

Summary of Patient-Centered Medical Home Cost and Quality Results, 2010 – 2013

This summary provides an overview of evidence and results from medical home demonstrations taking place throughout the United States. The results are listed in two categories: (1) **Costs & Utilization Rates:** includes impact on hospital admissions and readmissions, avoidable emergency department visits, length of stay, specialist visits, in-person visits, and any impact on health care costs; (2) **Care Quality & Outcomes:** includes improvement in quality of care, such as improved access to providers and services, improvements in patient experiences and provider satisfaction, as well as outcomes data related to improvement in chronic disease management, prevention, and wellness.

Initiative	Costs & Utilization	Care Quality & Outcomes
NATIONAL		
United States Air Force ¹ Report Type: Congressional Testimony, 2011 Data Review: 2009-2011	<ul style="list-style-type: none"> 14% fewer emergency department (ED) and urgent care visits³ \$300,000 saved through diabetes management 	<ul style="list-style-type: none"> 77% of diabetic population demonstrated improvement in glycemic control
Veterans Health Administration Patient Aligned Care Team (PACT) ² Report Type: Peer-review, 2013 Data Review: 2009-2012	<ul style="list-style-type: none"> 8% fewer urgent care visits 4% fewer inpatient admissions Decreased in-person visit rates from 53 to 43 per 100 patients per calendar quarter 	<ul style="list-style-type: none"> Increase in phone encounters (2.7 to 28.8 per 100 patients per quarter); enhanced personal health record use (3% to 13%), and electronic messaging to providers (0.01% to 2.3%). Post hospitalization follow-up improved (6.6% to 61% of hospital discharges).
ALASKA		
Alaska Native Medical Center ⁴ Report Type: Industry Report, 2012 Data Review: 2002-2012	<ul style="list-style-type: none"> 50% fewer urgent care visits 50% fewer ED visits 53% fewer hospital admissions 65% fewer specialist visits 	
CALIFORNIA		
Blue Cross Blue Shield (BCBS) of California Accountable Care Organization (ACO) Pilot ⁵ Report Type: Industry Report, 2012 Data Review: 2010	<ul style="list-style-type: none"> 15% fewer hospital readmissions 15% fewer inpatient admissions 50% fewer inpatient stays of 20 days or more Health care cost savings of \$15.5 million 	

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COLORADO		
Colorado Medicaid and State Children's Health Insurance Program (SCHIP) ⁶	<ul style="list-style-type: none"> • Health care cost savings of \$215 per member per year for children 	<ul style="list-style-type: none"> • Increased provider participation in Children's Health Insurance Program (CHIP) program from 20% to 96% • Increased well-care visits for children from 54% in 2007 to 73% in 2009
<p>Report Type: Industry report Data Review: 2007-2009</p>		
Colorado Multipayer Patient-Centered Medical Home Pilot (WellPoint, Colorado Clinical Guidelines Collaborative) ⁷	<ul style="list-style-type: none"> • 18% fewer acute inpatient admissions • 15% fewer ED visits • WellPoint return on investment (ROI) of 250-400% 	
<p>Report Type: Peer Review Data Review: 2009-2012</p>		
DELAWARE		
Highmark Patient-Centered Medical Home Pilot ⁸ (2013)	<ul style="list-style-type: none"> • 9% fewer inpatient acute admissions • 13% percent reduction in 30-day readmission rates • 14% percent reduction in 7-day readmission rates • 5% decrease in total per member per month (PMPM) costs for coronary artery disease members and 3.5% decrease for diabetics • Health care cost savings of nearly 2% 	
<p>Report type: Industry report Data Review: 2011-2012</p>		
FLORIDA		
Capital Health Plan ⁹	<ul style="list-style-type: none"> • 40% fewer inpatient hospital days • 37% fewer ED visits • 18% reduction in health care claims costs 	<ul style="list-style-type: none"> • 250% increase in primary care visits
<p>Report Type: IHI Report, 2012 Data Review: 2003-2011</p>		
IDAHO		
BCBS of Idaho Health Service	<ul style="list-style-type: none"> • \$1 million reduction in single year medical claims • ROI of 4 to 1 for disease management programs 	
<p>Report Type: Industry Report, 2011</p>		

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MARYLAND		
CareFirst BlueCross BlueShield ¹⁰	<ul style="list-style-type: none"> Health care cost savings of \$98 million over two years (\$60 million increase in savings over the previous year) 4.7% lower costs for PCPs that received an incentive award 	
Report Type: Industry Report, 2013 Data Review: 2010-2012		
MICHIGAN		
Blue Cross Blue Shield of Michigan Physician Group Incentive Program (2013) ^{11, 12, 13}	<ul style="list-style-type: none"> 13.5% fewer ED visits among children 10% fewer ED visits among adults 17% fewer ambulatory-care sensitive inpatient admissions 6% fewer 30-day readmissions 7.5% reduction in use of high-tech radiology Overall health care cost savings of \$26.37 PMPM 	<ul style="list-style-type: none"> 60% better access to care for participating practices that provide 24/7 access 3.5% higher quality measure 5.1% higher preventive care \$26.37 lower per member per month costs
Report Type: Peer Review, 2013 Data Review: 2009-2010		
MINNESOTA		
HealthPartners ^{14,15}	<ul style="list-style-type: none"> 39% fewer ER visits 24% fewer hospital admissions 40% reduction in readmission rates 30% reduction in length of stay 20% reduction in inpatient costs Outpatient cost savings of \$1,282 for patients using 11 or more medications 	<ul style="list-style-type: none"> Reduced appointment wait time by 350% from 26 days to 1 day 129% increase in optimal diabetes care 48% increase in optimal heart disease care 10% decrease in diagnostic imaging scans in first year
Report Type: Industry Report Data Review: 2004-2009		
NEBRASKA		
BCBS of Nebraska ¹⁶	<ul style="list-style-type: none"> 10% fewer hospitalizations 27% fewer emergency visits 	
Report Type: Industry Report, 2012 Data Review: 2011		
NEW JERSEY		
BCBS of New Jersey (Horizon BCBSNJ) ^{17,18}	<ul style="list-style-type: none"> 10% reduction in PMPM costs 26% fewer ED visits 25% fewer hospital readmissions 21% fewer inpatient admissions 5% increase in use of generic prescriptions 	<ul style="list-style-type: none"> 8% improvement in HbA1c levels 31% increase in ability to effectively self-manage blood sugar 24% increase in low-density lipoprotein (LDL) screening 6% increase in breast and cervical cancer screening
Report Type: Industry Report, Press Release, 2012 Data Review: 2011		

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NEW YORK		
Capital District Physicians' Health Plan ¹⁹	<ul style="list-style-type: none"> • 24% fewer hospital admissions • 9% reduction in overall medical cost increases resulting in savings of \$32 PMPM 	
<p>Report Type: Industry Report, Press Release, 2012 Data Review: 2008-2010</p>		
Priority Community Healthcare Center Medicaid Program ²⁰	<ul style="list-style-type: none"> • Cost savings of 11% in first 9 months of pilot totaling approximately \$150,000 • Reduction in hospital spending by 27% and ER spending by 35% 	
<p>Report Type: Press Release, 2011 Data Review: 2010</p>		
EmblemHealth High Value Medical Home Initiative ²¹	<ul style="list-style-type: none"> • 3.8% fewer ED visits per year • Cost savings of approximately \$1,900 in ED per physician per year 	<ul style="list-style-type: none"> • Improvement of hypertensive blood pressure control over 2 years • Improvement in breast cancer screening over 3 years
<p>Report Type: Peer Review, 2013 Data Review: March 2013</p>		
WellPoint Medical Home Pilot New York City Primary Care Information Project (PCIP) ²²	<ul style="list-style-type: none"> • 14.5% reduction in total costs for adults and 8.6% for children • 11% fewer ED visits for adults and 17% for children 	<ul style="list-style-type: none"> • Improvement in hemoglobin A1c testing • Reduction in inappropriate use of antibiotics
<p>Report Type: Peer Review, 2012 Data Review: July-August 2012</p>		

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NORTH CAROLINA		
Blue Quality Physician's Program (BCBSNC) ²³	<ul style="list-style-type: none"> • 52% fewer visits to specialists • 70% fewer visits to the ER 	
Report Type: Industry Report, Press Release, 2011 Data Review: 2011		
Community Care of North Carolina (Medicaid) ^{24, 25}	<ul style="list-style-type: none"> • 23% reduction in ED utilization and costs • 25% reduction in outpatient care costs • 11% reduction in pharmacy costs • Estimated cost savings of \$382 million 2010 	<ul style="list-style-type: none"> • 21% increase in asthma staging • 112% increase in influenza inoculations
Report Type: Peer Review, 2008, 2011 Data Review: 2003-2010		
NORTH DAKOTA		
BCBS of North Dakota – MediQHome Quality Program	<ul style="list-style-type: none"> • 6% fewer hospital admissions • 24% fewer ED visits • 30% reduction in ED use among patients with chronic disease • 18% reduction in inpatient hospital admission rates 	<ul style="list-style-type: none"> • 6.7% improvement in blood pressure (BP) control • 10.3% improvement in cholesterol control • 64.3% improvement in optimal diabetes care • 8.6% improvement in BP control
Report Type: Industry Report, 2012 Data Review: 2005-2006		
OHIO		
Humana Queen City Physicians ²⁶	<ul style="list-style-type: none"> • 34% fewer ER visits 	<ul style="list-style-type: none"> • 22% decrease in patients with uncontrolled blood pressure
Report Type: Industry Report, 2012 Data Review: 2008-2010		
OKLAHOMA		
Oklahoma Medicaid ²⁷	<ul style="list-style-type: none"> • Cost savings of \$29 PMPM 	<ul style="list-style-type: none"> • Reduction from 1,670 to 13 patient inquiries related to same-day/next-day appointment availability • 8% increase in patients “always getting treated quickly.”
Report Type: Peer Review, 2011 Data Review: 2008-2010		

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OREGON		
Bend Memorial Clinic & Clear One Medicare Advantage (PacificSource Medicare Advantage) ²⁸	<ul style="list-style-type: none"> Reduction in hospital admission rates to below state and national averages Reduction in ER visit rates to below state and national averages 	
Report Type: Press Release, 2012 Data Review: 2010		
CareOregon Medicaid and Dual Eligibles ^{29,30}	<ul style="list-style-type: none"> 9% reduction in PMPM costs resulting in overall PMPM cost savings of \$89 	<ul style="list-style-type: none"> 65% had controlled HbA1c levels vs. 45% pre-PCMH
Report Type: Peer Review, 2010, 2009 Data Review: 2007-2009		
PENNSYLVANIA		
Geisinger Health System ProvenHealth Navigator PCMH model ^{31,32,33,34,35}	<ul style="list-style-type: none"> Reduced hospital length of stay by half a day 25% fewer hospital admissions 50% fewer readmissions following discharge 18% fewer inpatient admissions 7% reduction in cumulative total spending (from 2005 to 2008) 7.1% cumulative cost savings (from 2006 to 2010) with an ROI of 1.7 	Improved quality of care: <ul style="list-style-type: none"> 74% for preventive care 22% for coronary artery care 34.5% for diabetes care
Report Type: Congressional Testimony, Peer Review, 2009, 2010, 2012, 2009 Data Review: 2005-2010		
University of Pittsburgh Medical Center (UPMC) ³⁶	<ul style="list-style-type: none"> 13% fewer hospitalizations Nearly 4% reduction in medical costs 	Improved patient outcomes for diabetics: <ul style="list-style-type: none"> Increases in eye exams from 50% to 90% 20% improvement in long-term control of blood sugar 37% improvement in long-term control of cholesterol control
Report Type: Press Interview, 2011 Data Review: 2009		
Independence Blue Cross—Pennsylvania Chronic Care Initiative		Better diabetes care <ul style="list-style-type: none"> Increased diabetes screenings from 40% to 92% 49% improvement in HbA1c levels 25% increase in blood pressure control 27% increase in cholesterol control 56% increase in patients with self-management goals
Report Type: Industry Report, 2012 Data Review: 2008-2011		

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PinnacleHealth ³⁷ Report Type: Industry Report, Press Release, 2012 Data Review: 2011	<ul style="list-style-type: none"> 0% 30-day hospital readmission rate for medical home (PCMH) patients vs. 10-20% for other patients 	
RHODE ISLAND		
BCBS of Rhode Island Report Type: Industry Report, 2012 Data Review: 2008-2011	<ul style="list-style-type: none"> 17-33% reduction in health care costs among patients 	Improved quality of care measures <ul style="list-style-type: none"> 44% for family & children's health 35% for women's care 24% for internal medicine
SOUTH CAROLINA		
BCBS of South Carolina (Palmetto Primary Care Physicians) Report Type: Industry Report, 2012 Data Review: 2008-2011	<ul style="list-style-type: none"> 14.7% reduction in inpatient hospital stays 25.9% fewer ED visits 6.5% reduction in total PMPM medical and pharmacy costs 	
TENNESSEE		
BCBS of Tennessee Report Type: Industry Report, 2012 Data Review: 2009-2012		Increased screening rates: <ul style="list-style-type: none"> 3% for diabetes exams 7% for diabetes retinal exams 4% for lipid exams Increased prescription rates: <ul style="list-style-type: none"> 6% for coronary artery disease medications
TEXAS		
BCBS of Texas Report Type: Industry Report, 2012 Data Review: 2009	<ul style="list-style-type: none"> 23% reduction in readmission rates Overall estimated health care cost savings of \$1.2 million 	

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VERMONT		
<p>Vermont Blueprint for Health³⁸</p> <p>Report Type: Industry Report, Peer Review, 2012</p> <p>Data Review: 2010-2012</p>	<ul style="list-style-type: none"> • 27% reduction in projected cost avoidance across its commercial insurer population • 24% reduction in inpatient hospitalization rates • 31% reduction in emergency department utilization 	<ul style="list-style-type: none"> • Increase in visits from 1x per year to 4x per year for patients with chronic diseases
<p>Vermont Medicaid³⁹</p> <p>Report Type: Peer Review, 2011</p> <p>Data Review: 2008-2010</p>	<ul style="list-style-type: none"> • 21% reduction in inpatient utilization • 22% reduction in PMPM inpatient costs • 31% reduction in ED utilization • 36% reduction in PMPM ED costs 	
WASHINGTON		
<p>Regence Blue Shield (Intensive Outpatient Care Program with Boeing)</p> <p>Report Type: Industry Report, 2012</p> <p>Data Review: 2007-2009</p>	<ul style="list-style-type: none"> • 20% reduction in health care costs 	<ul style="list-style-type: none"> • 14.8% improved patient-reported physical function and mental function • 65% reduction in patient reported missed workdays
<p>Group Health of Washington^{40,41,42,43}</p> <p>Report Type: Peer Review, 2009, 2009, 2010, 2010</p> <p>Data Review: 2008</p>	<ul style="list-style-type: none"> • 29% fewer ED visits • 11% fewer hospitalizations for ambulatory care-sensitive conditions • Overall cost savings of \$17 PMPM • Transcription cost savings of \$4 million through the use of EHRs • Cost savings of \$2.5 million through medical records management • Cost savings of \$3.4 million through medication use management program • 40% cost reduction through use of generic statin drug 	<p>Improved medication management:</p> <ul style="list-style-type: none"> • 18% reduction in use of high-risk medications among elderly • 36% increase in use of cholesterol-lowering drugs • 65% increase in use of generic statin drug <p>Improved quality of care:</p> <ul style="list-style-type: none"> • Composite measures increased by 3.7% <p>Improved provider satisfaction:</p> <ul style="list-style-type: none"> • 20% fewer reports of emotional exhaustion reported by staff <p>Improved patient experiences in one clinic:</p> <ul style="list-style-type: none"> • 83% of patient calls resolved on the first call compared to 0% pre-PCMH

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