Patient Centered Medical Home
A Medicaid Managed Care Alternative

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The Reality:
The healthcare world is changing in ways that many of us have never seen in our lifetime, with the possible exception of Medicare.
“It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to change.”

Charles Darwin

- There will be winners and losers at all levels as a result of healthcare (health insurance) reform.
**On the Path Toward Accountability**

*Uncertainty of Timing, Not Direction, Our Principal Strategic Challenge*

<table>
<thead>
<tr>
<th>Episodic Costs</th>
<th>Total Costs</th>
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<tbody>
<tr>
<td>Prospective Payment System</td>
<td>capitation</td>
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<tr>
<td>Pay-for-Performance</td>
<td>Hospital-Physician Bundling</td>
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<td>Hospital-Physician Bundling</td>
<td>Episode Bundling</td>
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<td>Episode Bundling</td>
<td>Shared-Savings Model/ACO</td>
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</tbody>
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*Medicare Pilots – waiver of anti-trust & anti-kickback*

**Why PCMH matters --- PCMH Pilot Outcomes**

<table>
<thead>
<tr>
<th>Physicians &amp; Staff</th>
<th>Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Happier staff</td>
<td>Improved satisfaction</td>
</tr>
<tr>
<td>Happier physicians</td>
<td>Improved preventive care</td>
</tr>
<tr>
<td>Increased net revenue</td>
<td>Improved quality measures</td>
</tr>
<tr>
<td>Increased take-home pay in today’s environment</td>
<td>Reduced ED utilization</td>
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<tr>
<td>Team-based care</td>
<td>Reduced readmissions</td>
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<tr>
<td>Decreased panel size?</td>
<td>Reduced hospitalizations</td>
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<tr>
<td>Relatively rapid returns from transformation</td>
<td>Longer team-based appointments; enhanced communication</td>
</tr>
<tr>
<td>Increased standardization of care</td>
<td>Reduced per capita cost for certain chronic conditions</td>
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Source: Advisory Board
Evolution of Expectations

- Team-based care
- Focus on the top of license/training & interest
- Improved communication
- Improved data flow & access
- Right patient at the right time
- Patient-centered aligned incentives – outcomes, quality, cost
- External accountability – outcomes, quality, cost

Principles of The Patient Centered Medical Home

- Personal Physician trained to provide continuous, comprehensive care
- Physician-Directed Medical Practice
- Whole Person Orientation
- Coordinated Care
- Quality and Safety
- Enhanced Access to Care
- Payment appropriately recognizes added value provided to the overall system
The Patient Centered Medical Home creates a **framework** for change

The Patient Centered Medical Home creates a common **language** for change

The Patient Centered Medical Home creates an **opportunity** for change
What We Have Learned (and are learning)

- Access to Care and information
- Practice Level Services
- Care Management
- Continuity of Care Services
- Practice Based Team Care
- Quality and Safety
- Health Information Technology
- Practice Management
- Patients

Teamwork

Five Core Teamwork Competencies:

1. Trust
2. Ability to constructively manage conflict
3. Commitment to both one's own job and the larger mission
4. Ownership and accountability – everyone is a leader in their own area.
5. Follow-through
The “Medical Neighborhood”

- Collaborative Care
- Coordinated Care
- Shared Responsibilities
- Community Resources
- Team Care in and outside the practice
- Interoperable Technology
- Shared vision/alignment
- Education

The result of the goals of higher quality, better coordinated, more efficient care via PCMH

**Improved Outcomes!**

a. Quality  
b. Chronic Disease  
c. Transitions in care  
d. Satisfaction  
e. Efficiency (cost savings)  
f. Practice Financials
Primary Care

Great Outcomes

Quality Built In
Patient Service
Health IT
Process Automation (EHR)
Communication Connectivity EBM Support
Clinical Information Systems

Continuous Healing Relationship
Whole Person Orientation
Family and Community Context
Comprehensive Care

Culture of Improvement Performance Measurement Reliable Systems
Financial Personnel Clinical Systems

Convenient Access Personalized Care Care Coordination

Patients Office Staff Physicians Community

PCMH:

....Because everyone deserves a Medical Home!
Terry McGeeney, CEO, TransforMED