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  Medical Home

- Relies on the clinician  ➔ Relies on the team
- Care provided to those who come in  ➔ Care provided for all
- Performance is assumed  ➔ Performance is measured
- Innovation is infrequent  ➔ Innovation occurs regularly
Performance Measurement

- Family medicine core measures
- Patient satisfaction surveys

Reliable Systems

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

Culture of Improvement

Learning Organization
- Staff education
- Team meeting

Quality Measures

Family Medicine

Patients Get What They Need
Personalized Care

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

Care Coordination

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

Convenient Access

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

Patient Experience

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

Practice Works Efficiently

Family Medicine
<table>
<thead>
<tr>
<th>Business &amp; Clinical Process Automation</th>
<th>Connectivity &amp; Communication</th>
<th>Evidence-Based Medicine Support</th>
<th>Clinical Data Analysis &amp; Representation</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Intra-office team coordination</td>
<td>• E-prescribing</td>
<td>• Evidence-based template for documentation</td>
<td>• All patient, all condition registry</td>
</tr>
<tr>
<td>• Results, referrals and procedures tracking</td>
<td>• Clinical messaging with patients</td>
<td>• Access to online medical information</td>
<td>• Quality measurement collection and analysis</td>
</tr>
<tr>
<td>• Schedule and resource management</td>
<td>• Health information exchange</td>
<td>• Clinical decision support</td>
<td>• Reporting to third parties</td>
</tr>
</tbody>
</table>

- **Practice Organization**
- **Health IT**
- **Quality Measures**
- **Patient Experience**

**Information Managed Effectively**
Physicians
Community
Family Medicine Foundation
Office Staff
Patients
Health IT
Great Outcomes
Practice Organization
Quality Measures
Health IT
Patient Experience
Increased Satisfaction
Family Medicine
The Patient-Centered Medical Home

The Family Medicine Model

- Patient-centered
- Physician-directed

Great Outcomes

- Practice Organization
- Health IT
- Quality Measures
- Patient Experience

Family Medicine

Health IT

Patient Experience

Practice Organization

Quality Measures

Heath IT

Great Outcomes
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