent high-quality care
- Nimble—able to quickly adapt to and implement changes (great test kitchen for pilot projects)
- Professional satisfaction for clinicians and staff

But...the *Challenges* we face threaten our very existence  
***Investment in Independent Primary Care is Essential!***



# Thank You

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