Strengthening and Transforming Primary Care through a Team Based Approach

Anne Beal, MD, MPH
Aetna Foundation
GIH Webinar
October 18, 2011
Integrated Health Care includes five domains that create connectivity, alignment and collaboration within the health care system.

Adverse Impacts of Lack of Integration

- **Poor clinical outcomes**
  - Preventable medical errors cause more deaths than breast cancer, automobile accidents or drowning.\(^1\)

- **Poor patient experience/satisfaction**
  - Improvements in patients' experiences and quality, but no clear linkages between integrated health care and these improvements.\(^2\)

- **High costs resulting from inefficient care**
  - 30-40% of all hospitalizations are avoidable.\(^3\)
  - Almost 20% of Medicare beneficiaries discharged from hospital rehospitalized within 30 days and 34% within 90 days, at a cost of $17 billion/year.\(^4\)

---


\(^4\) Jencks SF, Williams MV, Coleman EA. Rehospitalization among Patients in the Medicare Fee-for-Service Program. NEJM. 360;14:1418-28. 
The goals of the Triple Aim\(^1\) can be achieved by integrated health care and align with the goals of the Aetna Foundation of promoting high-quality care.

These goals include:

- Improving health of populations.
- Improving individual experiences of care.
- Reducing per capita costs of health care.

---

\(^1\)Berwick D., Nolan T, Whittington J., The Triple Aim: Care, Health and Cost, Health Affairs 27, No 3.(2008):759-769
“Starts with good primary care and the delivery of comprehensive health care services that engage patients, and are well coordinated with good communication among providers.”

Direct Communication, Dr. Anne Beal, President, the Aetna Foundation. Adapted from www.aetnafoundation.org/foundation/aetna-foundation-programs/programs areas/integrated-health-care.html
Care Coordination is a core component of Integrated Health Care (IHC).

A high-performing primary care provider is at the center of IHC; and is responsible for directing and managing the delivery of seamless, well-coordinated care for patients.
A strong system of primary care provides the foundation for care coordination.
What Role Can Foundations Play?

- Support Innovation in Clinical Settings
  - Demonstrations
  - Pilots

- Identify Already Existing Promising Practices

- Dissemination
  - Convening

- Research and Evaluation

- Payment Policies (Federal, State, Private)

- Training

- Standards and Measures
To promote evidence-based, effective models of care coordination that lead to high-quality, patient-centered, cost-effective health care services and improved health outcomes.
Integrated Health Care: Promoting Care Coordination

- Raise Awareness
- Develop Standards for Care Coordination
- Develop Measures of Care Coordination
- Identify Promising Practices/Models of Care Coordination
Integrated Health Care Program: Three Strategies

- Develop standards for care coordination
- Develop measures of care coordination
- Identify promising practices or models of care coordination

CARE COORDINATION
# Integrated Health Care Program: Funded Projects

## FUNDED PROJECTS

<table>
<thead>
<tr>
<th>Funded Project</th>
<th>STRATEGIC APPROACHES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>STANDARDS FOR CARE COORDINATION</td>
</tr>
<tr>
<td>BAYLOR COLLEGE OF MEDICINE</td>
<td>X</td>
</tr>
<tr>
<td>Medical Home Care and Children with Special Health Care Needs</td>
<td></td>
</tr>
<tr>
<td>MASSACHUSETTS GENERAL HOSPITAL</td>
<td>X</td>
</tr>
<tr>
<td>Transforming Primary Care for Diverse Adults and Children with Chronic Conditions</td>
<td></td>
</tr>
<tr>
<td>RAND</td>
<td>X</td>
</tr>
<tr>
<td>Quantifying the Cost of Poor Care Coordination</td>
<td></td>
</tr>
<tr>
<td>UNIVERSITY OF CALIFORNIA, SAN FRANCISCO</td>
<td>X</td>
</tr>
<tr>
<td>Defining and Measuring Integrated Care to Eliminate Inequities in Care</td>
<td></td>
</tr>
<tr>
<td>UNIVERSITY OF FLORIDA</td>
<td>X</td>
</tr>
<tr>
<td>The Relationship between Primary Care Medical Homes, Patient Engagement, and Outcomes of Care</td>
<td></td>
</tr>
<tr>
<td>NATIONAL PUBLIC HEALTH AND HOSPITAL INSTITUTE</td>
<td>X</td>
</tr>
<tr>
<td>Integrated Health Care for Vulnerable Populations: Supporting</td>
<td></td>
</tr>
</tbody>
</table>

---

The table above outlines the funded projects under the Integrated Health Care Program, categorized by strategic approaches: Standards for Care Coordination, Measures of Care Coordination, and Promising Practices/Models of Care Coordination.
THANK YOU
AND
DISCUSSION