

# New Models of Care

You can't always get what you want, but if you try  
sometimes, you might find, you get what you  
need

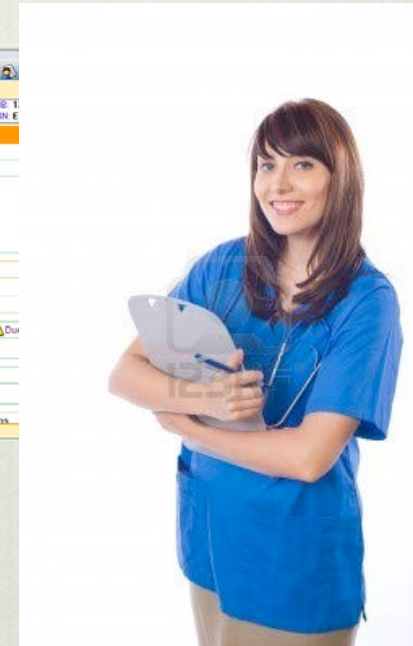
# What do You Want (From Practice)?

- ❖ Meaningful relationships
- ❖ Provide good quality care
- ❖ Make a decent living
- ❖ Do good in the world



# And What do You Need to Get What You Want?

- ❖ Meaningful relationships
- ❖ Provide good quality care
- ❖ Make a decent living
- ❖ Do good in the world



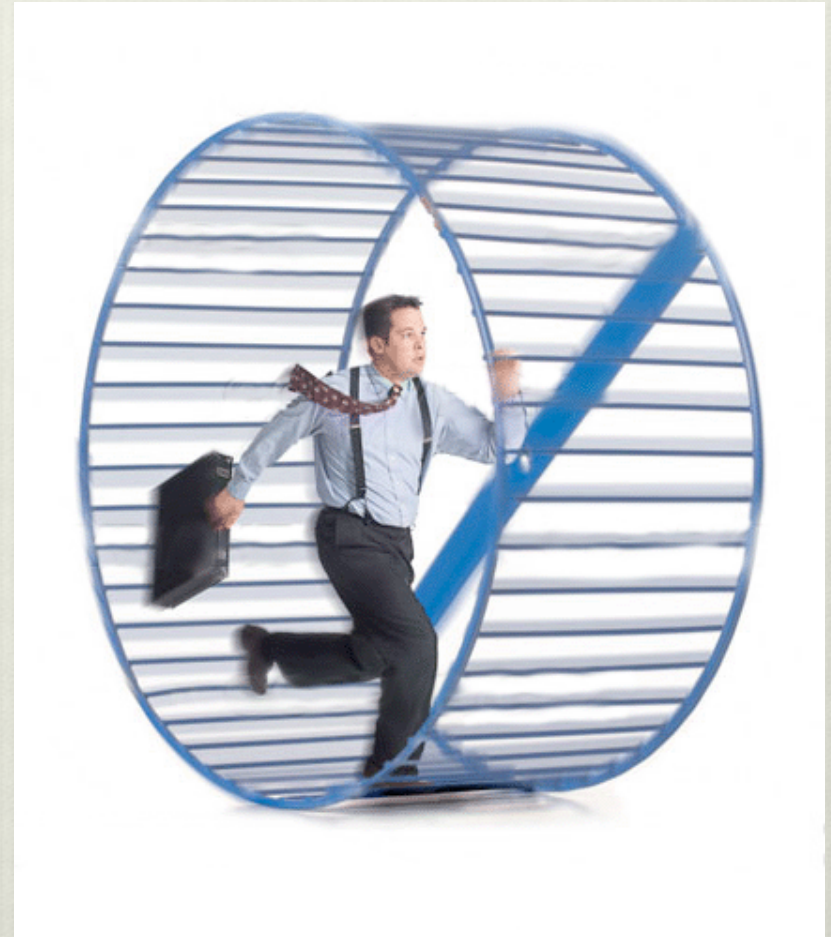
# And What do Patients Need?

- ❖ Access
  - ❖ See their doctor
- ❖ Meaningful personal relationship
- ❖ High quality care
- ❖ Good value



# And How is That Working Out?

- ❖ Overhead
- ❖ Volume and Reimbursement
- ❖ Do it Better!











# Decrease Overhead



# Increase Volume





# Increase Reimbursement

# Increase Value

Value = Quality

Cost



# Transform the System

**Access**

**FINANCES**

**HEALTH IT**

**Patient visit**

# The Medical Home Is Something Qualitatively Different

## Usual Primary Care

Relies on the clinician

Care provided to those who come in

Performance is assumed

Innovation is infrequent

## Medical Home

→ Relies on the team

→ Care provided for all

→ Performance is measured

→ Innovation occurs regularly



## Culture of Improvement

- Learning Organization
- Staff education
  - Team meeting

## Performance Measurement

- Family medicine core measures
- Patient satisfaction surveys

## Reliable Systems

- Lab and referral tracking
- Check list and reminders
- Evidence-based decision support tool

Quality Measures

Family Medicine

## Patients Get What They Need





## Convenient Access

- Same-day appointments
- After-hours access coverage
- Online patient services

## Personalized Care

- Reminders
- Personal Health Record
- Shared decision-making
- Self-management support

## Care Coordination

- Referral management
- Patient engagement and education
- Prevention screening and services

Quality Measures

Patient Experience

Family Medicine

Patients Are More Satisfied with Their Care







## Financial Management

- Budgets
- Cash flow
- Accounts receivable

## Personnel Management

- Job descriptions
- Team development

## Clinical Systems

- Lab testing
- Prescriptions
- Registries

Practice Organization

Quality Measures

Patient Experience

Family Medicine

## Practice Works Efficiently





## Business & Clinical Process Automation

- Intra-office team coordination
- Results, referrals and procedures tracking
- Schedule and resource management

## Connectivity & Communication

- E-prescribing
- Clinical messaging with patients
- Health information exchange

## Evidence-Based Medicine Support

- Evidence-based template for documentation
- Access to online medical information
- Clinical decision support

## Clinical Data Analysis & Representation

- All patient, all condition registry
- Quality measurement collection and analysis
- Reporting to third parties

Practice Organization

Health IT

Quality Measures

Patient Experience

Family Medicine

## Information Managed Effectively





Patients

Office Staff

Physicians

Community

Great  
Outcomes

Practice  
Organization

Health IT

Quality  
Measures

Patient  
Experience

Family  
Unit  
Family Medicine

Increased Satisfaction



# The Patient Centered Medical Home

## The Family Medicine Model



Patient-centered | Physician-directed



# And Is It Working?



Diabetes - Reduced CV Risk

CHF - 35% Fewer Hospital Days

Asthma and Depression – Better Care

# And Is It Working?

Fewer hospital admissions

Fewer ED Visits

ROI = 2.5



## Medical Inflation Cut in Half



# And Is It Working?



\$10.2 million dollar investment

**\$244 Million  
dollars in savings**

# Payment Reform

- ❖ Well Point – paying for e-visits
- ❖ Anthem – providing care coordinator, paying for quality
- ❖ CMMS – increasing payments for primary care

Fee For Service  
Capitation  
Quality



