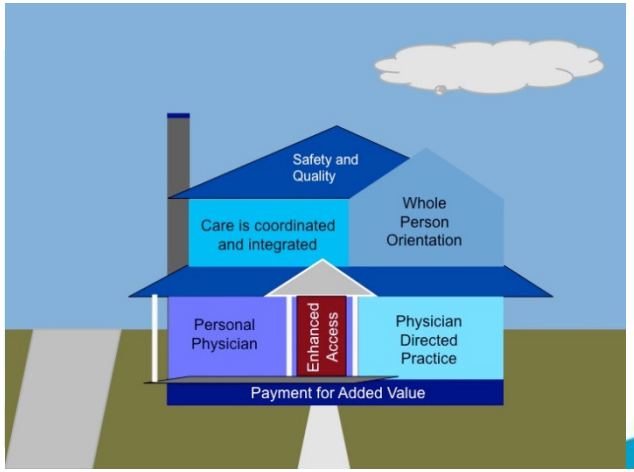
Patient Centered Medical Home

Paul Grundy MD, MPH

IBM‘s Director Healthcare Transformation

President Patient Centered Primary Care Collaborative

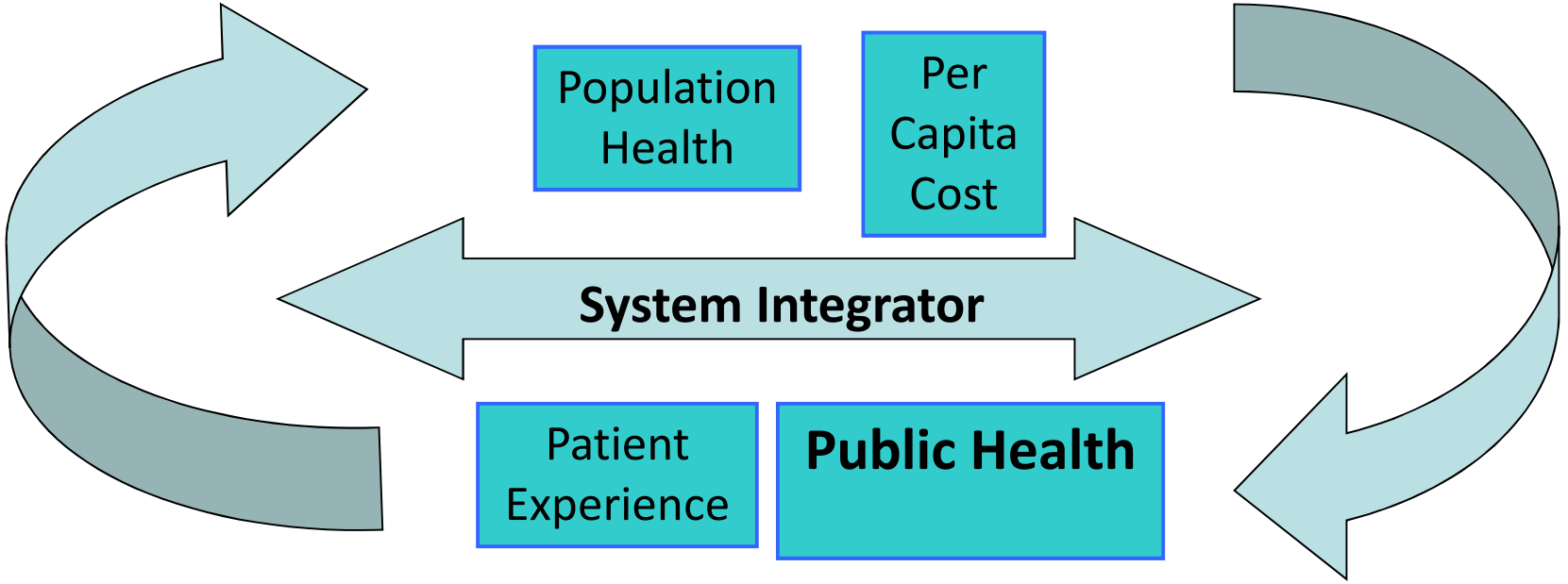


Paul Grundy MD MPH Bio

- “Godfather” of the Patient Centered Medical Home
- IBM Global Director Healthcare Transformation
- President of PCPCC
- Member Institute of Medicine
- Member Board ACGME
- Professor Univ. of Utah Department Family Medicine
- Winner NCQA national Quality Award
- A Leader of MOH level taskforce primary care transformation 8 nations: USA, Canada, New Zealand, Australia, Holland, Denmark, UK, Belgium,
- Univ. of California MD, John Hopkins Trained

Away from Episode of Care to Management of Population

Hospital



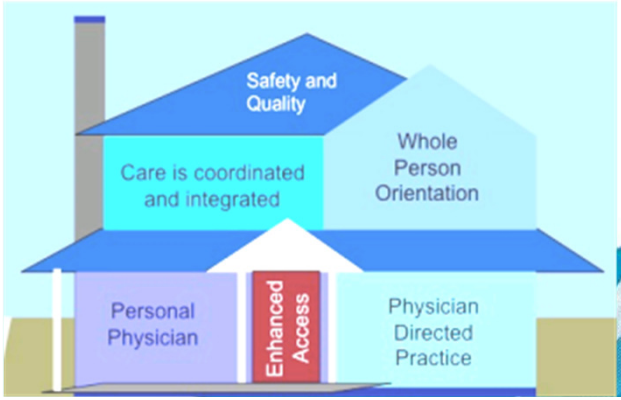
Community Health

The System Integrator

Creates a partnership across the medical neighborhood

Drives PCMH primary care redesign

Offers a utility for population health and financial management

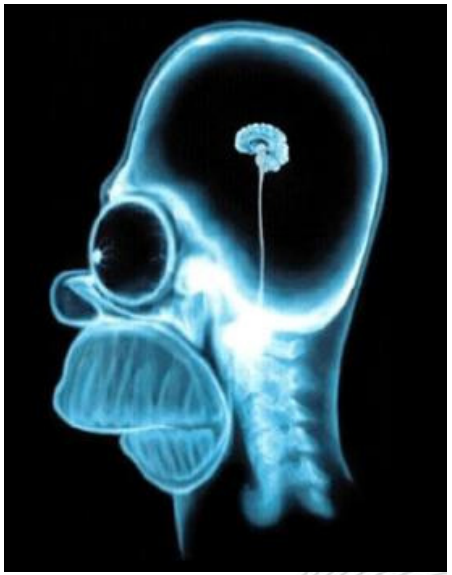


TODAY'S CARE		PCMH CARE
My patients are those who make appointments to see me	→	Our patients are the population community
Care is determined by today's problem and time available today	→	Care is determined by a proactive plan to meet patient needs with or without visits
Care varies by scheduled time and memory or skill of the doctor	→	Care is standardized according to evidence-based guidelines
I know I deliver high quality care because I'm well trained	→	We measure our quality and make rapid changes to improve it
Patients are responsible for coordinating their own care	→	A prepared team of professionals coordinates all patients' care
It's up to the patient to tell us what happened to them	→	We track tests & consultations, and follow-up after ED & hospital
Clinic operations center on meeting the doctor's needs	→	A multidisciplinary team works at the top of our licenses to serve patients

Slide from Daniel Duffy MD School of Community Medicine Tulsa Oklahoma

Smarter Healthcare

36.3%	Drop in hospital days
32.2%	Drop in ER use
12.8%	Increase Chronic Medication use
-15.6%	Total cost
10.5%	Drop Inpatient specialty care costs
18.9%	Ancillary costs down
15.0%	Outpatient specialty down



Outcomes of Implementing Patient Centered Medical Home Interventions: A Review of the Evidence from Prospective Evaluation Studies in the US - PCPCC Oct 2012

PCMH Lower Costs

Aug 5th 2013 Pennsylvania

- 44% reduction in hospital costs
- 21% reduction in overall medical costs.
- 160 PCMH practices Pennsylvania from 2008 to 12
- Number of patients with poorly controlled diabetes declined by 45%.

Jeffrey Bendix modernmedicine.com/

PCMH Michigan – Aug 11th 2013

- 19.1% lower rate of adult hospitalization.
- 8.8% lower rate of adult ER visits.
- 17.7% lower rate ER visits (children under age 17)
- 7.3% lower rate of adult high-tech radiology usage

VS other non-PCMH designated primary care physicians.

3,017 Physicians

. Medical home physicians help patients avoid ERs and admissions by evening hour appointments, weekend and same-day appointments

http://www.crainsdetroit.com/article/20130811/NEWS/308119989/blue-cross-touts-155-million-in-savings-with-medical-home-project

WellPoint PCMH Preliminary Year 2 Highlights In Sept Issue Health affairs 2012

Colorado

- **18% *decrease* in acute IP admissions/1000, compared to 18% *increase* in control group**
- **15% *decrease* in total ER visits/1000, compared to 4% *increase* in control group**

NEW HAMPSHIRE

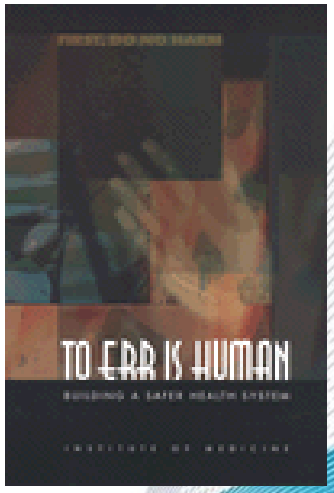
- **Specialty visits/1000 remained around flat compared to 10% *increase* in control group**

New York

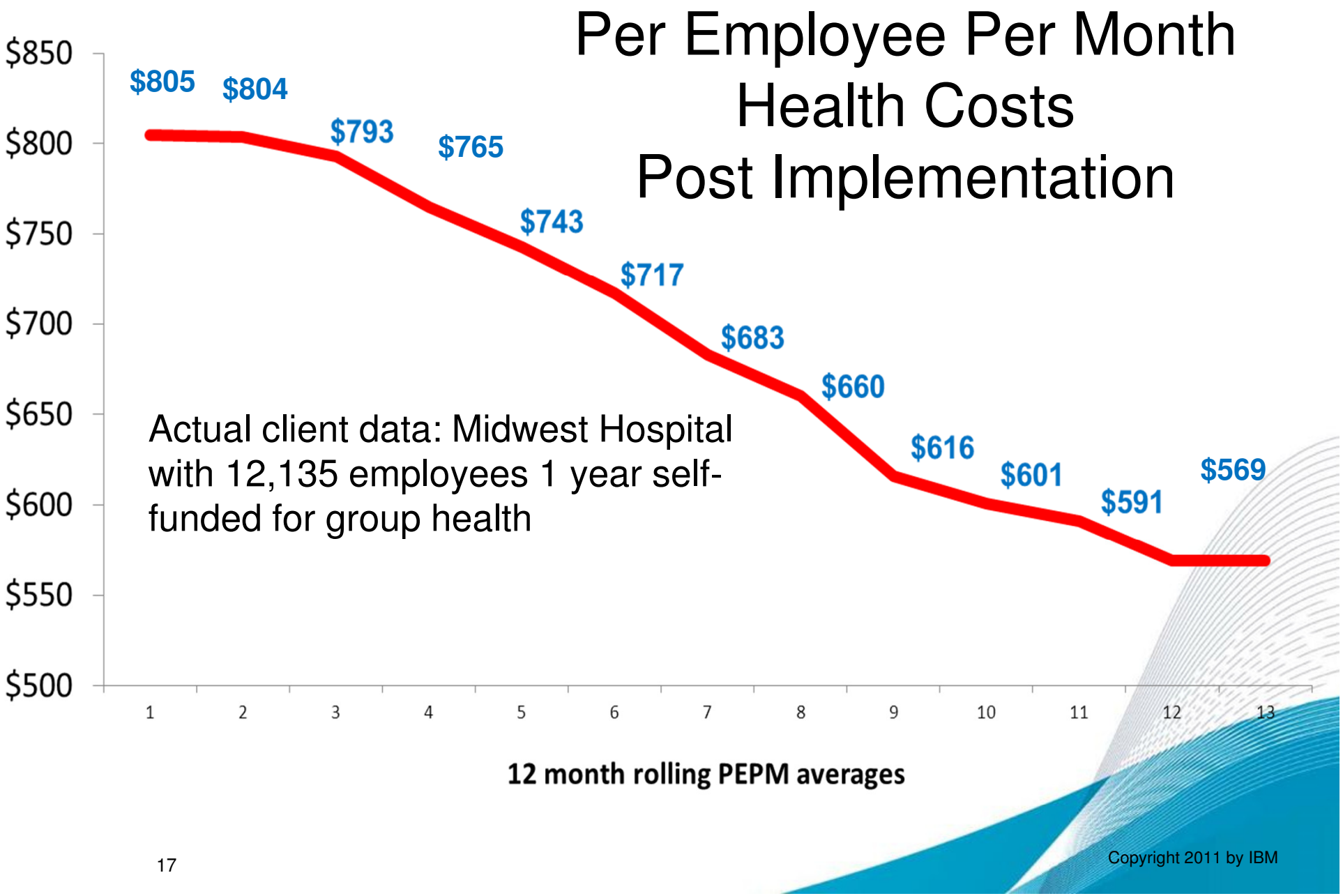
- **Overall Return on Investment estimates ranged between 2.5:1 and 4.5:1**

INSTITUTE OF MEDICINE
OF THE NATIONAL ACADEMIES

- 1/3 less cardiac intervention needed
- 60% less complication Diabetes



Build your own corporate PCMH



Copyright 2011 by IBM

Trajectory to Value Based Purchasing:
Achieving Real Care Coordination and Outcome Measurement

HIT Infrastructure: EHRs and Connectivity

Primary Care Capacity: Patient Centered Medical Home

Operational Care Coordination: Embedded RN Coordinator and Health Plan Care Coordination $

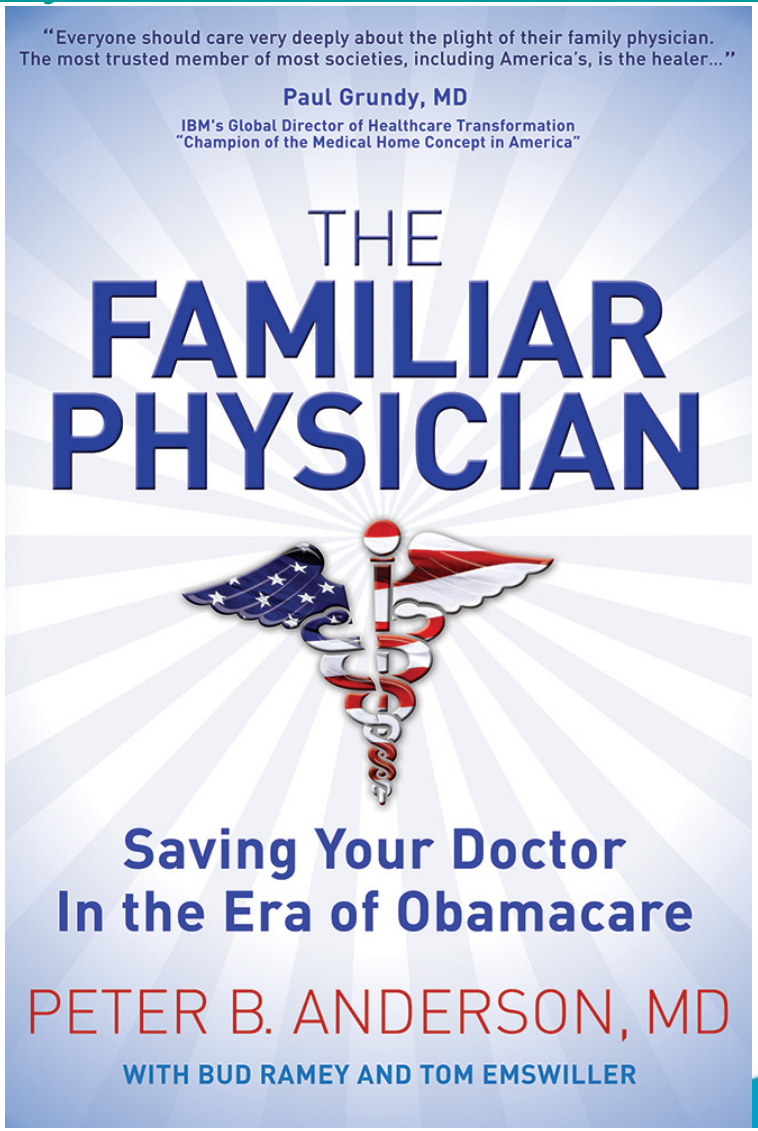
Value/ Outcome Measurement: Reporting of Quality, Utilization and Patient Satisfaction Measures

Value-Based Purchasing: Reimbursement Tied to Performance on Value (quality, appropriate utilization and patient satisfaction)

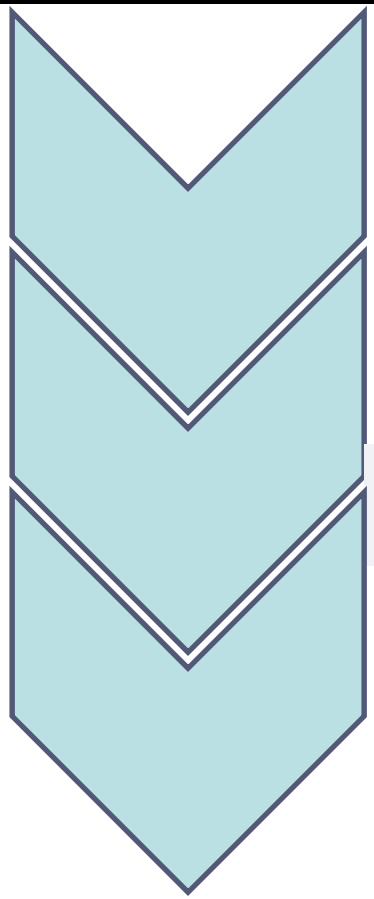
Achieve Supportive Base for ACOs and Bundled Payments with Outcome Measurement and Health Plan Involvement

Source: Hudson Valley Initiative

http://www.amazon.com/Familiar-Physician-Saving-Doctor-Obamacare/dp/1614487375/ref=sr_1_1?s=books&ie=UTF8&qid=1375885302&sr=1-1&keywords=The+Familiar+Physician



Defining the Care Centered on Patient

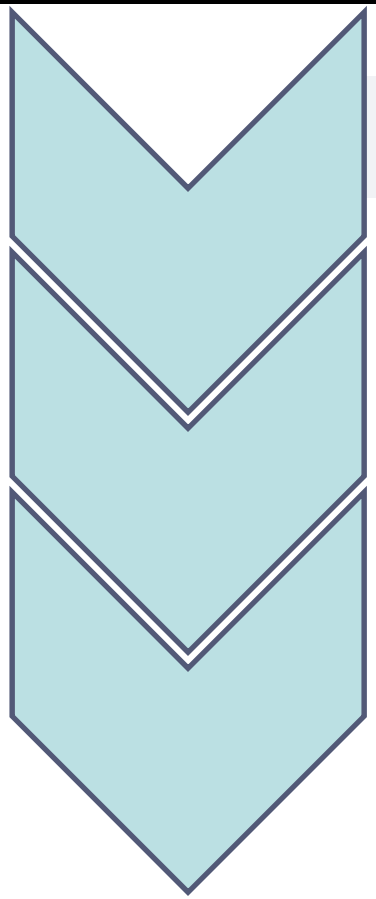


Superb Access to Care

Patient Engagement in Care

Clinical Information Systems, Registry

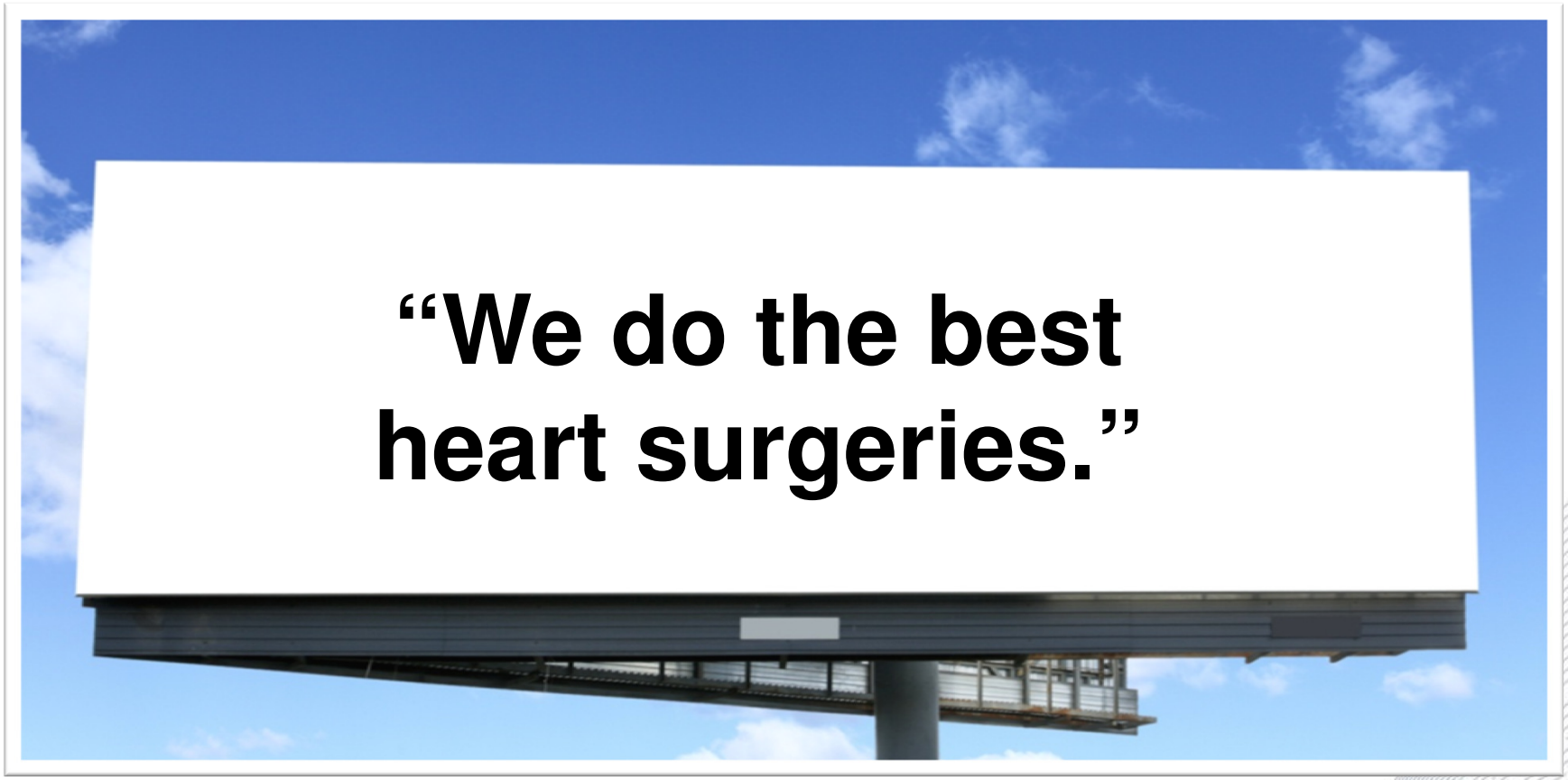
Care Coordination



Team Care

Communication Patient Feedback

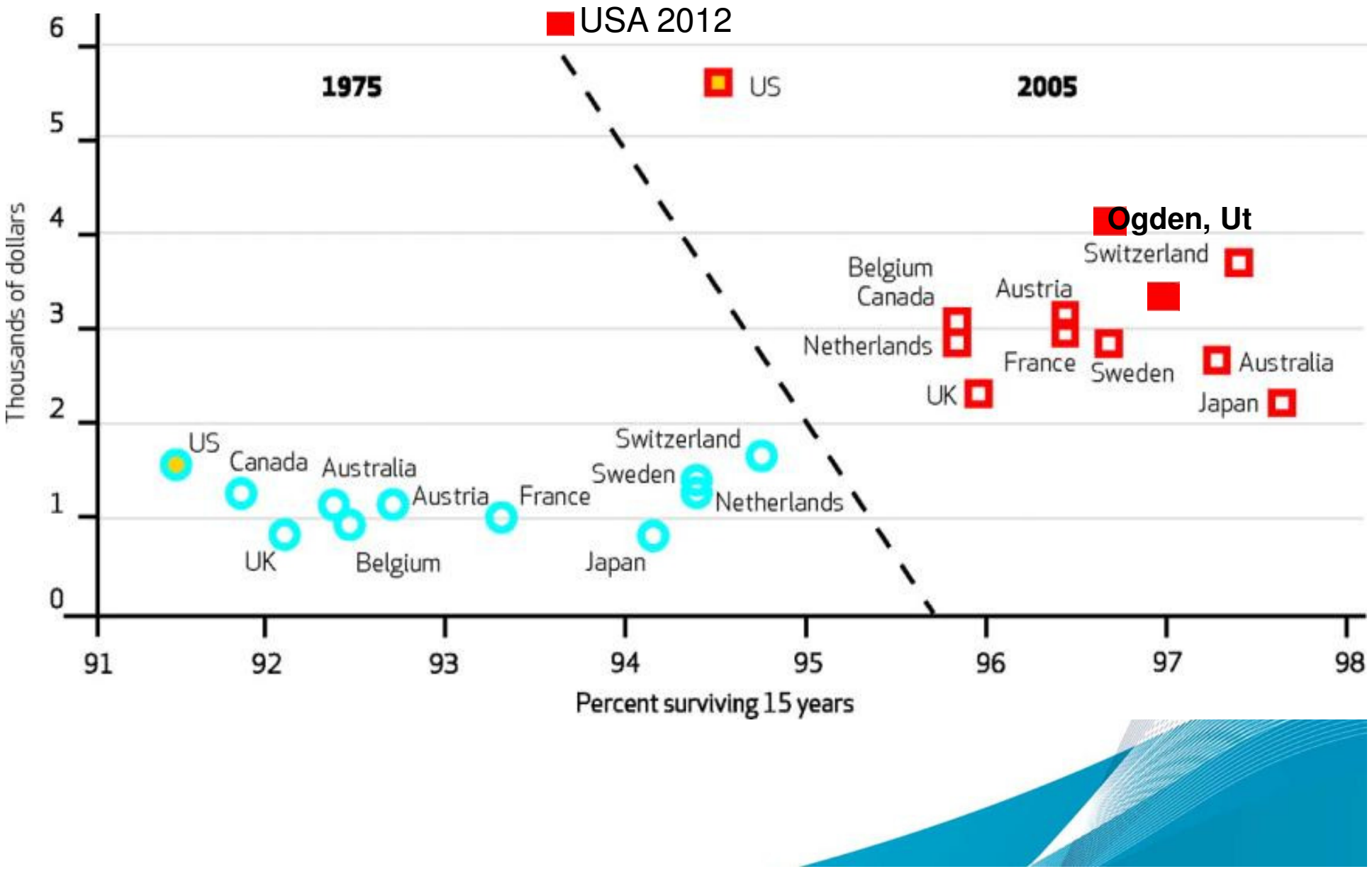
Mobile easy to use and Available Information


“We do the best
heart surgeries.”

OPM Carrier Letter Feb 5th 2013

Patient Centered Medical Homes (PCMH) within the Federal Employees Health Benefits (FEHB) Program

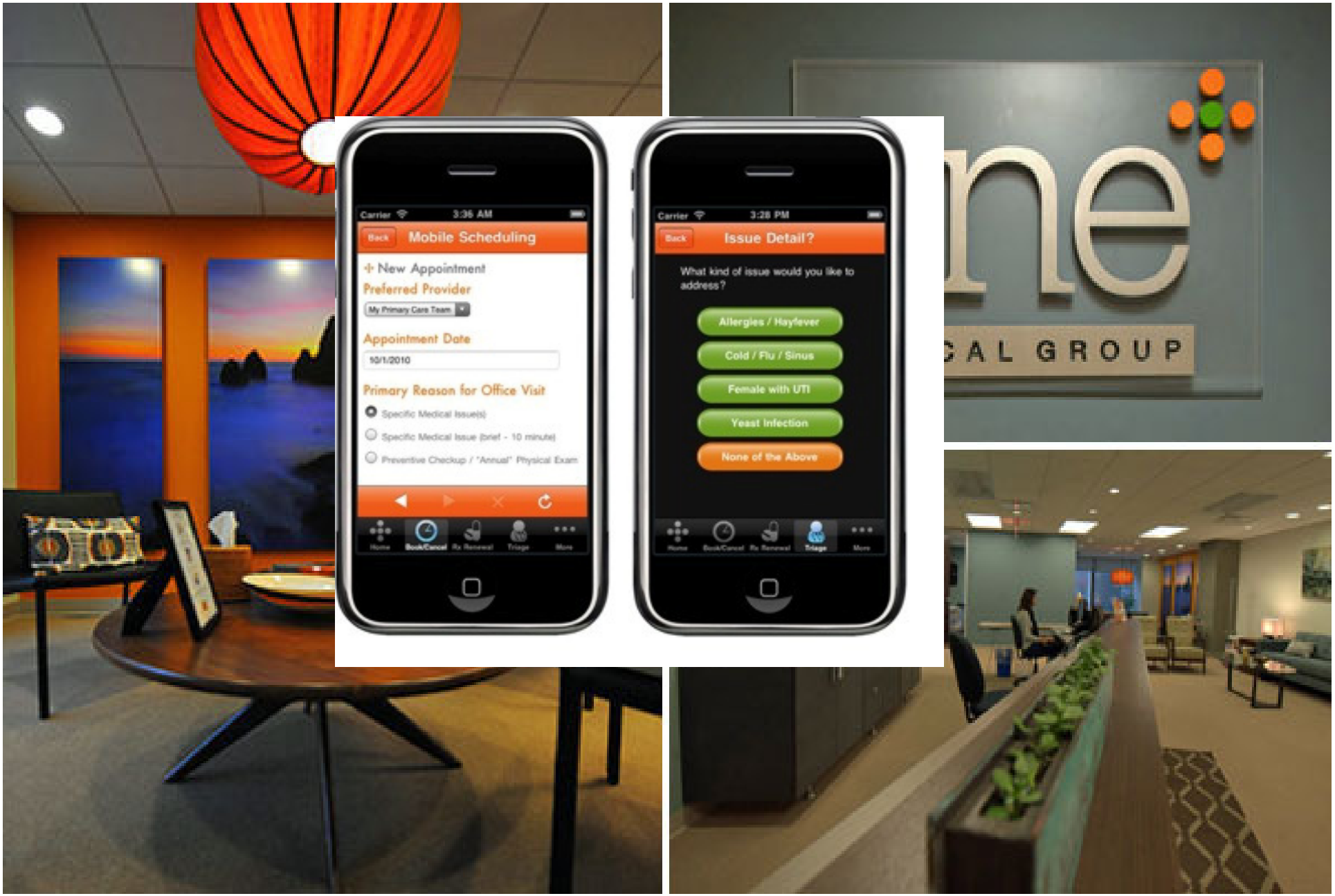
- A growing body of evidence supports **investment in PCMH – SO we are!!**
- there must be a plan for all FEHB lives enrolled in the practice to be included in a reasonable timeframe.
- ACA 2334


USA 2012
1975
US
2005
Ogden, Ut
Switzerland
Belgium
Canada
Austria
Netherlands
France
Sweden
Australia
UK
Japan
US
Canada
Australia
Austria
France
Switzerland
Sweden
Netherlands
UK
Belgium
Japan
Thousands of dollars
0
1
2
3
4
5
6
91
92
93
94
95
96
97
98
Percent surviving 15 years

SPECIALISTS
PRIMARY CARE

POWER7
POWER7
POWER7
POWER7
POWER7

MobileFirst Patient Consumer



MobileFirst Remote Sensing

Mobile Sensing emotion for mental health status -- a*nalyzes facial expressions*
Mobile Sensing position for asthma -- *integrates GPS into inhalers*
Mobile Sensing motion for Alzheimer's -- *monitoring gait*
Mobile Sensing ingestion of medications. *activated by stomach fluid*

Mobile Sensing for sleep disorders -- *tracks breath, heart rate, motion*
Mobile Sensing for diabetes. *continuous monitoring iPhone non invasive sensor*.
Mobile Sensing for readmission prevention -- *BP, weight, pulse, ekg*
Mobile Sensing for exercise wellness -- b*enefit design feedback*

Practice transformation away from episode of care

Master Builder

Preventive Medicine

Chronic Disease Monitoring

Medication Refills

Acute Care

Test Results

DOCTOR

Master Builder

Case Manager

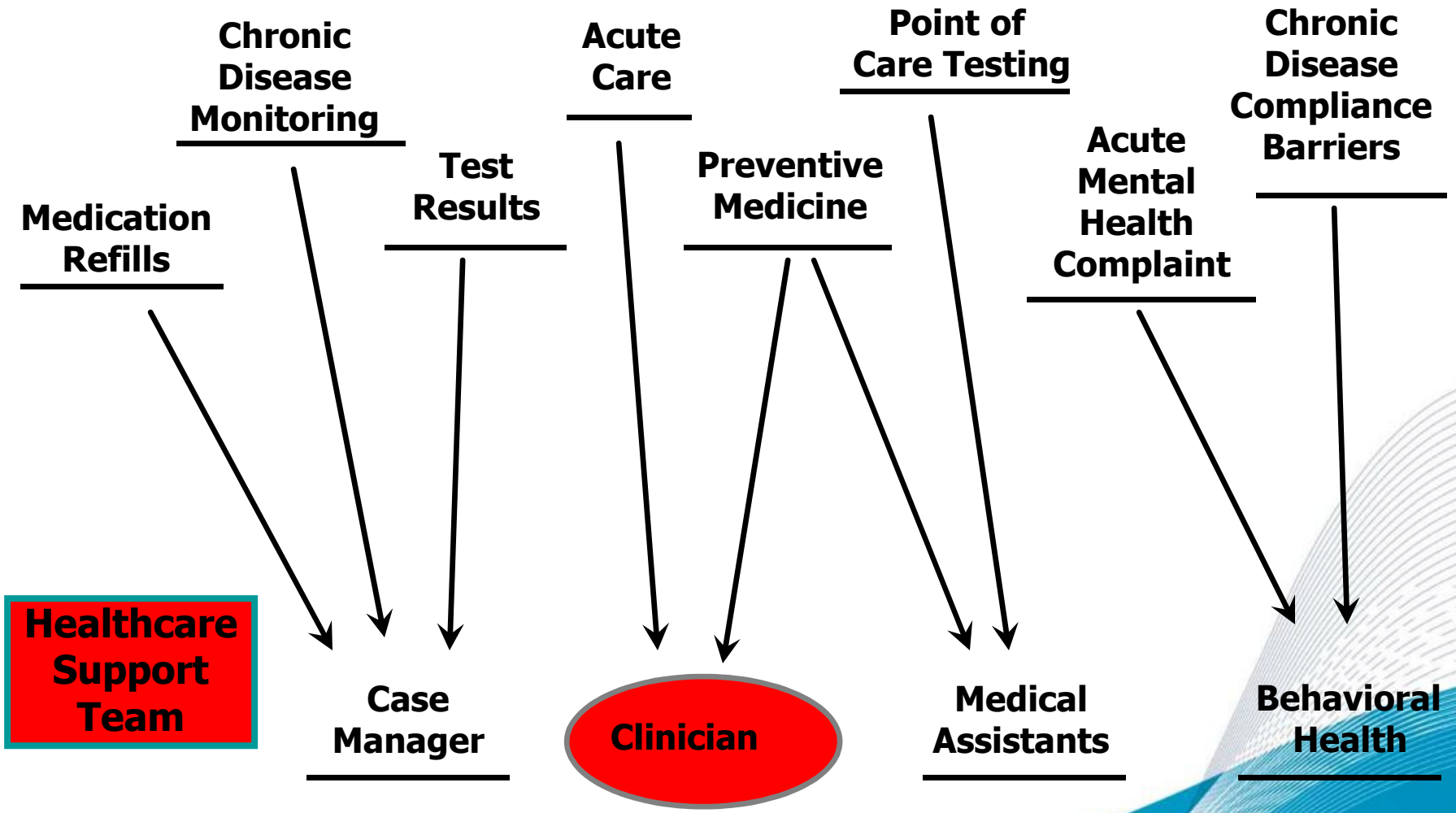
Behavioral Health

Medical Assistants

Nursing

Source: Southcentral Foundation, Anchorage AK

PCMH Parallel Team Flow Design
The glue is real data not a doctors Brain



Source: Southcentral Foundation, Anchorage AK

Healthcare will Transform

- Data Driven
- Every patient has a plan
- Team based
- Managing a Population
  Down to the Person

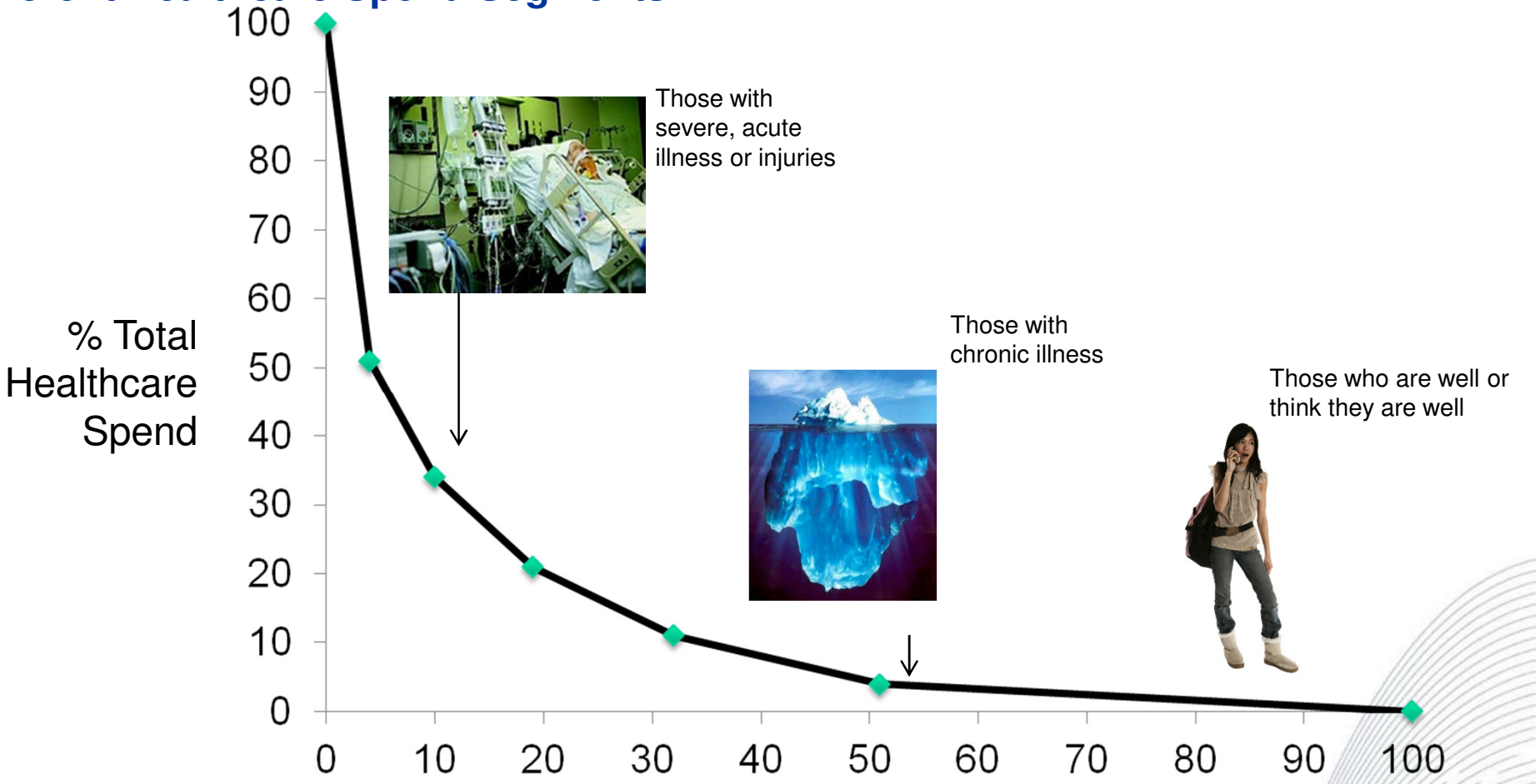
Payment reform requires more than one method, you have dials, adjust them!!!

- “fee for health”
- fee for value
- “fee for outcome”
- “fee for process”
- “fee for belonging
- “fee for service”
- “fee for satisfaction”

New $ Dials

- Complex Chronic Care Management payment codes. authorize payments to physicians for the work that goes into managing complex patients outside of their actual office visits.
- House Energy and Commerce Committee Bill repeals SGR moving Medicare payments away from FFS toward new, innovative models.
-

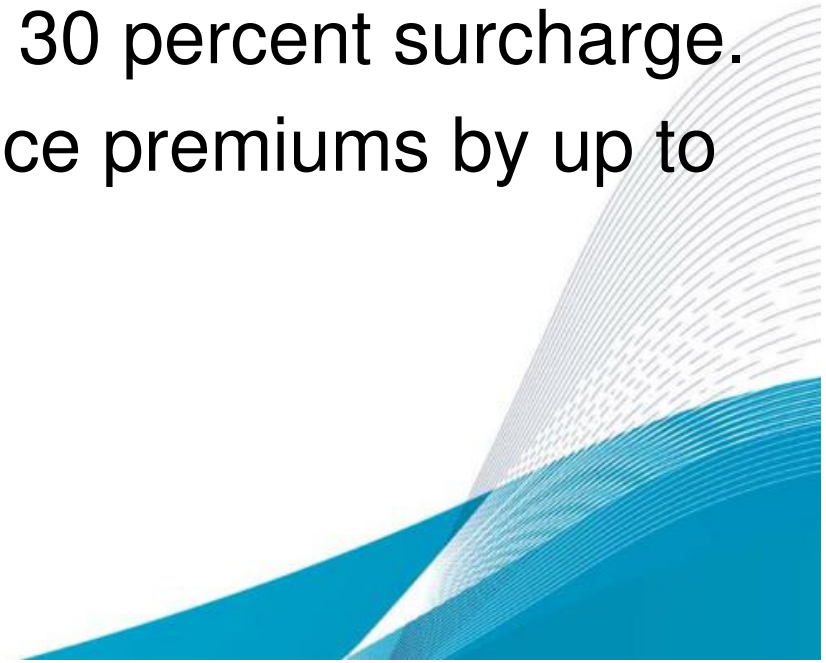
Benefit Redesign - Patient Engagement Different Strategies for Different Healthcare Spend Segments



26

Benefit Redesign

- Cost 2013 $16,351 emp on ave paying $4,565
- Federal government Final Rules wellness incentives.
- Smoker --employer may increase your insurance premiums by up to 50 percent.
- Overweight, you may look at a 30 percent surcharge.
- And employers may also reduce premiums by up to 30 percent for normal weight.

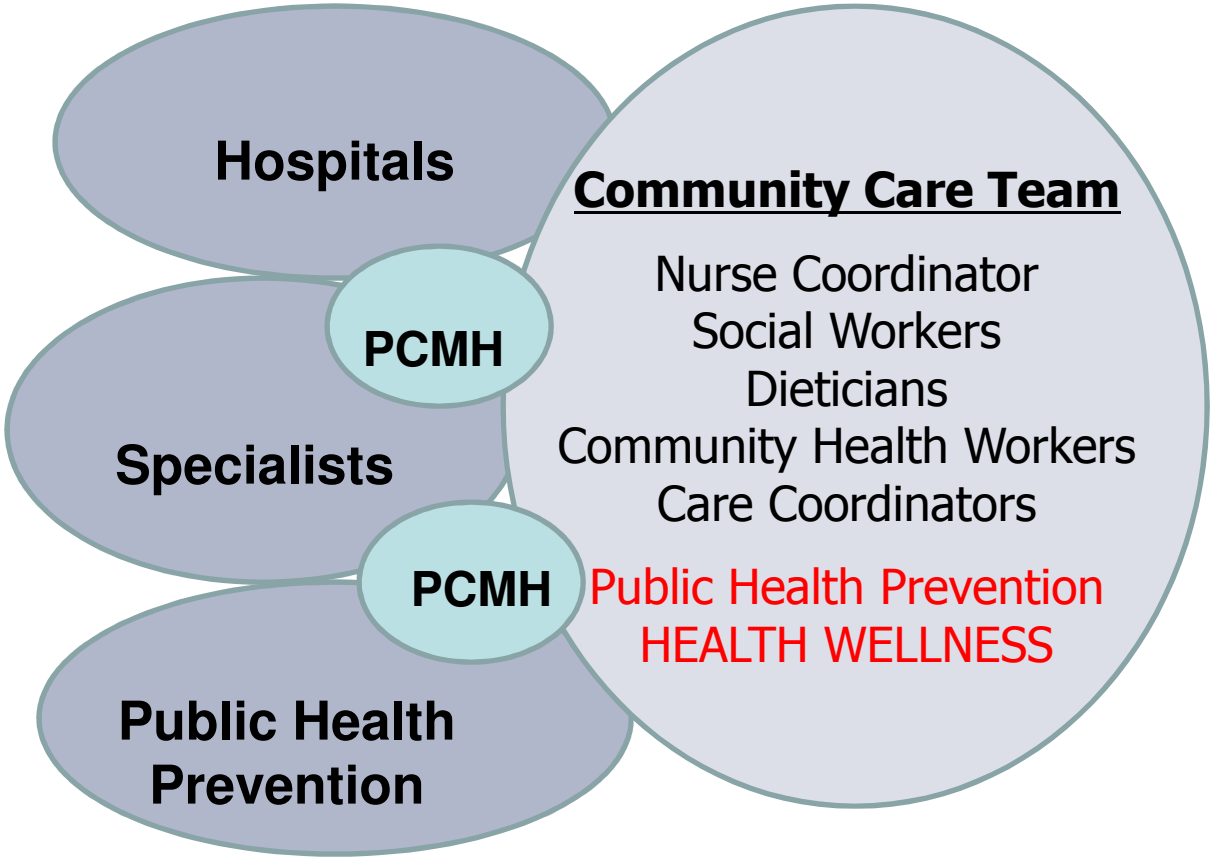


benefit design reference pricing

- California Public Employees' Retirement System (CalPERS), from 2008 to 2012.
- insurer sets limits on the amount to be paid for a procedure, with employees paying any remaining difference.
- Shift by Patients from high to low cost 55.7%
- Hospitals reduced their prices by an ave of 20%.
- Accounted for $2.8 million in savings in 2011

http://content.healthaffairs.org/content/32/8/1392.abstract
Health Aff **August 2013** vol. 32no. 8 **1392-1397**

PCMH 2.0 in Action



A Coordinated Health System

Health IT Framework

Global Information Framework

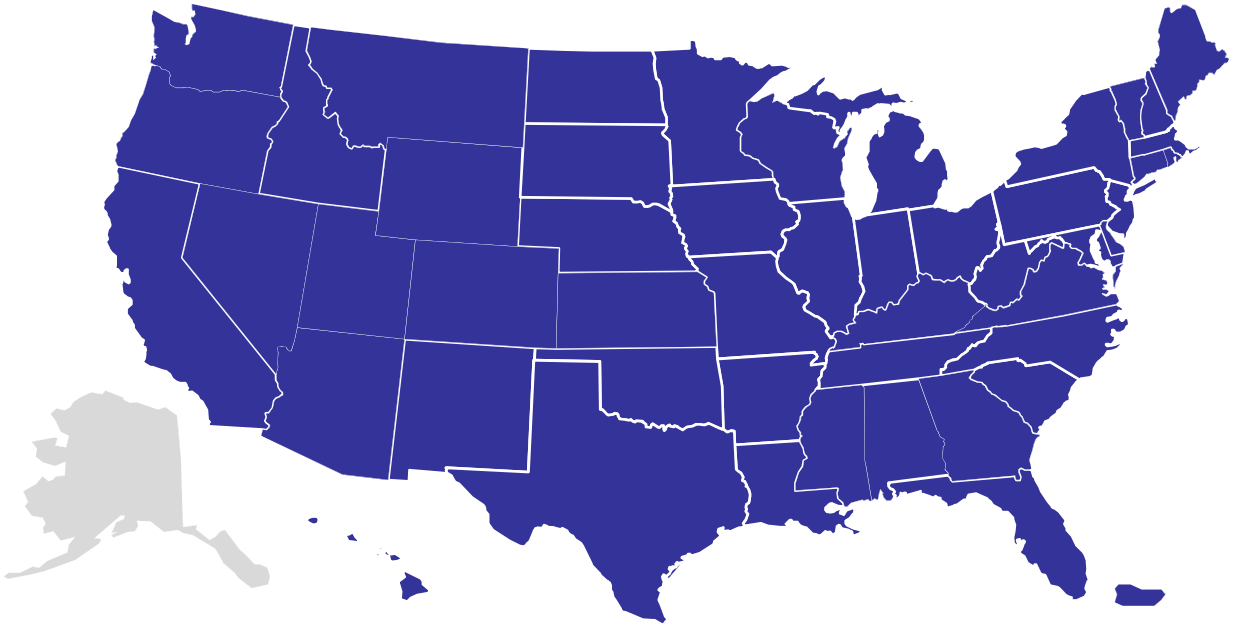
Evaluation Framework

Operations

Copyright 2011 by IBM

Blue Plan Care Delivery Innovations

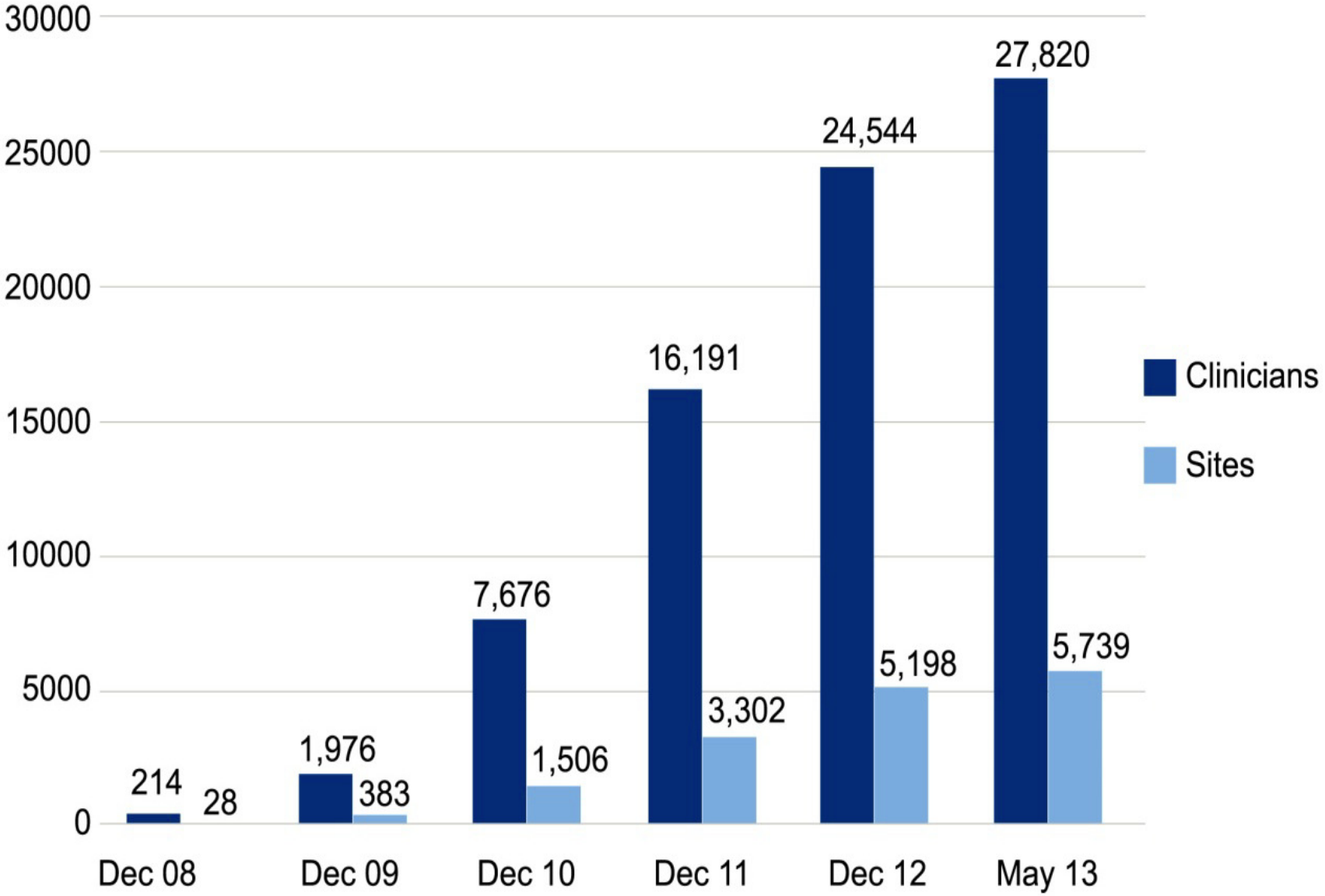
PCMH Level Care in market or in development in 49 states, District of Columbia and Puerto Rico



United HC, Humana, Aetna, CIGNA, Kaiser Martins Point, CDPHP, Priority,

PCPCC

Note: Information as of October 18, 2012. Program accessibility to National Account members varies by market.


30000
25000
20000
15000
10000
5000
0
214
28
1,976
383
7,676
1,506
16,191
3,302
24,544
5,198
27,820
5,739
Dec 08
Dec 09
Dec 10
Dec 11
Dec 12
May 13
Clinicians
Sites

Geisinger's Proven Health Navigator Model serving Medicare Patients in rural Pennsylvania reported 7.1% savings over expected costs from 2006-2010 with an ROI of 1.7

- **Genesee Health Plan** in Flint, Michigan, reported PCMH services helped reduce ER visits by 51% between 2004 and 2007 and reduced hospital admissions by 15% between 2006 and 2007
- **WellPoint's** PCMH model in New York yielded risk-adjusted total PMPM costs that were 14.5% lower for adults and 8.6% lower for children enrolled in the medical home
- **CareFirst Blue Cross Blue Shield** of Maryland yielded an estimated 15% pmpm savings in the first year and $98 million in savings over two years
- **Group Health of Washington** reported overall cost savings of $17 PMPM including 29% fewer ER visits and 11% reduction in hospitalizations for ambulatory sensitive conditions
- **Oklahoma Medicaid** reported $29 PMPM savings
- **HealthPartners** in Minnesota reported 39% reduction in ER visits, 24% fewer hospitalizations, 40% reduction in readmission rates and 20% reduction in inpatient costs

Patient-Centered Primary Care COLLABORATIVE

Why the Medical Home Works: A Framework

www.pcpcc.net

Feature	Definition	Sample Strategies
Patient-Centered	Supports patients in learning to manage and organize their own care at the level they choose, and ensures that patients and families are fully informed partners in health system transformation at the practice, community, and policy levels.	• Additional staff positions to help patients navigate the system and fulfill care plans (e.g., care coodinators, patient navigators, social workers) • Compassionate and culturally sensitive care • Strong, trusting relationships with physicians and care team, and open communication about decisions and health status
Comprehensive	A team of care providers is wholly accountable for a patient's physical and mental health care needs, including prevention and wellness, acute care, and chronic care.	• Care team focuses on 'whole person' and population health • Primary care is co-located with oral, vision, OB/GYN, pharmacy and other services • Special attention paid to chronic disease and complex patients
Coordinated	Ensures that care is organized across all elements of the broader health care system, including specialty care, hospitals, home health care, and community services and supports.	• Care is documented and communicated effectively across providers and institutions, including patients, primary care, specialists, hospitals, home health, etc. • Communication and connectedness is enhanced by health information technology
Accessible	Delivers consumer-friendly services with shorter wait-times, extended hours, 24/7 electronic or telephone access, and strong communication through health IT innovations.	• Implement more efficient appointment systems that offer same-day or 24/7 access to care team • Use of e-communications and telemedicine to provide alternatives for face-to-face visits and allow for after hours care.
Committed to quality and safety	Demonstrates commitment to quality improvement through the use of health IT and other tools to ensure that patients and families make informed decisions about their health.	• Use electronic health records and clinical decision support to improve medication management, treatment, and diagnosis. • Establish quality improvement goals to maximize data and reporting about patient populations and monitor outcomes

Potential Impacts

Patients are more likely to seek the right care, in the right place, and at the right time.

↓

Patients are less likely to seek care from the emergency room or hospital, and delay or leave conditions untreated

↓

Providers are less likely to order duplicate tests, labs, or procedures

↓

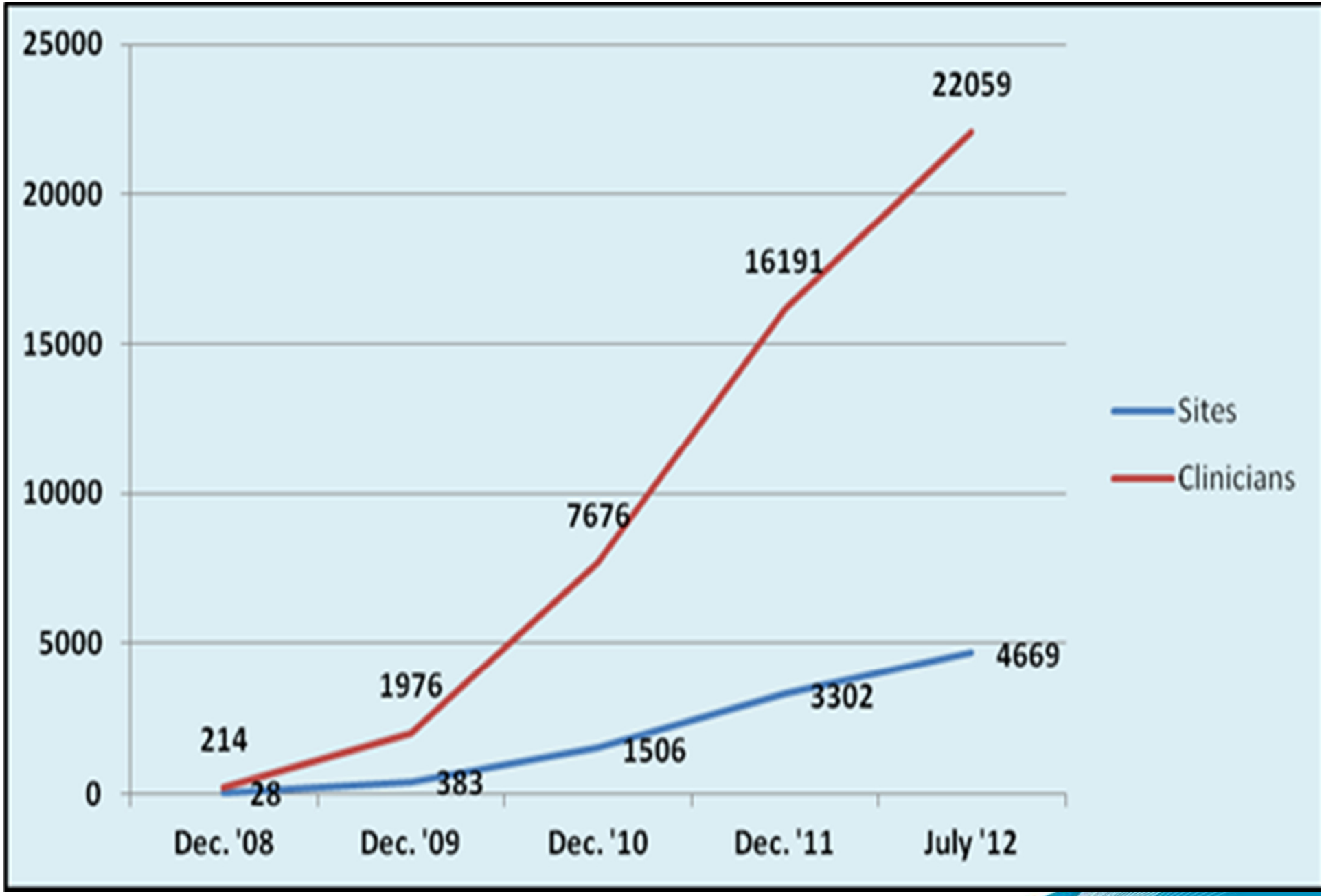
Better management of chronic diseases and other illness improves health outcomes

↓

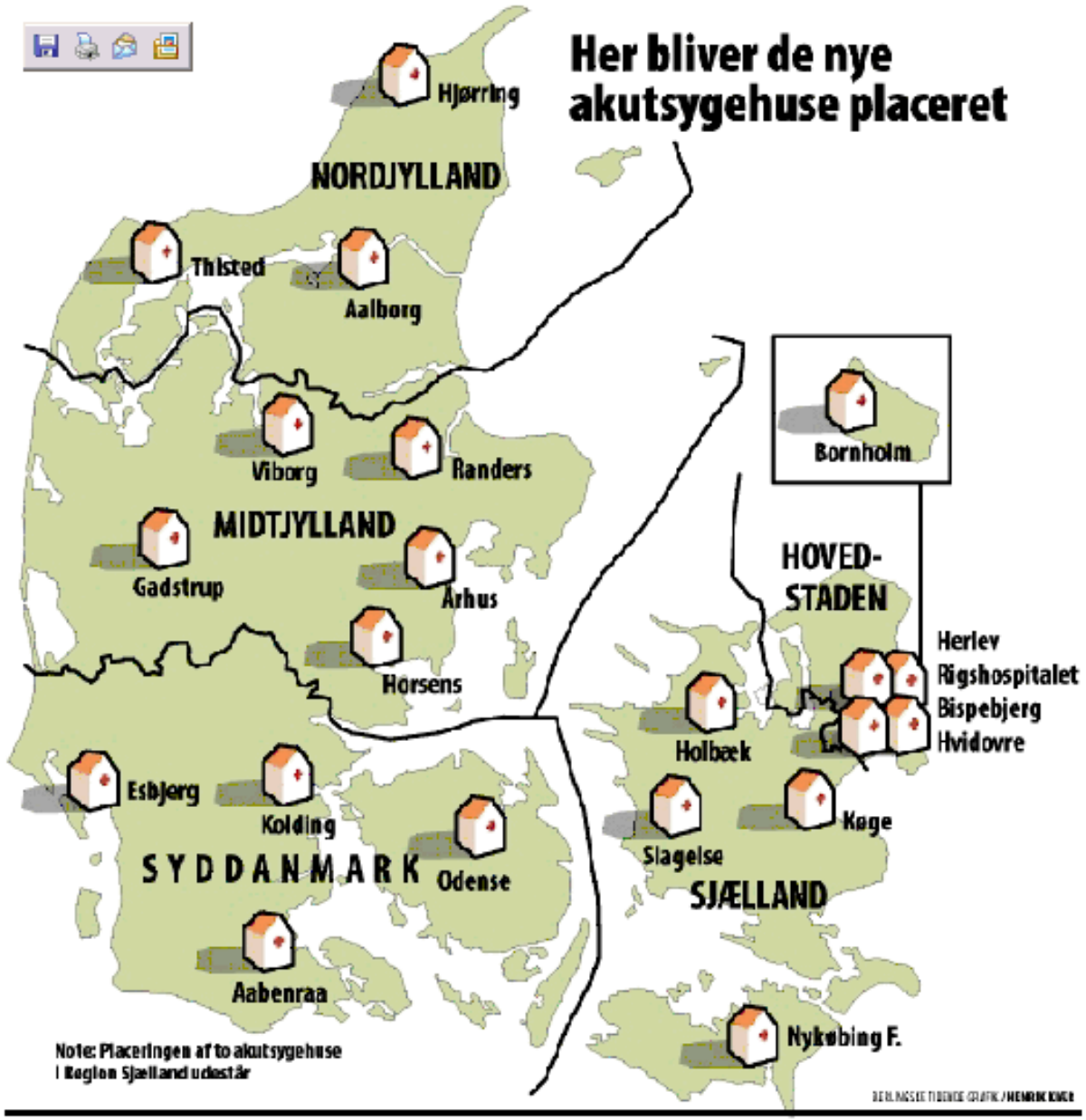
Focus on wellness and prevention reduces incidence / severity of chronic disease and illness

↓

Health care dollars saved from reductions in use of ER, hospital, test, procedure, & prescriptions.


25000
20000
15000
10000
5000
0
22059
16191
7676
1976
214
28
383
1506
3302
4669
Dec. '08
Dec. '09
Dec. '10
Dec. '11
July '12
Sites
Clinicians

PCMH Growth



A journey to higher quality lower cost

quality as well as efficiency

Australian Government

Minister for Health, The Hon Tanya Plibersek
New Family Medicine
Parliament, Canberra Australia
19 March 2013

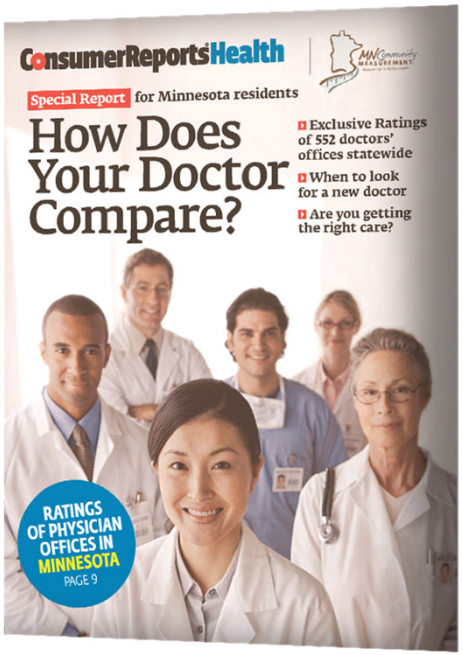
- **Australia** recognizes evidence in support of Patient-Centered Medical Homes is in, and it's compelling.
- Improved access to care;
- Improved clinical outcomes;
- Better management of chronic and complex disease;
- Decreased use of inappropriate medications;
- Decreased hospital admissions and readmissions; and
- Improved palliative care services.
- Therefore the Australian government will adopt Patient-Centered Medical Home as standard of care.

Survey Of 5 European Countries Suggests Patient-Centered Medical Homes Would Improve Family Medicine Primary Care

2013/03/19

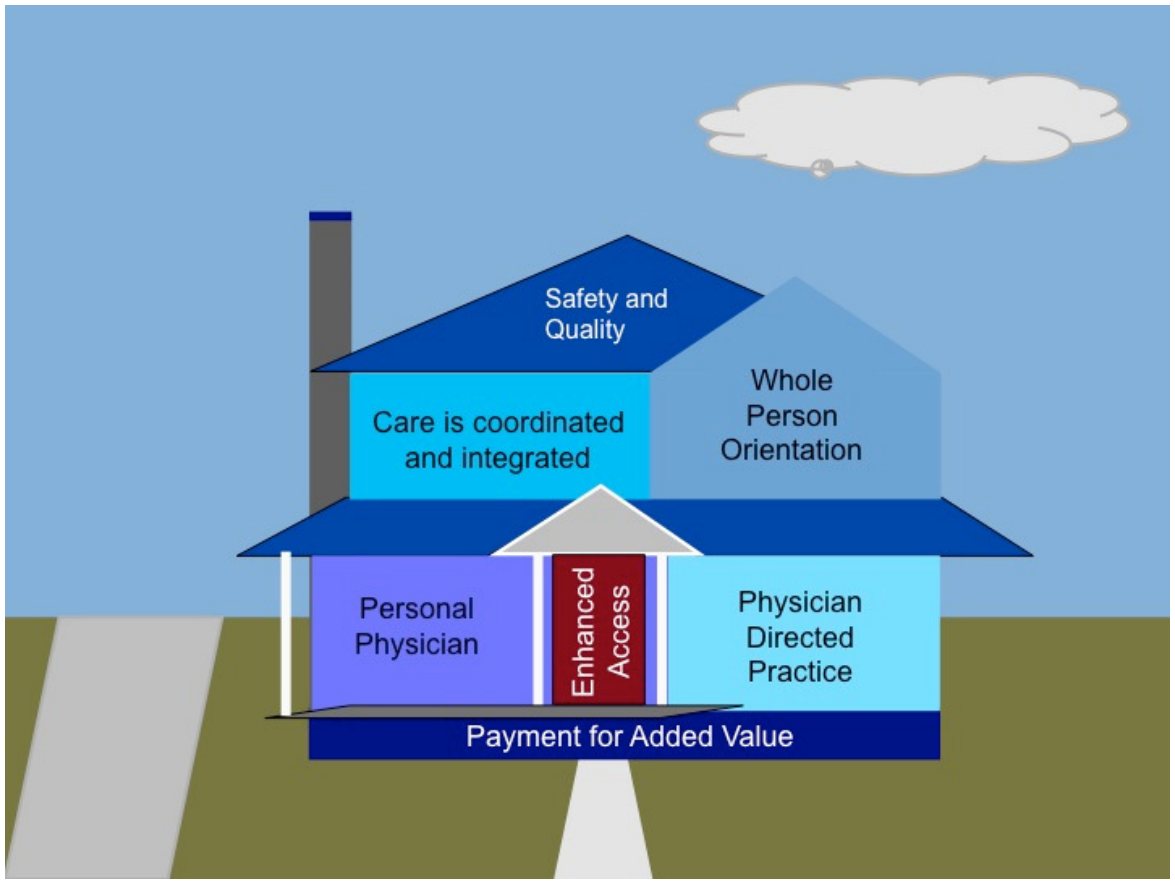
http://content.healthaffairs.org/content/early/2013/03/19/hlthaff.2012.0184.full.html

Patients not shortchanged

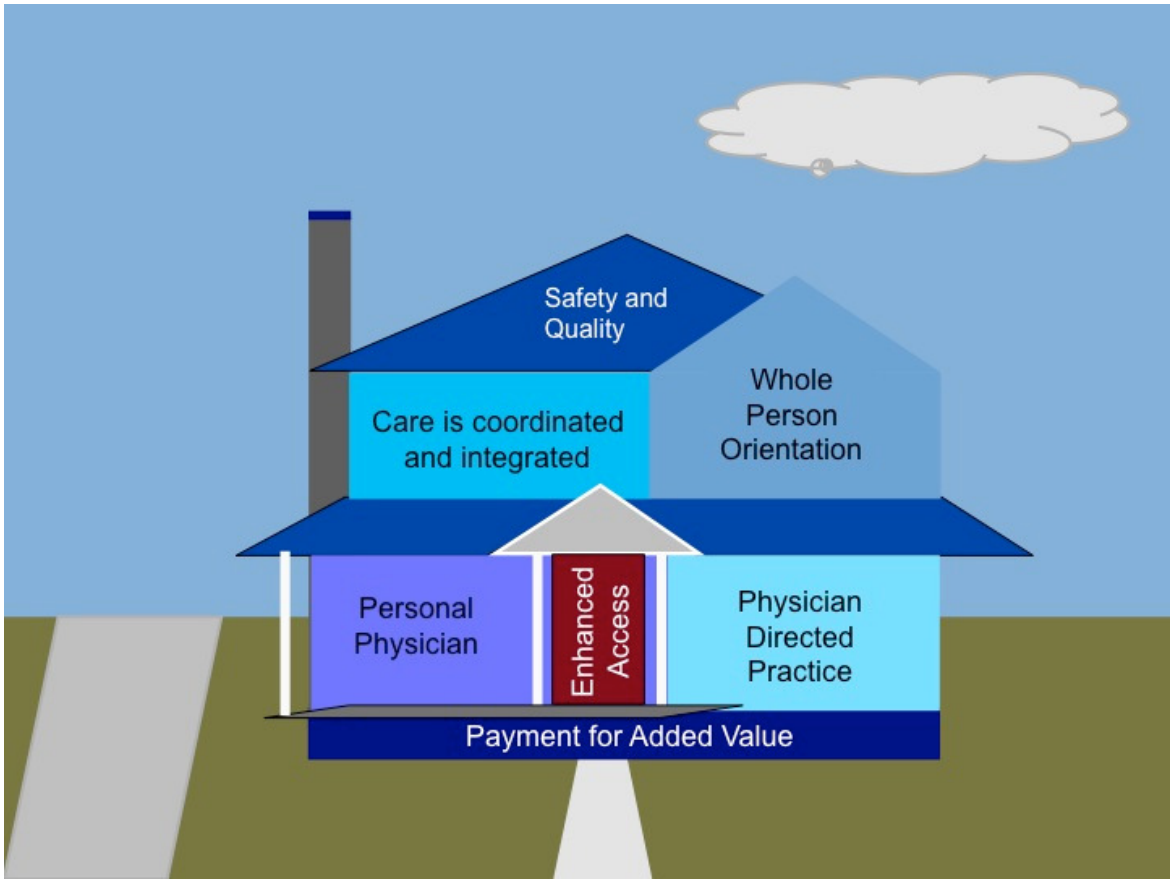


PCMH as the Foundation

The right care foundation
The right time
The right price



THANK YOU

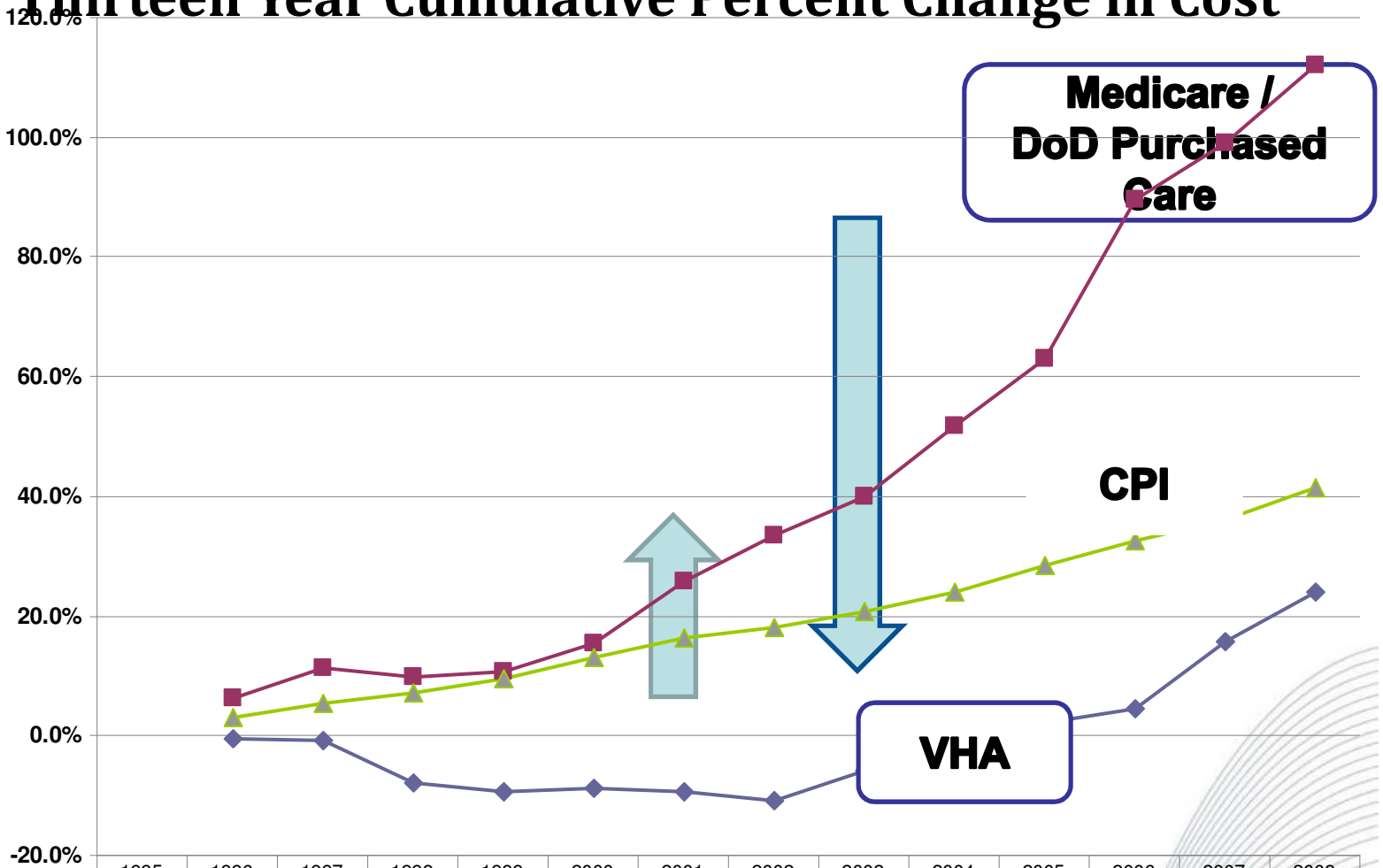

Safety and Quality
Care is coordinated and integrated
Whole Person Orientation
Personal Physician
Enhanced Access
Physician Directed Practice
Payment for Added Value

- Paul Grundy, MD, MPH
  IBM's Global Director of Healthcare Transformation
  President, Patient-Centered Primary Care Collaborative
  email: pgrundy@us.ibm.com
- cell 845 416 700
- 12 Hammer Drive Hopewell Jct, Ny 12533

Community Employer Health

Onsite Health and Wellness Centers

Thirteen Year Cumulative Percent Change in Cost



	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
VHA Cost Per Patient		-0.4%	-0.9%	-7.9%	-9.3%	-8.9%	-9.5%	-10.8%	-5.9%	-0.1%	2.1%	4.4%	15.6%	24.1%
Average Medicare Payment/Enrollee		6.3%	11.4%	9.7%	10.8%	15.4%	25.9%	33.5%	40.0%	51.7%	62.9%	89.6%	99.2%	111.9%
Consumer Price Index		3.00%	5.37%	7.05%	9.41%	13.13%	16.30%	18.16%	20.88%	24.14%	28.36%	32.47%	36.18%	41.35%