



**STANFORD  
COORDINATED  
CARE**

Care with the Patient at the Center

# Stanford Coordinated Care

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Canada-US Health Summit

Delivery System Reform

11/3/15

# Patient Experience vs. Trust, by Country

Attitudes about Doctors, by Country.\*

| Country        | All Things Considered, Doctors in Your Country Can Be Trusted (Strongly Agree or Agree) |            | Satisfaction with the Treatment You Received When You Last Visited a Doctor (Completely or Very Satisfied) |            |
|----------------|---|------------|--|------------|
|                | rank  | % (95% CI) | rank   | % (95% CI) |
| Switzerland    | 1   | 83 (81–85) | 1  | 64 (61–67) |
| Denmark        | 2   | 79 (77–81) | 2  | 61 (59–64) |
| Netherlands    | 3   | 78 (75–80) | 11   | 47 (44–50) |
| Britain        | 4   | 76 (73–79) | 7  | 51 (48–55) |
| Finland        | 5   | 75 (73–78) | 9  | 49 (46–52) |
| France         | 5   | 75 (73–77) | 18   | 38 (36–40) |
| Turkey         | 5   | 75 (73–77) | 15   | 41 (38–43) |
| Belgium        | 8   | 74 (73–76) | 5  | 54 (52–56) |
| Sweden         | 8   | 74 (71–76) | 10   | 48 (45–51) |
| Australia      | 10  | 73 (71–76) | 4  | 55 (52–58) |
| Czech Republic | 10  | 73 (71–75) | 16   | 39 (36–41) |
| Norway         | 12  | 72 (70–74) | 5  | 54 (51–56) |
| Taiwan         | 12  | 72 (70–74) | 27   | 17 (15–18) |
| Slovenia       | 14  | 70 (68–73) | 14   | 44 (41–47) |
| South Africa   | 14  | 70 (68–72) | 7  | 51 (49–54) |
| Portugal       | 16  | 69 (66–72) | 23   | 26 (23–29) |
| Philippines    | 17  | 68 (65–71) | 16   | 39 (36–42) |
| Israel         | 18  | 67 (64–70) | 12   | 46 (43–49) |
| Germany        | 19  | 66 (64–68) | 12   | 46 (44–48) |
| Slovakia       | 20  | 62 (59–66) | 22   | 28 (24–31) |
| South Korea    | 20  | 62 (60–65) | 24   | 25 (23–28) |
| Lithuania      | 22  | 61 (58–64) | 28   | 13 (11–15) |
| Japan          | 23  | 60 (57–63) | 20   | 30 (27–33) |
| Croatia        | 24  | 58 (56–61) | 19   | 31 (28–34) |
| United States  | 24  | 58 (55–61) | 3  | 56 (54–59) |
| Chile          | 26  | 56 (52–59) | 25   | 23 (20–26) |
| Bulgaria       | 27  | 46 (43–49) | 20   | 30 (27–33) |
| Russia         | 28  | 45 (42–48) | 29   | 11 (9–13)  |
| Poland         | 29  | 43 (40–46) | 25   | 23 (21–26) |

\* Respondents who answered the satisfaction question “does not apply” were not included in the denominator. Countries are rank-ordered according to the percentage of respondents who said they strongly agreed or agreed that “All things considered, doctors in [your country] can be trusted.” Countries with the same rank were tied on that measure. CI denotes confidence interval. Data are from the International Social Survey Programme, 2011–2013.

**Trust  
Gap:**  
US 3<sup>rd</sup> in  
experience  
24<sup>th</sup> in trust

# Human Centered Design

## FROM

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Feeling alone

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Forced to be at the center

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Feeling studied

---

Facts

---

Passed between providers

---

Stalling

---

Resource intensive

---

## TO

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Becoming an empowered patient

---

Supported and confident

---

Feeling listened to

---

Hands-on action

---

Creating personal relationships

---

Thriving

---

Streamlined

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- From:  
"What bothers you the most?"
- To:  
"Where do you want to be in a year?"



# From "Cup Runneth Over" ...



Provider



Medical  
Assistant/Care  
Coordinator



Nurse



Behavioral  
Health



Clinical  
Pharmacist



Physical  
Therapist

# To "Share the Care"



Provider



Medical  
Assistant/Care  
Coordinator



Nurse



LCSW/Behavioral  
Health



Physical  
Therapist



Clinical  
Pharmacist



# From MA to Care Coordinator

- “Artisanal” vs. assembly line
  - Coach, advocate, MA, scribe, outreach worker, pop health manager combined in single person: *relationships are key*
- Empanelment
- Training: onboarding and ongoing
- Case presentations at team meetings
- Staying with the patient – *few handoffs*
  - Scribing the visit: *learning as the patient learns*

**CREATE NEW JOB CATEGORY AND  
PAYSCALE to reflect greater skills and  
responsibility**

# Patient Health Portrait

Risk Measures Health Portrait **FAQ**

## HEALTH PORTRAIT - MQRRSVIODE,APTQHFZ L

Search

<< >>  
Clear All

Current Selections

FullNM MQRRSVIODE,APTQHFZ L

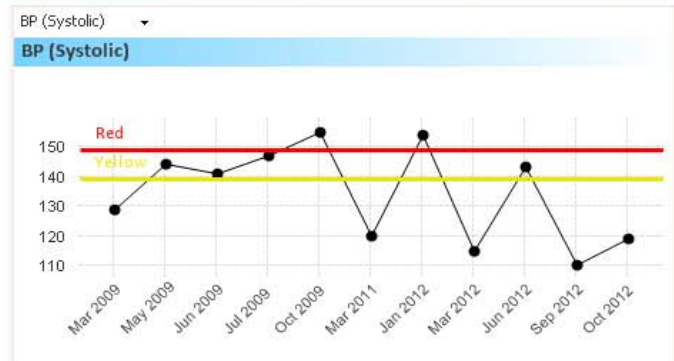
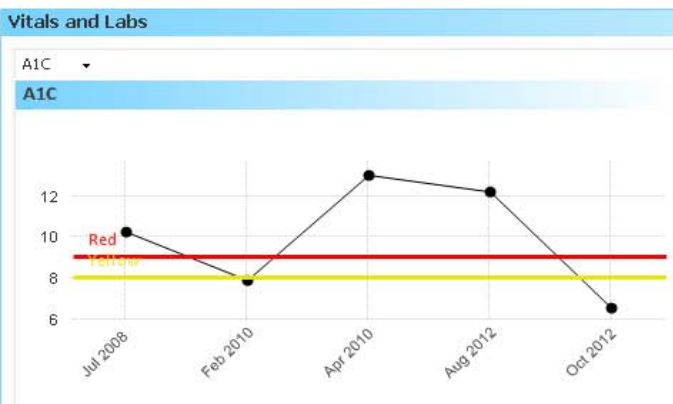
Patient: MQRRSVIODE,APTQHFZ L MRN: 33296654  
 Provider: FZWVYIQ, HHJ U.

BirthDT 3/19/1967 Address Line 1 - Adress Line 2 - Gender M Language English Ethnic Group Non-Hispanic/Non-... Religion No Religi... Benefit Plan BLUE SHIELD... Coverage Type Indemnity Payor BLUE SHIELD

| Time  |        |    |    |
|-------|--------|----|----|
| 2000  | 2002   |    |    |
| 2001  | 2006   |    |    |
| 2008  | 2007   |    |    |
| 2009  | 2011   |    |    |
| 2010  | 2012   |    |    |
| 1     | 2013   |    |    |
| Q1    | Q2     | Q3 | Q4 |
| 1-Jan | 7-Jul  |    |    |
| 2-Feb | 8-Aug  |    |    |
| 3-Mar | 9-Sep  |    |    |
| 4-Apr | 10-Oct |    |    |
| 5-May | 11-Nov |    |    |
| 6-Jun | 12-Dec |    |    |

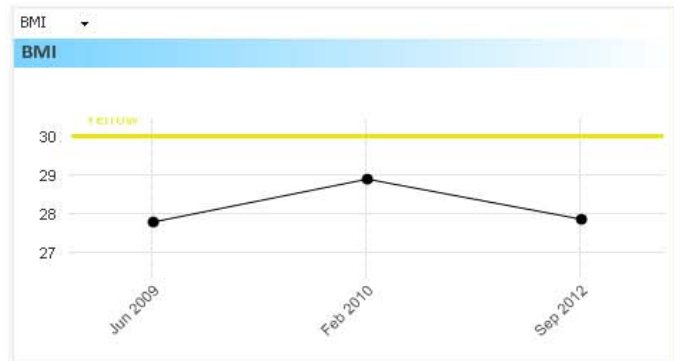
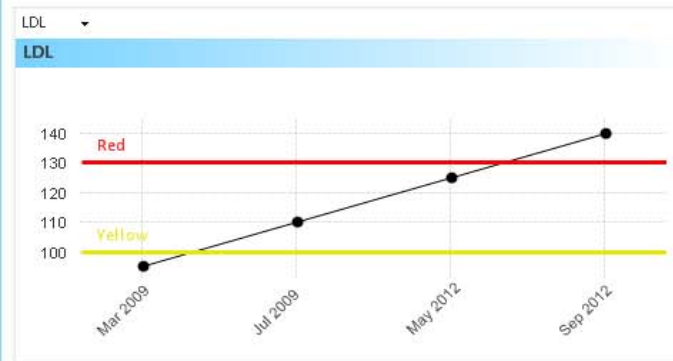
**Chronic Conditions**

|                 |       |
|-----------------|-------|
| A1C             | -     |
| A/C Ratio       | -     |
| BMI             | 27.83 |
| BP (Systolic)   | 119   |
| LDL             | -     |
| On AntiPlatelet | N     |
| Smoker ?        | QUIT  |



**Scores**

|              |   |
|--------------|---|
| Domain Score | 8 |
| PAM Score    | 2 |
| PHQ9 Score   | - |
| SF12 Score   | - |
| Pain Score   | - |



**Care Gaps**

|                    |    |
|--------------------|----|
| A/C Ratio Interval | -  |
| A1c Interval       | -  |
| Last SCC Encounter | 12 |
| H5 CRP Interval    | -  |
| LDL Interval       | -  |
| Eye Exam           | -  |
| Foot Exam          | -  |

Print Page  
Print FAQ





# Triple Aim Results

| Inpatient Admissions                           | ER Visits   | Patient Experience                    | HEDIS                                     |
|--|-------------|---------------------------------------|---|
| 253 patients with at least 6 months enrollment |             |                                       |   |
| <b>-29%</b>                                    | <b>-59%</b> | <b>99<sup>th</sup><br/>percentile</b> | <b>&gt;90<sup>th</sup><br/>percentile</b> |



## Comparative Values by PAM Levels

