

Bridges To Excellence: The Partners' Experience

Harvard Quality Colloquium

August 22, 2005

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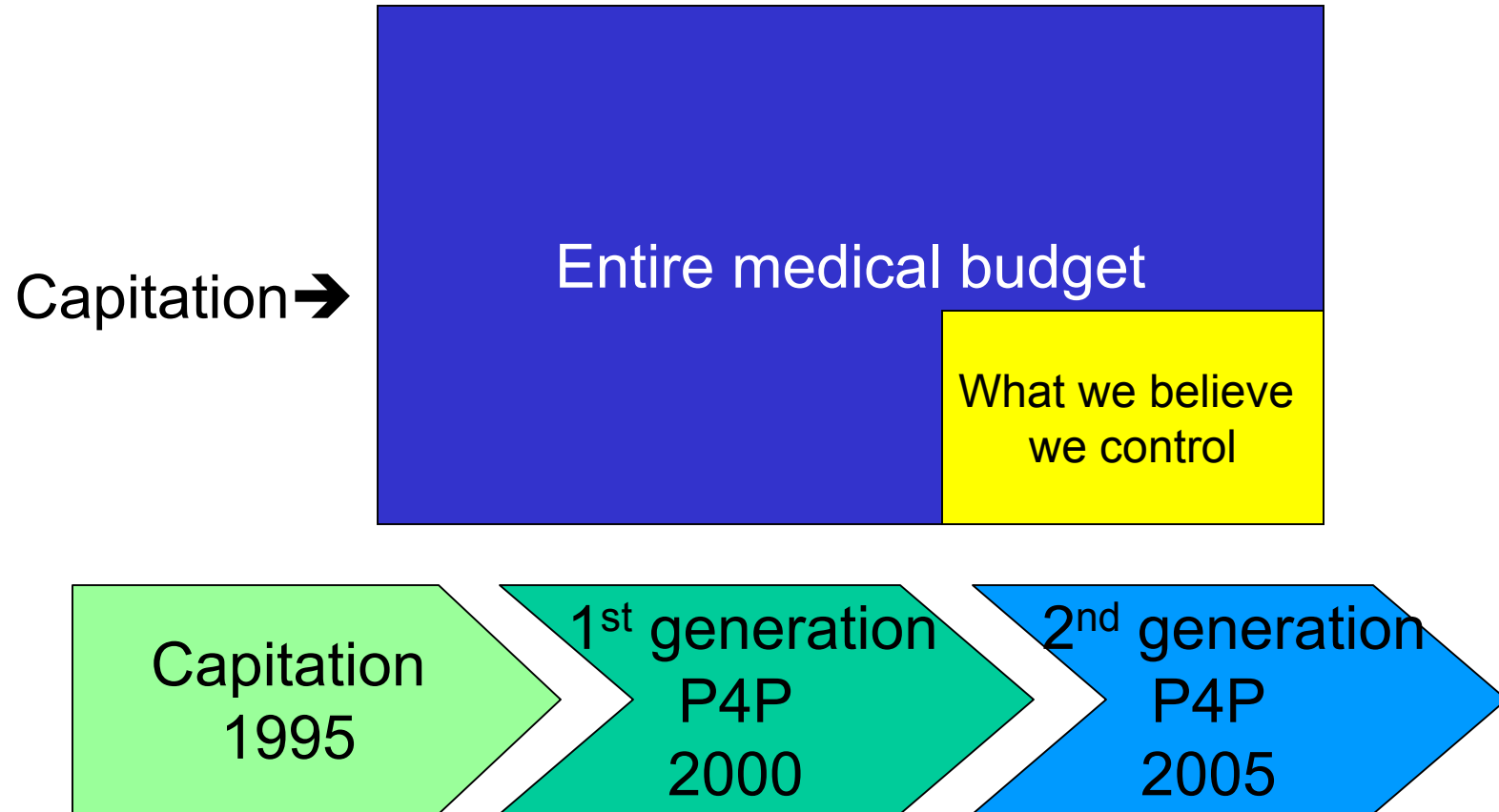
Chief Medical Officer

Partners Community HealthCare, Inc

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- Founded in 1994
- Division of Partners HealthCare System (PHS) – formed with merger of MGH and BWH
- 15 Regional Service Organizations (RSOs)
 - 2 AMCs with associated physician organizations
 - 2 community PHOs (facilities owned by PHS)
 - 3 community PHOs (facilities independent of PHS)
 - 9 physician groups (8 “owned” by PCHI)
- 1200 primary care physicians and over 5000 specialists
- 3 major commercial contracts with 5000,000 covered lives (these payers represent ~70% of commercial business in eastern Massachusetts)
- 1 Medicare Advantage plan (16,000 enrollees)

Why Pay for Performance (P4P)?



P4P Contracts

Quality Measures

- Physician
 - HEDIS
 - Diabetes (adult)
 - Asthma (pediatric)
 - EMR
 - Patient experience of care
- Hospital
 - Leapfrog
 - CPOE
 - Leap 4 Safety
 - Less interest in ICU intensivist and evidence-based hospital referral
 - JCAHO Core Measures
 - Claims based quality metrics

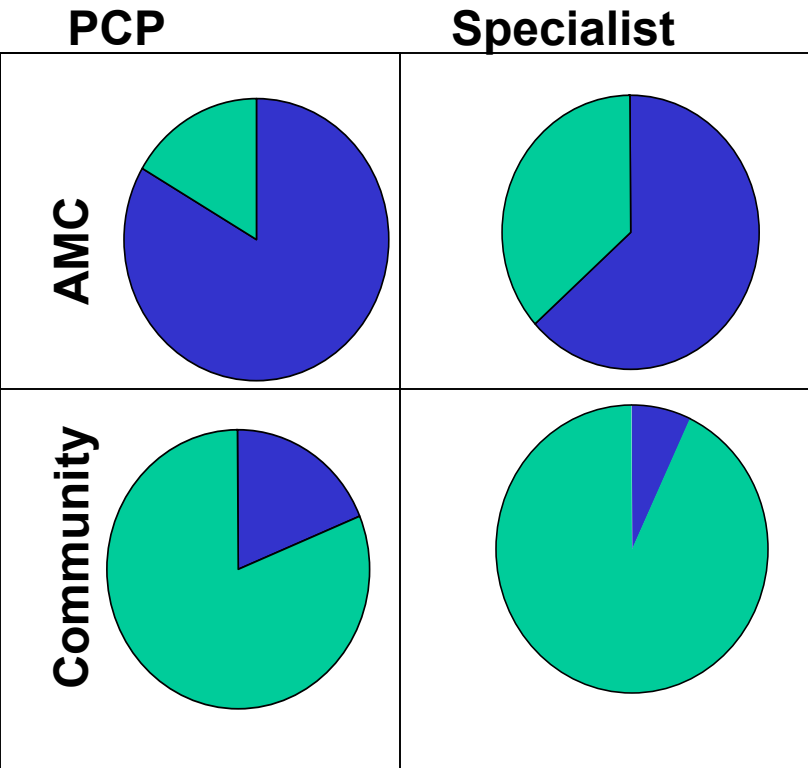
Efficiency Measures

- Physician
 - Inpatient
 - High Cost Imaging
 - Outpatient Pharmacy
- Hospitals
 - Inpatient
 - High Cost Imaging

Bridges to Excellence fits into our strategic plan of building appropriate electronic infrastructure to allow us to succeed at P4P contracts in the future.

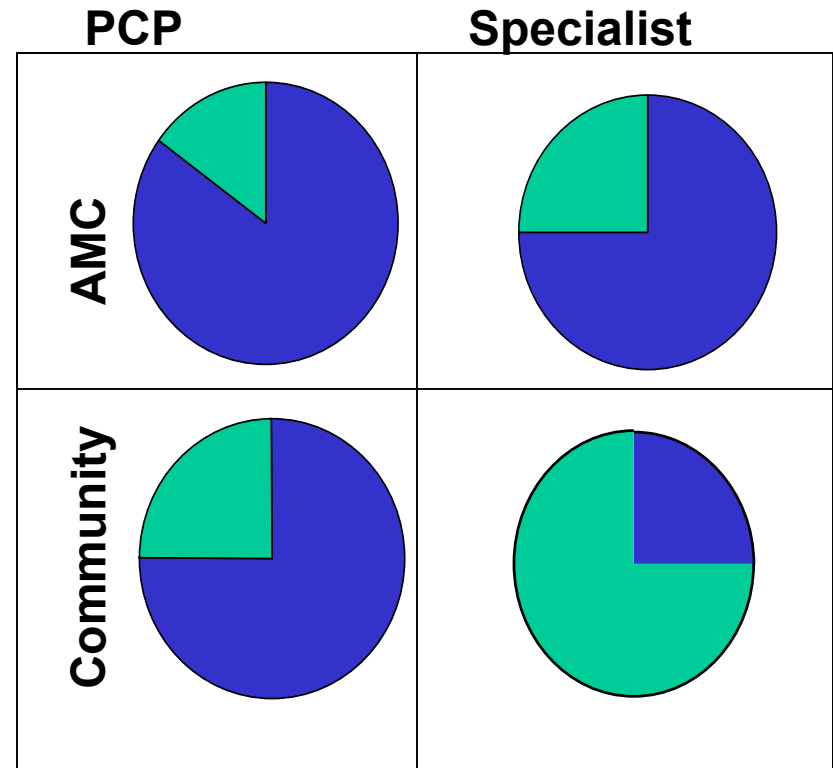
Where are we now?

EMR



Where do we hope to be in 2008?

EMR



Where are we now?

CPOE

Community Affiliate		} Affiliates
Community Affiliate		
Community Affiliate		
Community Affiliate		
Community Affiliate		
Community PHS		} Partners Facilities
Community PHS		
Community PHS		
Academic Med PHS		
Academic Med PHS		

Where do we hope to be in 2008?

CPOE

Community Affiliate		} Affiliates
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Community PHS		} Partners Facilities
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Academic Med PHS		
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Advantages

- New money
- Process orientation
- Infrastructure development
- Clear metrics
- Makes clinical sense

Our Concerns

- No guarantee of continuation of program
- Rules change from year to year
- Covers only a small minority of our patients
- Patient attribution concerns
- Cost of complying with program

- First year results (year ended Feb, 05)
 - 31 PCHI groups (total of 150 individual physicians) participated in program
 - All participants were rewarded
 - OfficeLink:
 - Total of \$545,180 in incremental payments
 - Maximum payment: \$45,200
 - Minimum payment: \$1300
 - Diabetes Care Link (21 physicians)
 - Total of \$11,100 in awards
- Second year plans
 - PCHI will continue to assist groups in applying for BTE status
 - Cardiac Care Link operational in Boston market
 - Requirements “ramp up” each year