“Guided Care”

A medical home for patients with several chronic conditions.
Joe Hammond

79 year old widower
Retired teacher, lives alone
Income: SS, small pension
Daughter lives 10 miles away, has three teenagers
Five chronic conditions
Three physicians
Eight medications
In 2009, Mr. Hammond had:

- 2 community referrals
- 6 home care agencies
- 5 months home care
- 2 nursing homes
- 6 weeks sub-acute care
- 19 hospital admissions
- 8 meds
- 22 scripts
- 37 physicians
- 8 nurses
- 6 social workers
- 5 physical therapists
- 4 occupational therapists
Mr. Hammond
Confused by care, meds
Quality of life is poor
Out-of-pocket costs are high

Mr. Hammond’s daughter
Stressed out
Reduced work to half-time
Considering nursing homes
Chronic care is:

Fragmented
Discontinuous
Difficult to access
Inefficient
Unsafe
Expensive
The $\frac{1}{4}$ of Beneficiaries Who Have 4+ Chronic Conditions Account for 80% of Medicare Spending

Source: Medicare 5% Sample, 2001
Health System

Health Care Organization

Community Resources and Policies
Accessing

Self-Management Support
Chronic Disease Self-Management

Delivery System Design
Guided Care Nurse

Decision Support
Lexi-comp, Evidence-based guidelines

Clinical Information Systems
Electronic Health Record, Care Guide, Transitional Care, Coordination

Informed, Activated Patient
Chronic Disease Self-Management, Caregiver Support, Action Plan

Productive Interactions

Prepared, Proactive Practice Team
Monitoring Coaching

Improved Outcomes
What is Guided Care?

Comprehensive health care for patients with chronic conditions (and their families).

An RN located in the practice collaborates with 2-5 physicians in caring for 50-60 of their most complex patients (and caregivers).

See www.GuidedCare.org for details
Assesses needs and preferences
Creates an evidence-based “care guide” and a patient-friendly “action plan”
Monitors the patient proactively
Supports chronic disease self-management
Smoothes transitions between care sites
Communicates with providers in EDs, hospitals, specialty clinics, rehab facilities, home care agencies, hospice programs, and social service agencies in the community
Educates and supports caregivers
Facilitates access to community services

Boyd et al. Gerontologist Nov 2007
Who is Eligible?

- All Patients Age 65+
- Review previous year’s claims data with PM software
- 25% High-Risk
- 75% Low-Risk
How Well Does Guided Care Work?

A pilot test and early data from a multi-site RCT show:

- Improved quality of care
- Improved physician satisfaction with care
- Reduced strain for family caregivers
- High job satisfaction for nurses
- Cost savings for insurers

Sylvia M et al. *Dis Manag* Feb 2008
Leff B et al. *Am J Manag Care* August 2009
Wolff JL et al. *Gerontologist* Dec 2009
Randomized Trial

High-risk older patients (n=904) of 49 community-based primary care physicians practicing in 14 teams.

Physician/patient teams randomly assigned to receive Guided Care or “usual” care.

Outcomes measured annually for 3 years.
## Baseline Characteristics

<table>
<thead>
<tr>
<th></th>
<th>Guided Care</th>
<th>Usual Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>77.2</td>
<td>78.1</td>
</tr>
<tr>
<td>Race (% white)</td>
<td>51.1</td>
<td>48.9</td>
</tr>
<tr>
<td>Sex (% female)</td>
<td>54.2</td>
<td>55.4</td>
</tr>
<tr>
<td>Education (12+)</td>
<td>46.4</td>
<td>43.4</td>
</tr>
<tr>
<td>Living alone</td>
<td>32.0</td>
<td>30.6</td>
</tr>
<tr>
<td>Conditions</td>
<td>4.3</td>
<td>4.3</td>
</tr>
<tr>
<td>HCC score</td>
<td>2.1</td>
<td>2.0*</td>
</tr>
<tr>
<td>ADL difficulty</td>
<td>30.9</td>
<td>29.3</td>
</tr>
</tbody>
</table>
Effects on Quality of Care

AGGREGATE
Activation
Problem Solving
Decision Support
Coordination
Goal Setting

Quality rated in the highest category on PACIC
Adjusted for participants’ baseline age, race, sex, educational level, financial status, habitation status, HCC score, functional ability (i.e., SF-36 physical component summary and mental component summary scores), subscale-specific baseline PACIC score, satisfaction with health care, and practice site.

Effects on Physician Satisfaction

- Communicating with Patients: p=0.047
- Communicating with Caregivers: p=0.066
- Educating Caregivers: p=0.008
- Motivating Patients: p=0.006
- Knowing Patients' Meds: p=0.034

### Satisfaction Items

1. Familiarity with patients
2. Stability of patient relationships
3. Communication with patients; availability of clinical info; continuity of care for patients
4. Efficiency of office visits; access to evidence based guidelines
5. Monitoring patients; communicating with caregivers; efficiency of primary care team
6. Coordinating care; referring to community resources; educating caregivers
7. Motivating patients for self management
Effects on Caregiver Strain

High Intensity provided >14 hrs weekly assistance at baseline.
Low Intensity provided < 14 hrs weekly assistance at baseline.

## Annual Costs of Guided Care

<table>
<thead>
<tr>
<th>Category</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guided Care Nurse</td>
<td></td>
</tr>
<tr>
<td>Salary</td>
<td>$71,500</td>
</tr>
<tr>
<td>Benefits (@ 30%)</td>
<td>21,450</td>
</tr>
<tr>
<td>Travel (to pts’ homes, hospitals)</td>
<td>588</td>
</tr>
<tr>
<td>Communication services</td>
<td></td>
</tr>
<tr>
<td>Internet, cell phone</td>
<td>1,800</td>
</tr>
<tr>
<td>Equipment (amortized over 3 years)</td>
<td></td>
</tr>
<tr>
<td>Computer</td>
<td>500</td>
</tr>
<tr>
<td>Cell phone</td>
<td>67</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$95,905</td>
</tr>
</tbody>
</table>
### Effects on Costs of Care (for 55 patients)

<table>
<thead>
<tr>
<th></th>
<th>GC – UC Difference</th>
<th>Average Expenditure</th>
<th>Cost Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital days</td>
<td>-76.1</td>
<td>$1,519/day</td>
<td>-$115,600</td>
</tr>
<tr>
<td>SNF days</td>
<td>-99.1</td>
<td>$305/day</td>
<td>-$30,200</td>
</tr>
<tr>
<td>Home health episodes</td>
<td>-20.1</td>
<td>$1331/episode</td>
<td>-$26,800</td>
</tr>
<tr>
<td>Physician visits</td>
<td>40.0</td>
<td>$41/visit</td>
<td>$1,700</td>
</tr>
<tr>
<td>Gross savings</td>
<td>-----</td>
<td>-----</td>
<td>-$170,900</td>
</tr>
<tr>
<td>Cost of GCN</td>
<td></td>
<td></td>
<td>$95,900</td>
</tr>
<tr>
<td><strong>NET SAVINGS</strong></td>
<td>-----</td>
<td>-----</td>
<td>-$75,000</td>
</tr>
</tbody>
</table>

Technical Assistance for Practices in Medicare’s Medical Home Demonstration

- Guided Care implementation manual
- On-line course for Guided Care nurses
- On-line course for physicians and practice leaders
- Guidance in selecting HIT
- Online practice self-assessment (“MHIQ & MHB”)
- Regional weekend “Learning Collaboratives”
- Ongoing electronic “Learning Communities”

Information Available at www.MedHomeInfo.org

Funded by The John A. Hartford Foundation