What Does It Take to Achieve Superior Medical Group Quality Performance?



Jorge Pelayo-Garcia, M.D

HCC Lead Physician
Physician Leader for Diabetes Management



Step I: Problem

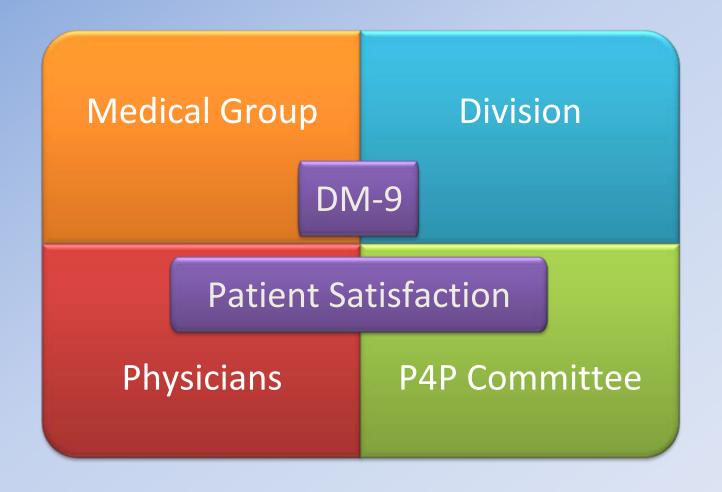
Step II: Process

Step III: Implementation

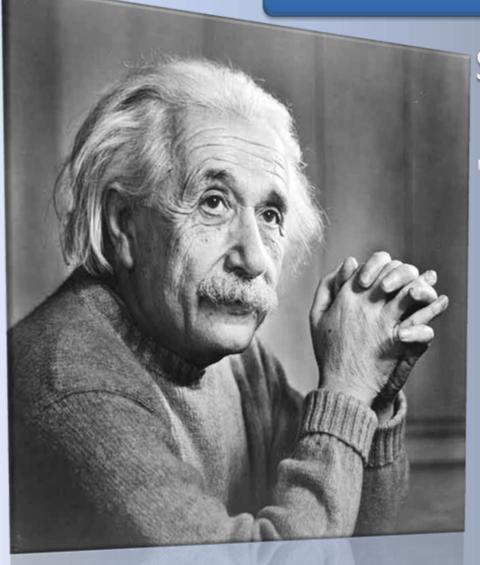
Step IV: Buy-in

Step V: Goal

Step I: Problem



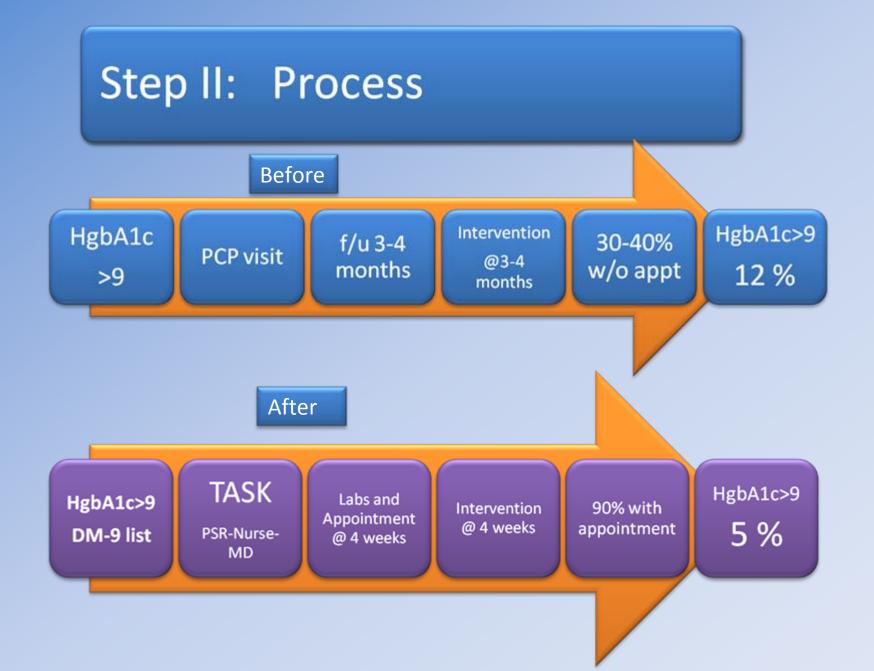
Step II: Process



Simple not Simpler

"Any intelligent fool can make things bigger, more complex, and more violent. It takes a touch of genius -and a lot of courage- to move in the opposite direction."

E = mc²
Albert Einstein



Step III: Implementation



P4P Committee

Step III: Implementation



Point Loma Carmel Del Mar





Rancho Bernardo Genesee



Downtown Scripps Ranch



Mira Mesa La Mesa



Chula Vista Otay Ranch DM-9









Step III: Implementation

1-Appointment every 4 weeks



2- Laboratory every 4 weeks

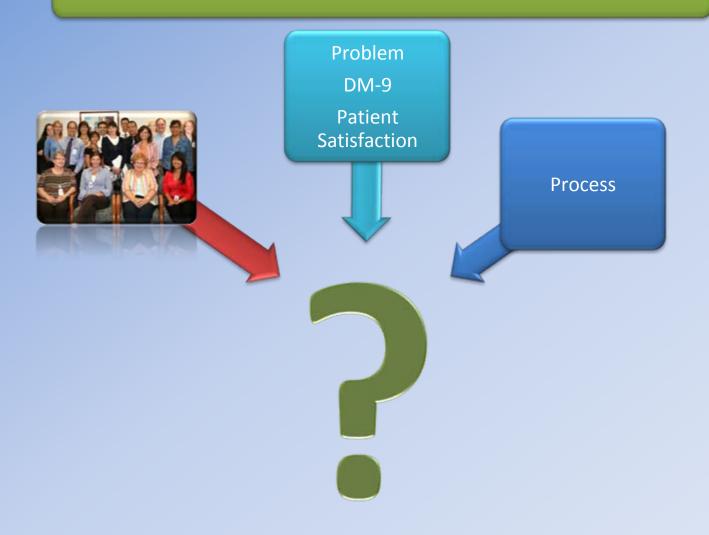


3- Titration of medication every four weeks if needed



The Three Rules of Success

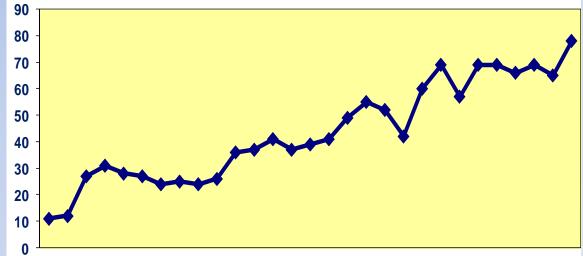
Step IV: Buy-in



Patient Satisfaction



Our Press-Ganey national percentiles for overall patient satisfaction for the past eight years demonstrate our slow, steady improvement. We have now achieved 89th percentile, and many of our clinics and physicians consistently score in the 99th percentile.



Physician Commitment



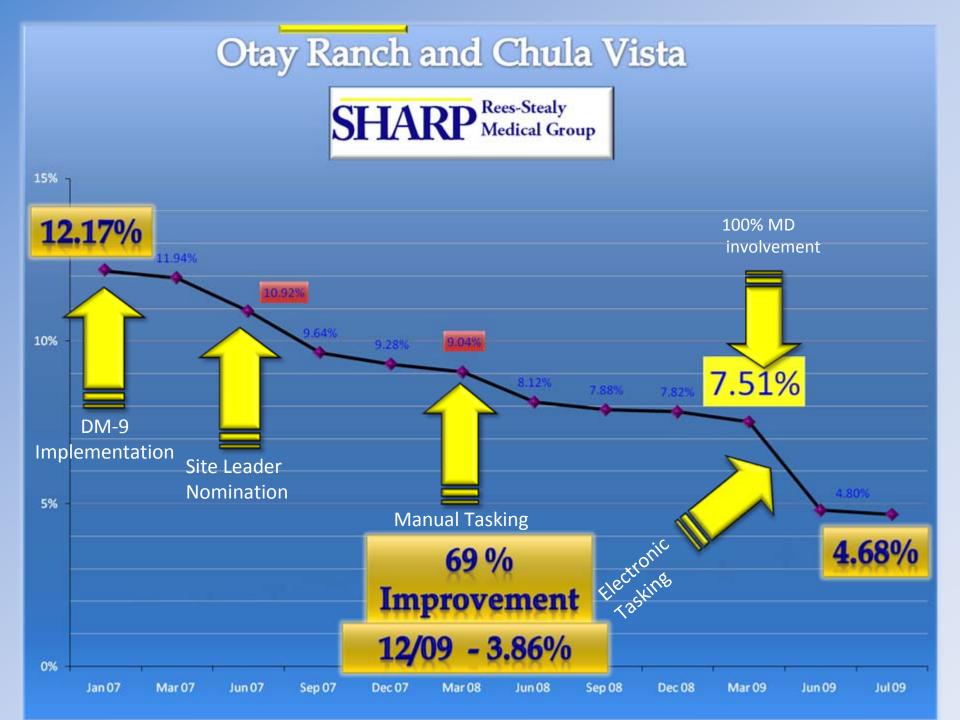
The more MDs involved the better the results

If ALL MDs are
Involved and you
Follow The Three
Rules of Success, You could
have a 50%
impact in three months

Step V: Goal

Patients with HgbA1c >9

January 2007	•	12.7%
June 2007	•	10.92%
December 2007	•	9.28%
July 2008	•	8.18%
December 2008	•	7.82%
June 2009	•	4.8%
December 2009	•	3.86%



SHAR

Rees-Stealy Medical Group

P











EXPERIENCE

