Setting & Achieving National Priorities for Health Care Quality

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The National Medical Home Summit

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We need accountability at all levels

- Health plans
- ACOs, organized delivery systems
- Practices
- Integration can be achieved by cooperation across levels
- Ultimately, payment reform is necessary to achieve quality, affordable care

We need accountability for quality and costs

- Patient cost-sharing is at an all-time high
- Cost sharing can create barriers to needed care
- Vouchers on employer agenda
- More constructive approaches to cost sharing can spare quality
- We need aligned incentives for patients, providers, payers

Patient-centered medical homes (PCMH) are the foundation

What is a medical home?

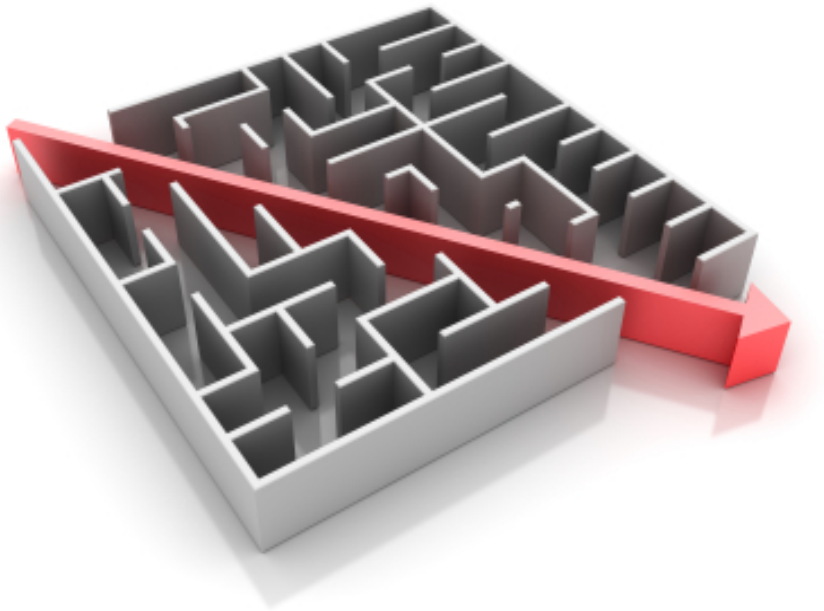
PCMH 2011 Standards

- **Care access and continuity**
- **Identifying and managing a population**
- **Treatment planning and care management**
- **Providing self-care support and community resources**
- **Tracking and coordination**
- **Measuring to improve performance**

For clinicians, PCMH ends the "assembly line" focus on visits

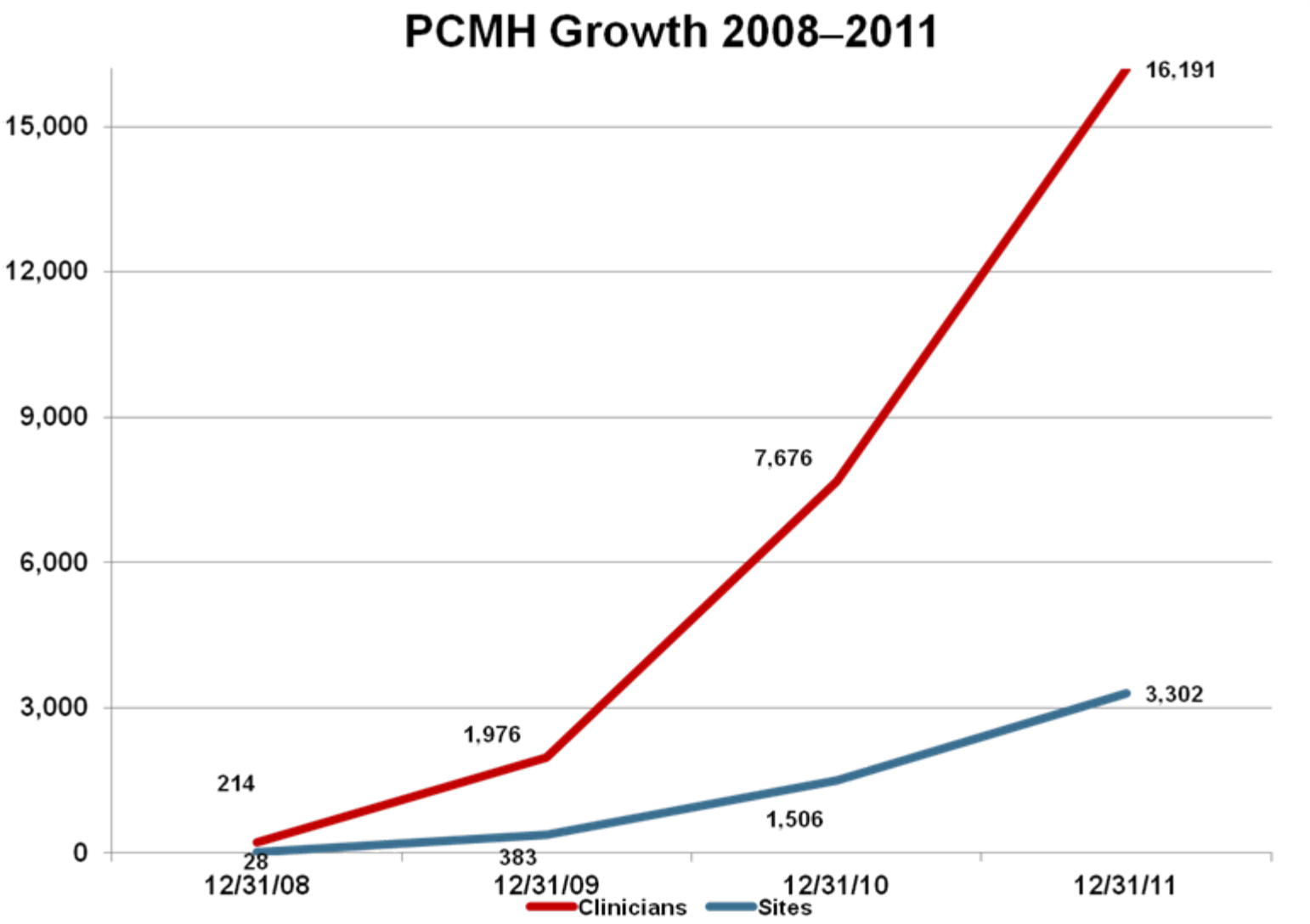
- Gain the ability to plan care
- Have data at your fingertips
- Think strategically about patients as a population

The impetus for PCMH



- Other initiatives worked around (not with) delivery system
- Providers wanted to be engaged, think strategically
- Alignment with primary care specialty societies, aided by Wagner Model

PCMH Strength:
Reach



PCMH “Neighborhood”/ Specialty Practice Recognition

Research shows communication must improve

- **Disconnect between PCP and specialist**
- **PCPs report sending information 70% of the time; specialists report receiving information 35% of the time[1]**
- **Specialists report sending a report 81% of the time; PCPs report receiving a report 62% of the time[1]**
- **25%-50% of referring physicians did not know if patients had seen a specialist[2]**

PCMH "Neighborhood"/ Specialty Practice Recognition

- **Specialty groups seek PCMH Recognition**
  - **Some already included (e.g., HIV providers)**
  - **Some have a strong case (e.g., oncologists, nephrologists, mental health centers)**
- **Specialty practice roles vary: advise PCPs, co-manage, temporary/permanent management**
- **State and private payer PCMH initiatives include specialists (e.g., VT, BCBSNC)**

PCMH "Neighborhood"/ Specialty Practice Recognition

- **Coming in 2013**
- **Program will encompass:**
  - **Patient access and communication**
  - **Care coordination and timely information exchange with PCP**
  - **Reducing duplicate tests**
  - **Measuring performance**

Health plans can partner with practices

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- Data sharing
- Embedded care management
- Co-manage specialty care, avoid unnecessary hospitalizations and ED use
- Focus on patient needs, eliminate waste

Health Plan Accreditation will recognize reform efforts

- **Encouraging, recognizing—not requiring**
- **One size will not fit all**
- **Encourage cooperation across payers**
- **Different strategies need to add up to coherent population health management**

Vermont and North Carolina use PCMH to build accountable care systems

Why ACO Accreditation Matters

Variation in capabilities and readiness make ACOs risky for payers, patients

Accreditation aligns purchasers with common expectations

Unites health plans, employers, states and federal purchaser initiatives to prompt providers to change how they provide care

Accreditation identifies which ACOs are likely to be good partners

Accreditation is a roadmap and a vehicle for provider-led groups to show their abilities

- Providers in group practice arrangements
- Networks of individual practices
- Hospital/provider partnerships or joint ventures
- Hospitals and their employed or contracted providers
- Publicly governed entities that work with providers to arrange care
- Provider-health plan partnerships
- Different levels of accreditation signify varied degrees of ACO capability

ACO Accreditation Early Adopters

Billings Clinic

Essentia Health
Here with you

The Children's Hospital of Philadelphia®
Hope lives here.

Kelsey-Seybold Clinic
Your Doctors for Life

Crystal Run® Healthcare
We want you healthy.®

HealthPartners®

YouTube Video
"Setting Up An Accountable Care Organization"