



MGMA Health Care Consulting Group

DEVELOPING MEDICAL HOME/MEDICAL NEIGHBORHOOD WITHIN YOUR HEALTH SYSTEM

Presented by:

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June 7, 2016



Objectives

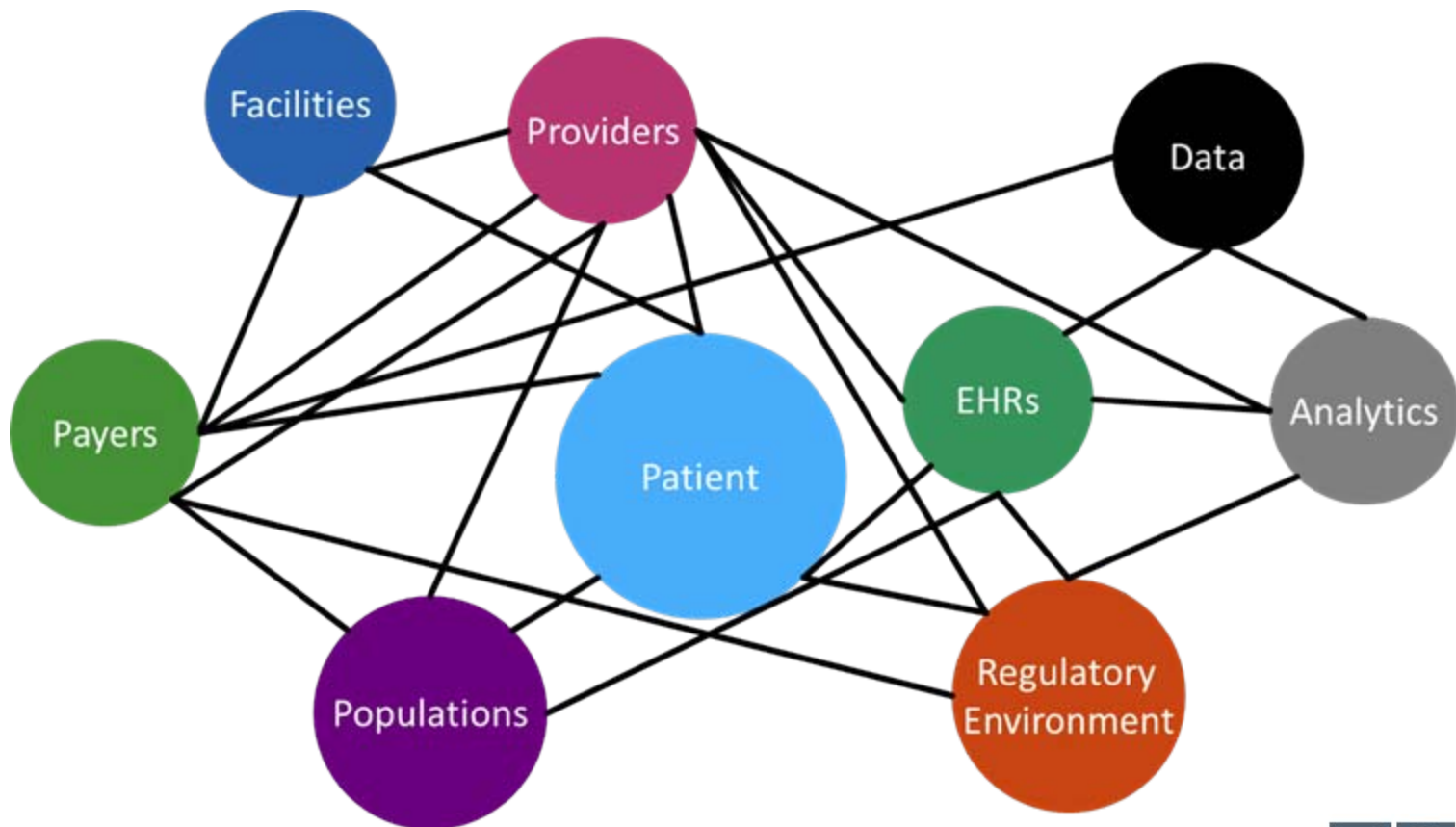
- ***Distinguish the differences*** between independent physician practice PCMH transformation and health system PCMH/Medical Neighborhood transformation
- ***Isolate the complexities*** of clinical and technical integration required for quality measures, data analytic challenges within your health system
- ***Appreciate the challenges*** in deploying an effective care management, BH program in the context of PCMH/Medical Neighborhood within your health system



DISTINGUISH THE DIFFERENCES



Theoretical Framework — See Through a New Lens





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**“Doctor and physician are outdated terms.
I’m your biological tech support specialist.”**



Distinguish the Differences

Partner with your physicians to meet the goals of the health system, develop collective impact.

- Work with them – the power of WHY
- Becoming better is what they want to be – the power of the nudge
- Stop nagging and start helping



Distinguish the Differences

Accountability for quality measures and cost efficiency requires:

- Clear expectations about required standards
- Clear capability meeting the standards
- Clear measurement, use health system data
- Clear feedback
- Clear positive performance incentives



**CLINICAL AND TECHNICAL INTEGRATION –
DATA ANALYTIC CHALLENGES
ISOLATE THE COMPLEXITIES**



Clinical and Technical Integration Required

Goals for the health system:

- Develop integrated data model
- Measure and track progress against metrics that ensure reimbursement
- Demonstrate compliance with payer quality rankings
- Prove that care is being delivered, quality and cost



Clinical and Technical Integration Required

Turn data into “insight”

- Identify process and cost inefficiencies by defining TCOC by patient population
- Reduce risk of complications, readmissions, ED visits by determining patient activation levels, predictive vital indicators of outcomes
- Increase profitability by managing resources efficiently
- Improve clinician satisfaction with improved efficiencies

DEPLOYING AN EFFECTIVE CARE MANAGEMENT,
BH PROGRAM IN THE CONTEXT OF PCMH/MEDICAL
NEIGHBORHOOD WITHIN YOUR *HEALTH SYSTEM*
APPRECIATE THE CHALLENGES



Appreciate the Challenges

- One of the key components of a medical home is that care is coordinated and managed
- The goal of care management is to achieve an optimal level of wellness and improve coordination of care while providing cost-effective, non-duplicative services



Appreciate the Challenges

- Identification and prioritization of the population
 - *Tools/Strategies: health assessments, predictive modeling, surveys, referrals*
- Interventions tailored to meet individual clients
 - *Tools/Strategies: evidence-based practice guidelines, care planning, integrate physical and behavioral health, collaborative practice models, patient self-management education and patient activation measure scoring*



Appreciate the Challenges

- Evaluation of care management programs includes systematic measurement, testing and analysis
 - *Tools/Strategies: program evaluation; utilize known measures from ACO programs or other metrics*
- Reimbursement should be realigned to support and reward providers for quality
 - *Tools/Strategies: pay for performance, chronic care management, shared payments MIPS and/or APM*

SUMMARY



Summary: Developing Your Health System

Medical Home/Neighborhood:

- Examine the theoretical frameworks — see through a new lens
- Work with the clinicians, not against them — create common goals
- Integrate, aggregate and segment your data across the populations
- Develop self-service and data analytics — data in the hands of the clinician
- Coordinate care across the continuum with data visualization
- Understand your risks
- Proactively manage the patient activation relationships

THANK YOU



References

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