



PT-First Models of Care Through Partnerships in an Integrated Health System

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Clinical Shared Services

Outpatient Rehabilitation Services

Peaks

- **Montana, Denver (Front Range), Grand Junction**
 - 10 outpatient MG Clinics
 - 9 HOD locations

Canyons

- **Utah/Southern Idaho**
 - 49 group practice PTR clinics
 - 1 HOD (S. Idaho)

Desert

- **Southern Utah/Nevada**
 - 5 outpatient departments (St. George)
 - Embedded and virtual care LV

Why PT-First Models of Care?

PRESS RELEASE

New AAMC Report Shows Continuing Projected Physician Shortage

According to new projections published today by the AAMC (Association of American Medical Colleges), the United States will face a physician shortage of up to 86,000 physicians by 2036.

October 8, 2024

Sentara Medical Group to double number of advanced practice providers, increasing access

New team-based care model will reduce waits for appointments and give patients more time with primary care providers

“Each advanced practice provider added to a physician-led team increases primary care capacity by over 70%.”

Advanced practice provider is a term for a healthcare professional with an advanced degree who can perform many of the medical activities performed by physicians, including conducting physical exams, prescribing medications, and making referrals.

Prevalence of MSK Conditions

1 in 3 individuals have health conditions requiring rehabilitation services (2019 Global Burden of Disease Study)

- Cieza, A., Causey, K., Kamenov, K., Hanson, S. W., Chatterji, S., & Vos, T. (2020). Global estimates of the need for rehabilitation based on the Global Burden of Disease study 2019: a systematic analysis for the Global Burden of Disease Study 2019. *The Lancet*, 396(10267), 2006-2017. [https://doi.org/10.1016/S0140-6736\(20\)32340-0](https://doi.org/10.1016/S0140-6736(20)32340-0)

60% of patients seek care due to MSK conditions

- Wiitavaara, B., Fahlström, M., & Djupsjöbacka, M. (2016). Prevalence, diagnostics and management of musculoskeletal disorders in primary health care in Sweden – an investigation of 2000 randomly selected patient records. *Journal of Evaluation in Clinical Practice*, 23(2), 325-332. <https://doi.org/10.1111/jep.12614>

Low Back and Neck Pain Burden

Health Care Spending Rank (High to Low)	Health Condition	Category Code ^b	Health Care Spending, 2016 \$Billion (95% CI)
1	Low back and neck pain	A	134.5 (122.4-146.9)
2	Other musculoskeletal disorders ^c	A	129.8 (116.3-149.7)
3	Diabetes	B	111.2 (105.7-115.9)
4	Ischemic heart disease	C	89.3 (81.1-95.5)
5	Falls	F	87.4 (75-100.1)
6	Urinary diseases ^d	B	86.0 (76.3-95.9)
7	Skin and subcutaneous diseases ^e	E	85.0 (80.5-90.2)
8	Osteoarthritis	A	80.0 (72.2-86.1)

PT-First Evidence



COST-EFFECTIVE CARE



IMPROVED PATIENT OUTCOMES



REDUCING THE BURDEN ON PHYSICIANS



REDUCTION OF HEALTH CARE COSTS



IMPROVED HEALTH OUTCOMES

Primary Care Physical Therapists

We have fantastic news! SB196 – Physical Therapy as Primary Care passed the House Business and Labor Committee UNANIMOUSLY on Friday! Legislators shared overwhelmingly positive support for the bill, recognizing the importance of expanding access to physical therapy in Utah.

Intermountain Health Initiatives

Upstream PT

- Spine Care Navigation
- Connect Care Physical Therapy
- Clinician Integration

Spine Care Navigation

Intermountain Low Back Pain Vision

Implement a compassionate spine care journey that exemplifies our dedication to value, adaptability, and sustainability, while inspiring nationwide adoption of this model

Health System Experimentation

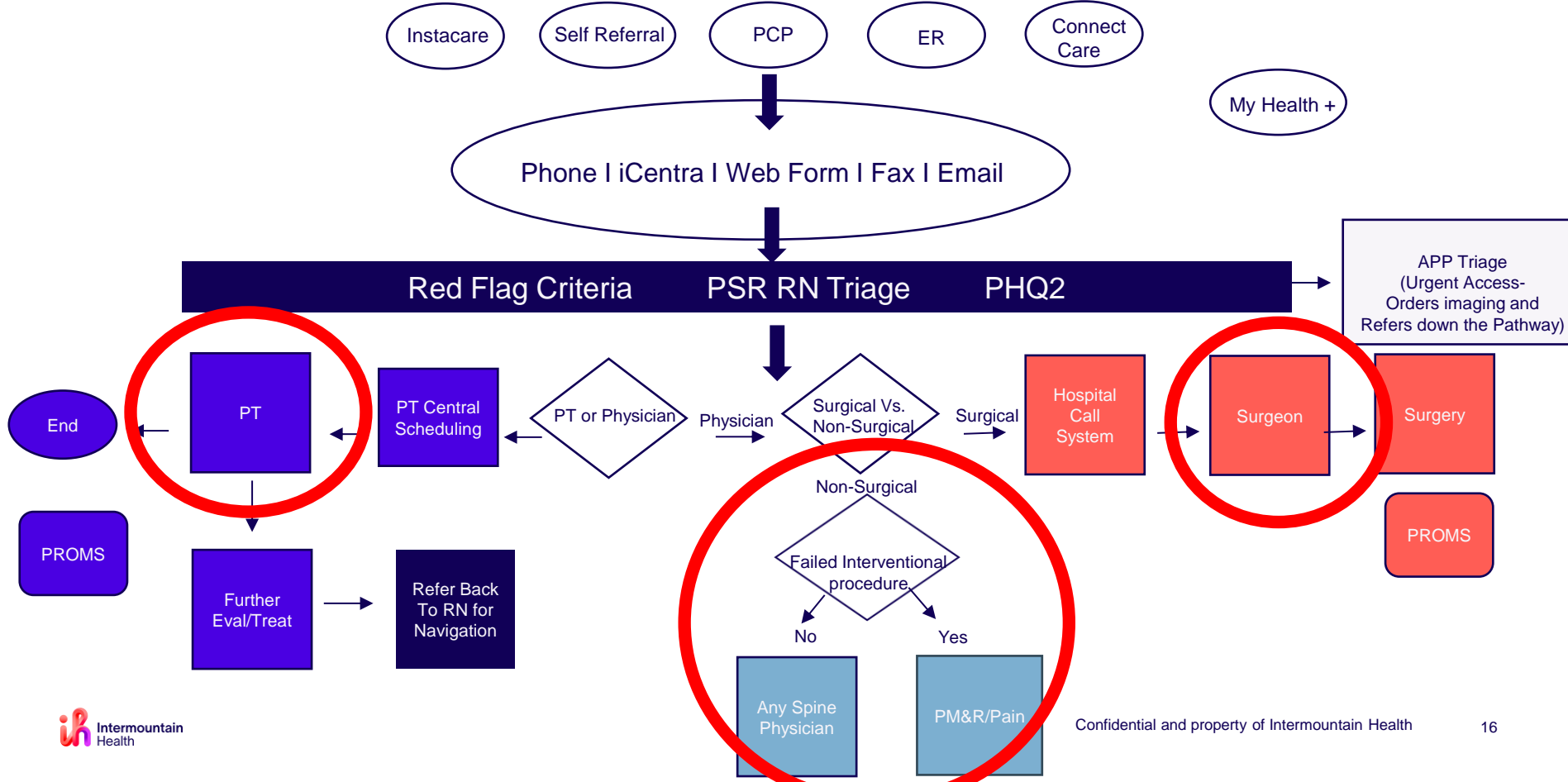
- Virginia Mason
- Kaiser
- St. Luke's (Eastern PA)
- Maryland Medicaid
- Virtual Vendors
- St. Mary's Comprehensive Spine Program



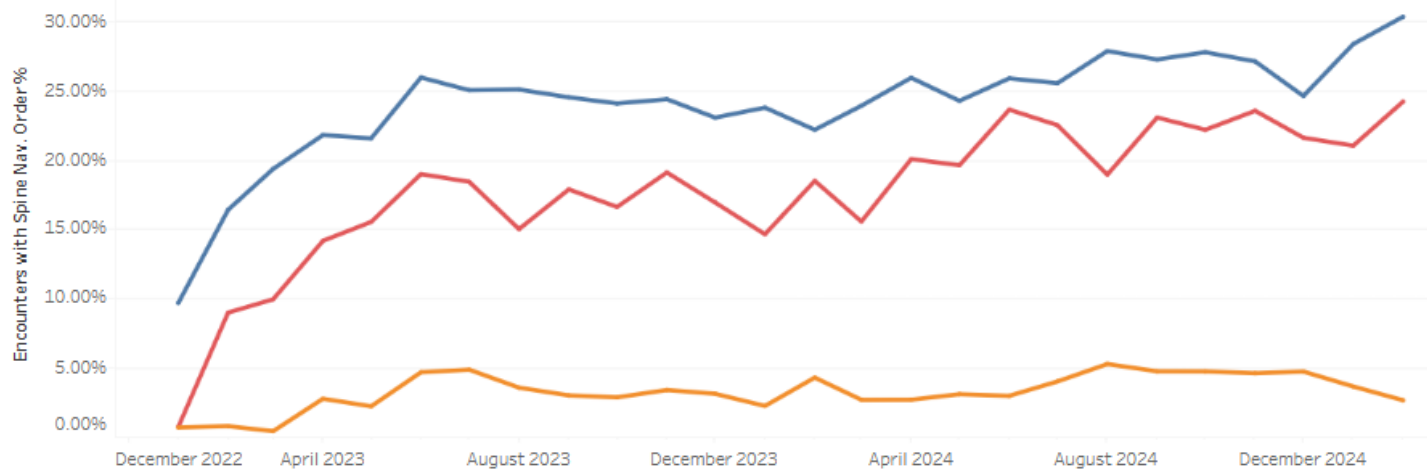
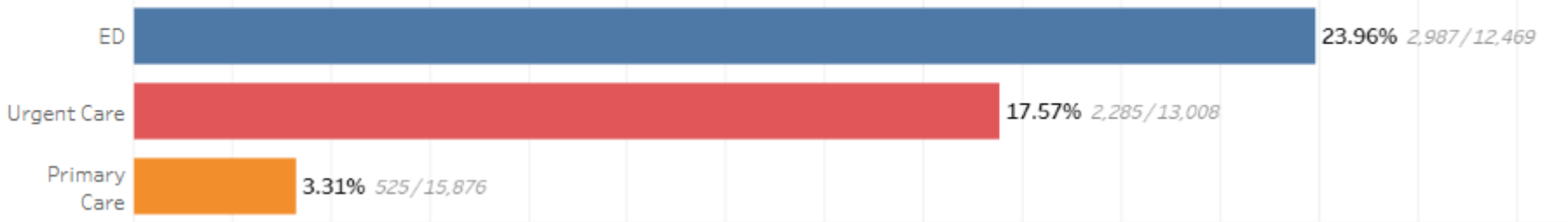
Levers of Guideline-Concordant care:

1. Screen for red flags
2. No Subspecialty Care Referral
3. Referral for Physical Therapy*
4. No Opioids
5. No Imaging

System Wide Spine Workflow



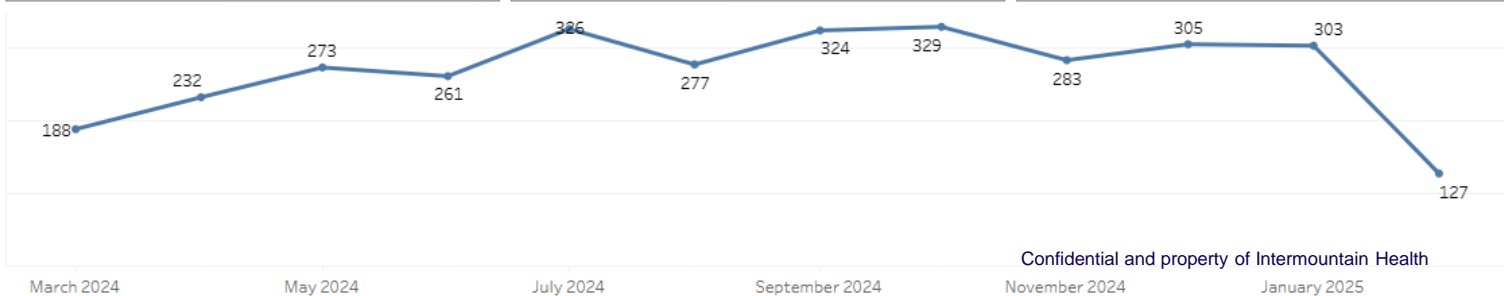
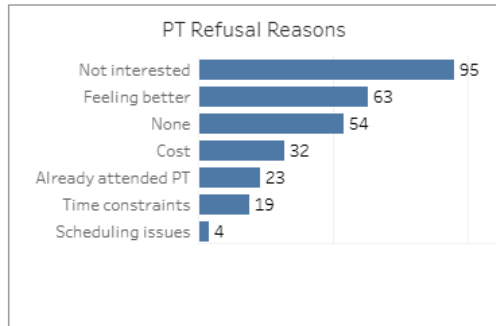
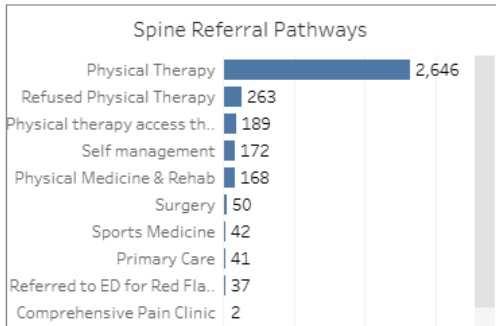
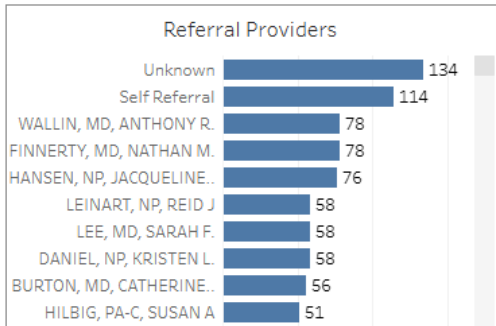
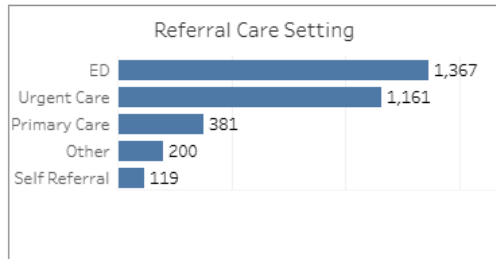
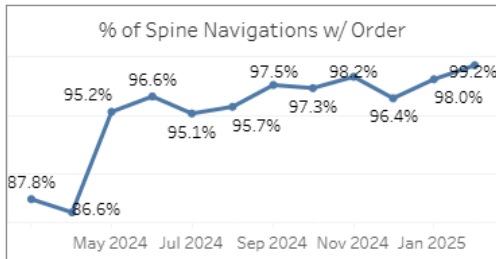
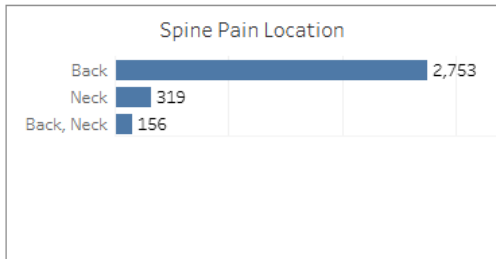
% of Encounters with Spine Navigation Order



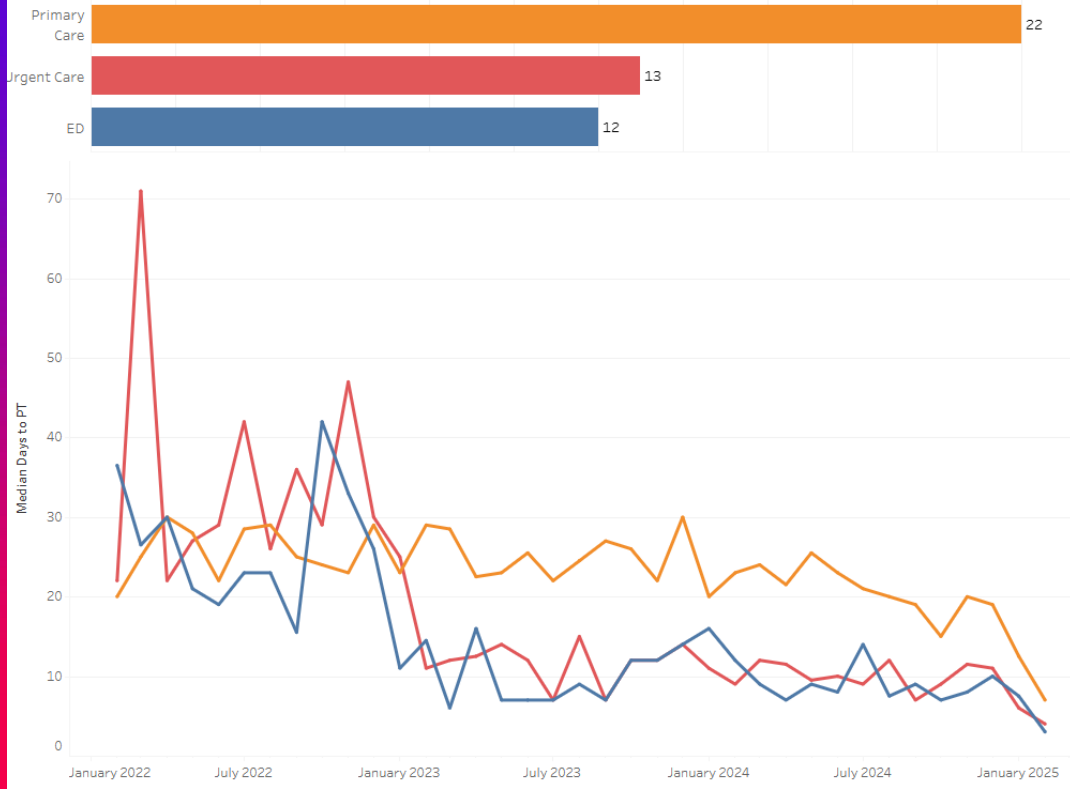
Spine Navigation Overview

Total # of Spine Navigations

3,228



Median # of Days from Encounter to First Outpatient PT Visit

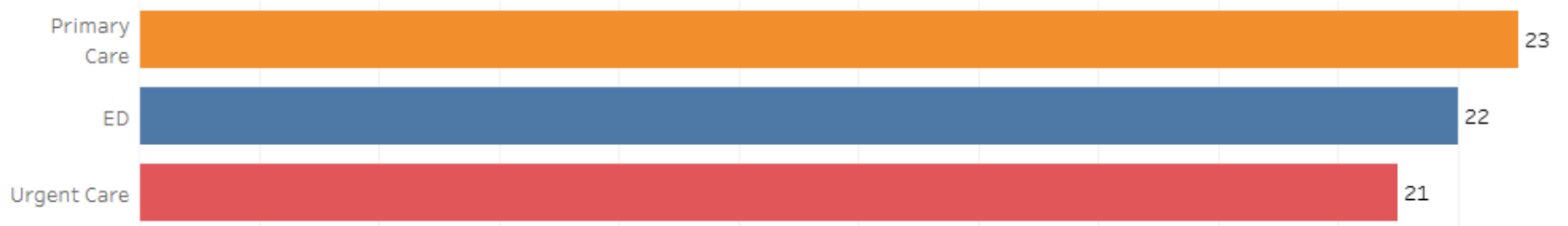


Median # of Days from Encounter to PT Visit

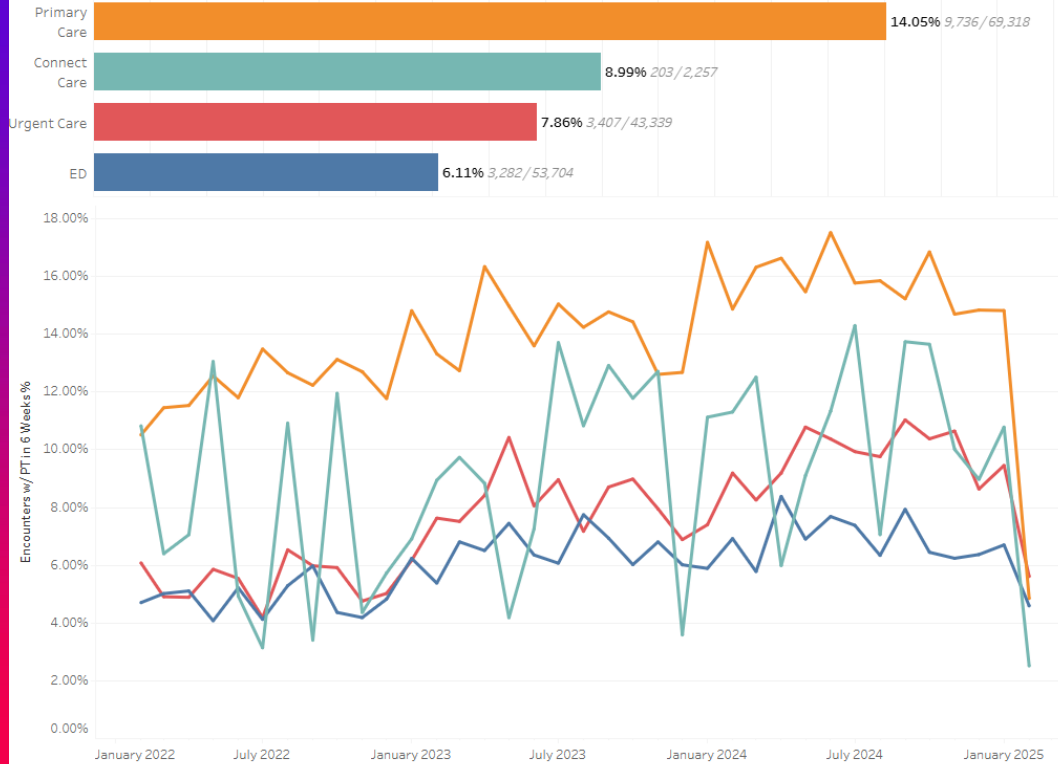
With Navigation



Without Navigation



% of Encounters with PT within 6 Weeks

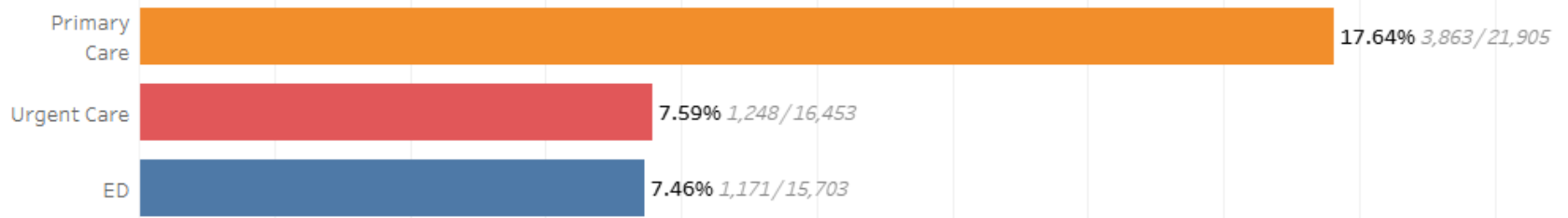


% of Encounters with PT within 6 Weeks

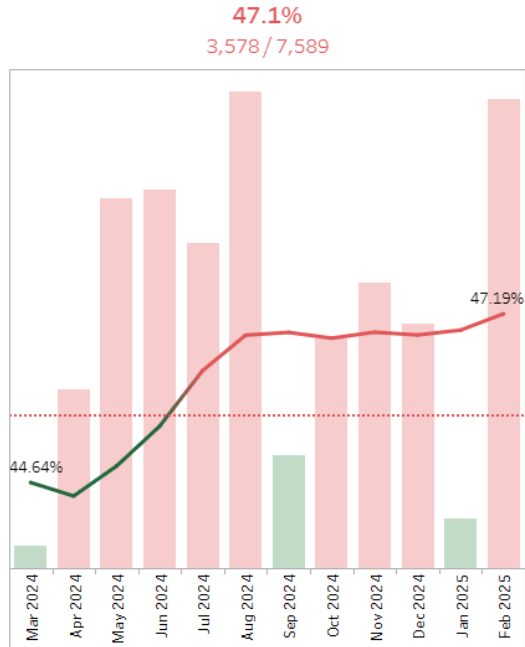
With Navigation



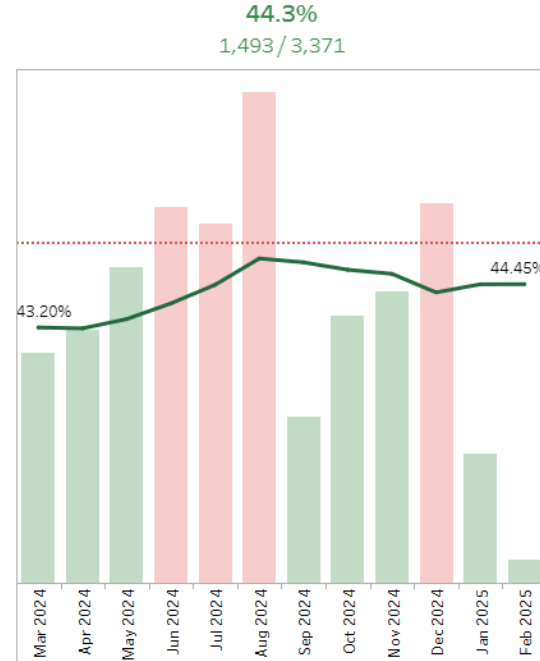
Without Navigation



Clinical Outcomes



System



Salt Lake Valley

Spine Care Pathway Growth



19.3k
SL County patients presented with a back and/or neck pain primary diagnosis in the last 12 months

40% Primary Care	32% ED	26% Urgent Care	2% Connect Care or Self-Refer
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346 referred to SCP	1,403 referred to SCP	982 referred to SCP	188 referred to SCP
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Growth Strategies

Increase upstream referrals through the following low-cost channels:

- Self
- Connect Care
- Primary Care Providers

Recruit SCP support

- Nurse, APP navigators
- PSRs

Automate entry, scheduling, some parts of navigation

PROM collection, analysis

- Currently exists in PT and surgery; though it does not currently exist across the journey. Potential opportunity to look at/implement an EPIC solution

- Efficacy of virtual visits

Recruit pain providers

Ensure ASC and OR capacity (blocks)

Measuring # of surgery referrals that resulted in a surgery

Entry into Spine Care Pathway
(pilot only in SL Valley)

PT, Rehab

Procedures

Surgery



Red flag pathway
38 patients

Connect Care Physical Therapy



Get relief from your joint pain and muscle strains.

Connect Care: Physical therapy

Get urgent care for aches, pains, and muscle strains by quickly visiting with a board-certified physical therapist in minutes.





\$69 per visit

Available in Utah. Open Mon - Fri 8 a.m. - 5 p.m.

- ✔ Available in the Intermountain Health app
- ✔ Highly effective
- ✔ No charge for visits that result in a referral

[Start a visit](#)

Connect Care Physical Therapy

			
Create and expand proactive models of care	Moving upstream to keep people well	Embracing cutting-edge technology	Enriching consumer experience

Connect Care. Urgent Care	Connect Care - Physical Therapy	Connect Care - Lactation Breastfeeding support 365 d...	Connect Care - Behavioral Health
24/7 ON DEMAND CONVENIE...	PRIMARY CARE	PRIMARY CARE	PSYCHIATRY AND THERAPY
Treatment for cold symptoms, UTI, rash, allergies, eye problems and more.	Physical Therapy Urgent Care is now available in Utah for SelectHealth...	Breastfeeding support appointments every day of the year.	Scheduled treatment for anxiety, depression, ADHD and more...
🕒 Visit Now	🕒 Visit Now	🚀 Launch Now	🚀 Launch Now

Connect Care Physical Therapy

- On-demand consult with physical therapist
- Reduce down-stream costs by addressing issues early and prevent the need for further care
- Covered under Selecthealth Connect Care benefit (\$69)
- Does not count toward therapy benefit limits



Connect Care Physical Therapy

Connect Care PT Visits

156

ED Visit within 4 Weeks %

2.6%

Primary Care within 4 Weeks %

4.5%

InstaCare within 4 Weeks %

10.3%

Internal Imaging within 4 Weeks %

9.0%

Opioid Prescribed within 4 Weeks %

2.6%

Therapy within 4 Weeks %

9.0%

Body Area	Connect Care PT Visits	ED Visit within 4 Weeks %	Primary Care within 4 Weeks %	InstaCare within 4 Weeks %	Internal Imaging within 4 Weeks %	Opioid Prescribed within 4 Weeks %	Therapy within 4 Weeks %
No Diagnosis	50	4.0%	4.0%	14.0%	14.0%	4.0%	12.0%
LBP	38	2.6%	5.3%	15.8%	10.5%	2.6%	10.5%
Leg/Knee	23	0.0%	0.0%	4.3%	8.7%	0.0%	4.3%
Neck	12	8.3%	8.3%	16.7%	0.0%	0.0%	16.7%
Shoulder	9	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Other	6	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Arm/Elbow	6	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Hand/Wrist	4	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foot/Ankle	4	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Hip	3	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Spine	1	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Clinical Integration

Figure 1 Warm handoff access to care pathway.
LPN = licensed practical nurse; MA = medical assistant; PCP = primary ...

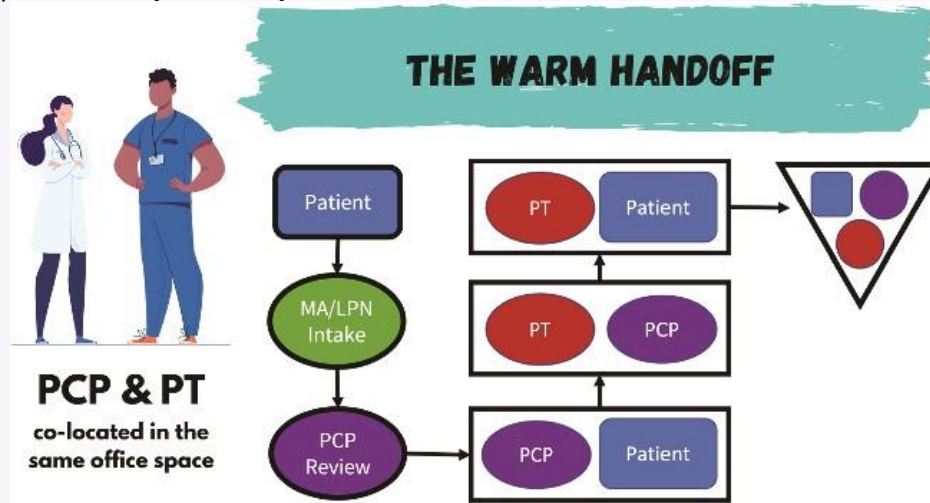
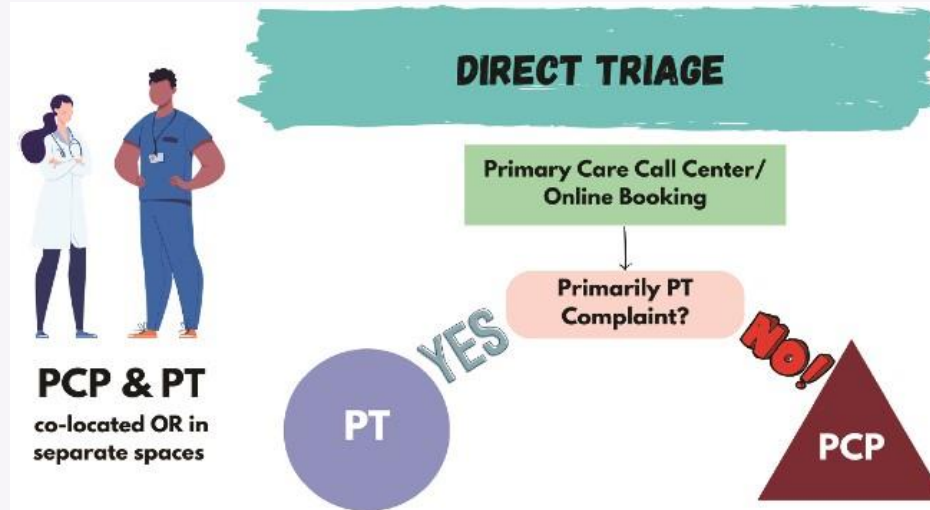


Figure 2 Direct triage access to care pathway.
PCP = primary care provider; PT = physical therapist.



Clinical Integration

Falls

- At-risk Primary Care clinic
- Falls screen and risk assessment as part of annual visit
- Embedded therapist to hand off where falls risk is high
- In person, virtual, RTM (Medbridge Pathways)

Clinical Integration

Pelvic Therapy

- Primary Care Sports Medicine
- Hip diagnostic clinic
- PT on-site and part of care team
- Evaluation in physician clinic, follow up as needed in PT clinic
- Next steps: OB/GYN partnership

Clinical Integration

Additional Opportunities

 Hand

 Wound/Lymphedema

 Cancer

 Speech/ENT

Future Initiatives

Virtual/Hybrid Care

- MSK Navigation
 - Upstream access to therapy services for MSK conditions
 - How far upstream can patients gain access to PT/OT/SLP?
 - Early virtual access with in-clinic FU as needed
 - Becoming a community resource for reliable information

Recommendations

Navigating resistance

- **Acknowledging reasons for resistance**
 - Managed care “gatekeeper” model, control, financial incentives
- **Physician partnerships**
 - Gaining trust
 - Demonstrate how therapy is part of the solution
- **Words matter**
 - “PT-First” v “Proactive Care” v “Value-based Care” v “Upstream”

Thank you

