Population Health Management in the Medical Neighborhood

Executive Roundtable

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Managing Populations, Maximizing Technology
Population Health Management in the Medical Neighborhood

Patient-Centered Primary Care COLLABORATIVE

MANAGING POPULATIONS, MAXIMIZING TECHNOLOGY
Population Health Management in the Medical Neighborhood

Today's Panelists

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The Opportunity

The growth rate of health care spending far exceeds how fast our national economy and average wages are growing

Percentage of cumulative, real, per capita growth in national health expenditures, gross domestic product, and real wages

National health expenditures — 818%

Gross domestic product — 168%

Wages — 16%

x 51
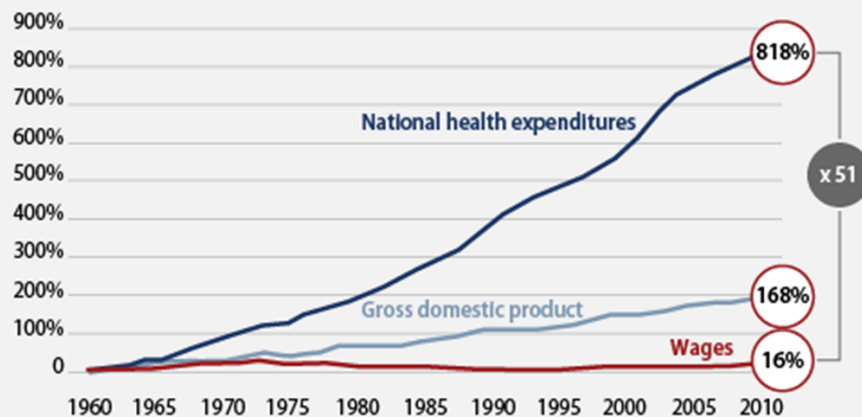
Source: McKinsey, "Accounting for the cost of U.S. Health care" (2011)

Reducing Waste in Healthcare

EXHIBIT 1

Estimates of Waste in US Health Care Spending in 2011, by Category

	Cost to Medicare and Medicaid[a]			Total cost to US health care[b]		
	Low	Midpoint	High	Low	Midpoint	High
Failures of care delivery	$26	$36	$45	$102	$128	$154
Failures of care coordination	21	30	39	25	35	45
Overtreatment	67	77	87	158	192	226
Administrative complexity	16	36	56	107	248	389
Pricing failures	36	56	77	84	131	178
Subtotal (excluding fraud and abuse)	166	235	304	476	734	992
Percentage of total health care spending	6%	9%	11%	18%	27%	37%
Fraud and abuse	30	64	98	82	177	272
Total (including fraud and abuse)	197	300	402	558	910	1,263
Percentage of total health care spending				21%	34%	47%

SOURCE Donald M. Berwick and Andrew D. Hackbarth, "Eliminating Waste in US Health Care," JAMA 307, no. 14 (April 11, 2012):1513–6. Copyright © 2012 American Medical Association. All rights reserved. **NOTES** Dollars in billions. Totals may not match the sum of components due to rounding. [a]Includes state portion of Medicaid. [b]Total US health care spending estimated at $2.687 trillion.

""Health Policy Brief: Reducing Waste in Health Care," *Health Affairs*, December 13, 2012.
http://www.healthaffairs.org/healthpolicybriefs/

Managing Populations, Maximizing Technology

Ten Recommended Health IT Tools to Achieve PHM:

- Electronic health records
- Patient Registries
- Health Information Exchange
- Risk Stratification
- Automated Outreach
- Referral Tracking
- Patient Portals
- Telehealth / Telemedicine
- Remote Patient Monitoring
- Advanced Population Analytics

Population in the Community

Patient Population of the Primary Care Office
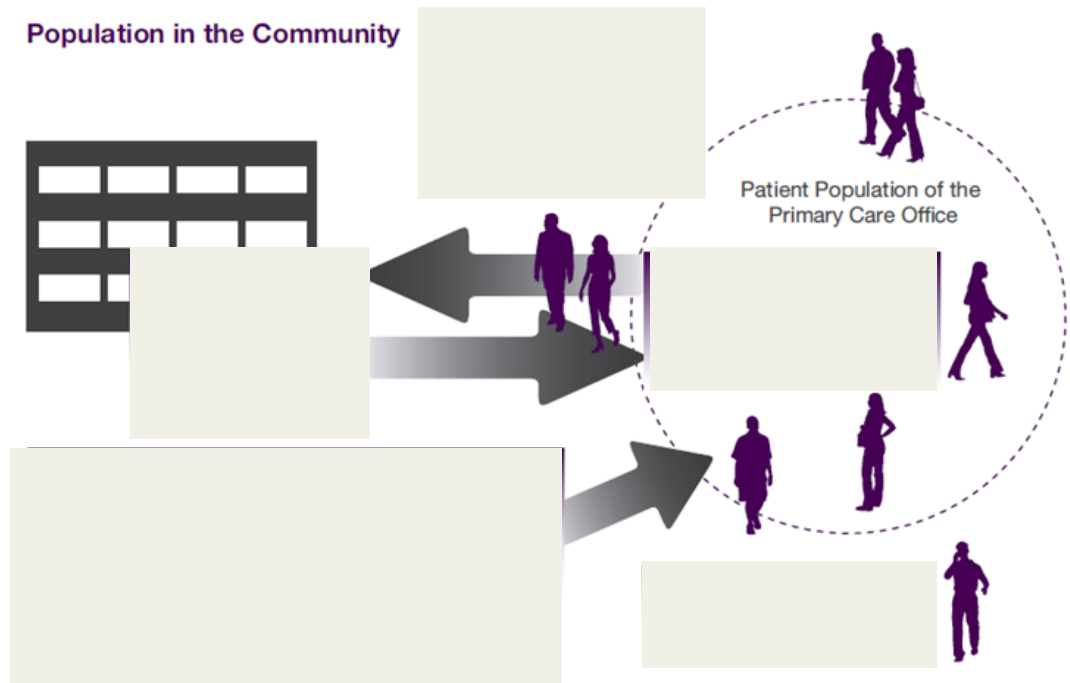
Six Topics for Population Health

1. Cultural PHM
2. Scale / Automation
3. Transitions of Care
4. Patient Engagement
5. Remote Monitoring
6. Claims Analytics

Today's Format

- 6 topics areas
  - Part 1 – Cultural PHM
  - Part 2 – Scale / Automation
  - Part 3 – Transitions of Care
  - Part 4 – Patient Engagement
  - Part 5 – Remote Monitoring
  - Part 6 – Claims Analytics

- 1-2 minute topic set up
- 10 minute dialog and discussion

Cultural PHM

- What types of business process and cultural changes enable a successful transition towards PHM in the medical neighborhood?

- How can organizations influence the academic curriculum and encourage the cultural shift to PHM?

- What key roles are increasingly required to reside in the PCMH-N to support PHM?

Scale / Automation

- Which of the HIT elements described in the paper can have a dramatic difference on the health of the population?

- One aspect of "advanced medical home projects" is leveraging automation to trigger messaging to patients with gaps in care. Can you elaborate on how messaging and portals are moving towards a patient-centric care?

- What has to exist in portals to have patients more actively engage in their care?

Transitions of Care

- Without assuming an HIE is in place, what simple IT strategies can be used to better transition care and improve coordination?

- How effective are predictive risk models and stratification at identifying unnecessary readmissions?

- How do you see the models evolving to become more effective (specificity and accuracy)?

- What tools are they leveraging to align with the "care management" efforts in the ambulatory setting?

Patient Engagement

- How do you see new payment models supporting technology for providers to make use of patient supplied health data?

- Healthcare organizations are now using distance monitoring for high risk patients, how is that process implemented with the care delivery model?

- Health Risk Assessments provide valuable information on the patient's health status. How best can care teams leverage this data?

Remote Monitoring

- How are virtual visits evolving through the use of technology in your organizations?

- What are the patient/provider expectations around monitoring these devices?

- How do you see the payment model supporting technology for remote care?

Claims Analytics

- How can claims data be effectively integrated inside of the current care team workflows?

- How are best can providers reconcile the out-of-network care gaps with the patient's EMR and clinical record?

- How best can cost be included within the care management function to lower the cost of care while improving quality / outcomes?

QUESTIONS?

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