Transforming and Strengthening Primary Care Through a Team-Based Approach

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Why is The Commonwealth Fund Investing in Ways to Strengthen Primary Care?

Patients do not receive timely, efficient care

- **Poor access: 71 percent of U.S. adults have difficulty getting timely access to care**
- **Poor coordination: 47 percent of U.S. adults report failures in care coordination**
- **Inefficient system: 54 percent of U.S. adults experience wasteful and poorly organized care**
- **Low confidence: Only 35 percent of U.S. adults are "very confident" they will receive quality and safe care**

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Why is The Commonwealth Fund Investing in Ways to Transform Primary Care?

Primary Care is critical to achieve high performance:

- **Countries/communities with strong foundations of primary care associated with better quality, lower cost, greater equity**
- **Medical homes is a promising and viable strategy to strengthen primary care**
- **Early work indicated that medical homes can reduce disparities (Beal et al, 2007)**
- **Early results from medical home pilots show that quality improves, efficiency increases (Grumbach, 2010)**

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The Commonwealth Fund's Work Focuses on Three Main Areas

1. **Testing the model in safety net: National demonstration with 65 Community health centers in 5 states**
2. **Building the evidence base: Supporting 9-10 evaluations of medical home demonstrations to assess impact on quality, cost/utilization, patient experience, clinician/staff experience, disparities**
3. **Promoting and facilitating policy change:**
   - **Support research to make measures more patient-centered**
   - **Work with state Medicaid and Federal agencies**
   - **Identify payment options**

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Safety Net Medical Home Initiative

QUALIS HEALTH

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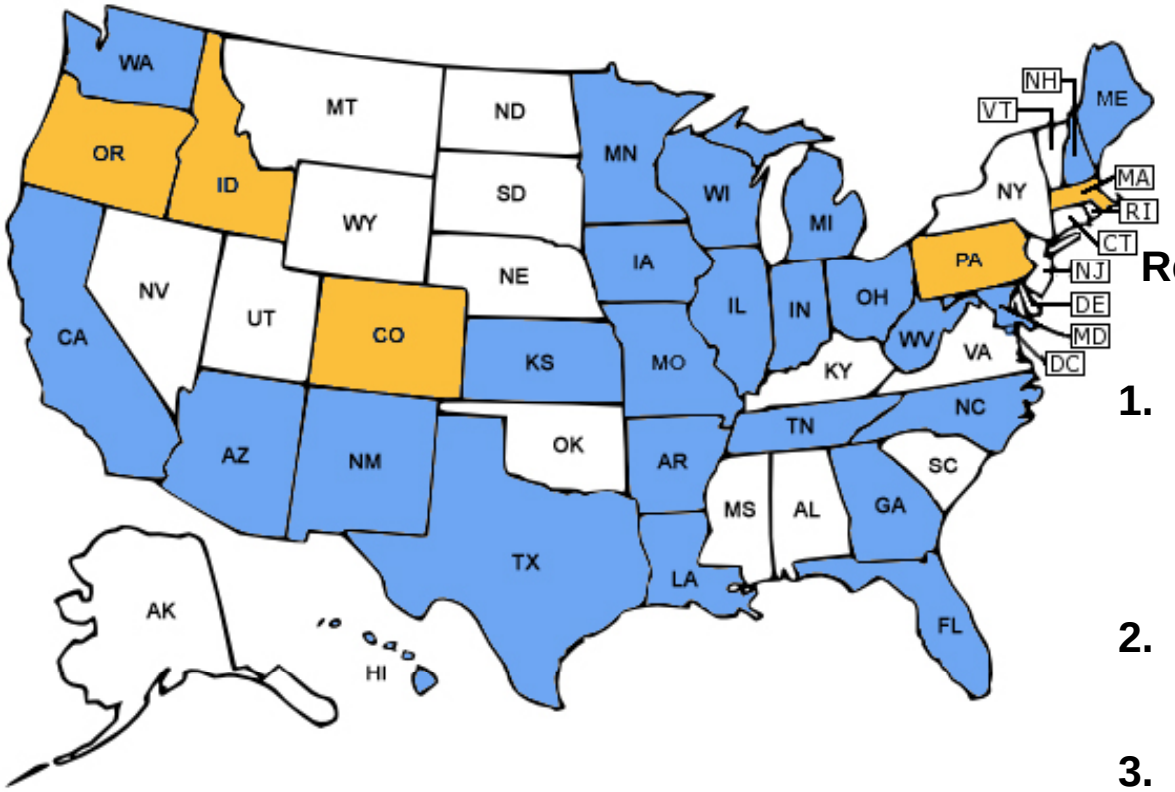
MacColl Institute at
Group Health Cooperative



Five Regional Coordinating Centers (orange) were selected from 42 applicants (blue) to participate

Regional Organizations in Five States Supporting 65 Clinics include:

1. **Massachusetts League for Community Health Centers and Executive Office of Health and Human Services**
2. **Oregon Primary Care Association and Care Oregon**
3. **Colorado Community Health Network**
4. **Idaho Primary Care Association**
5. **Pittsburgh Regional Health Initiative**

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Qualis Safety Net Medical Home Initiative Identified Eight "Change Concepts"

- **Empanelment**
- **Team-based Continuous Healing Relationships**
- **Patient-Centered Interactions**
- **Engaged Leadership**
- **QI Strategy**
- **Enhanced Access**
- **Care Coordination**
- **Organized, Evidence-based Care**

"Implementations Guides" for all 8 Concepts available free-of-charge at: www.qhmedicalhome.org

QUALIS HEALTH.

Improving Chronic Illness Care
MacColl Institute at Group Health Cooperative

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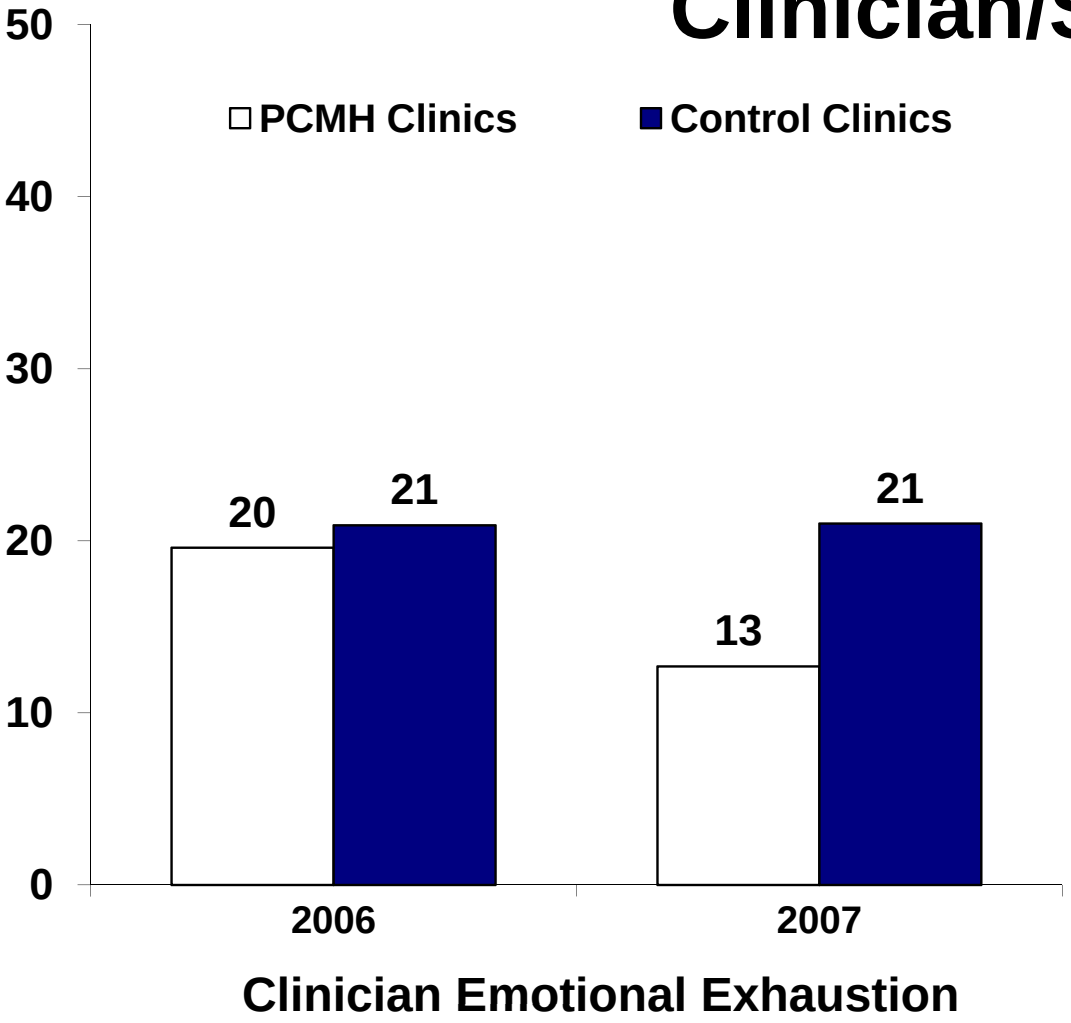
Key Strategies to Implement Team-Based Care

1. **Establish and support care delivery teams**
2. **Link patients to provider and care team so they recognize each other as partners**
3. **Assure that patients see their provider or team whenever possible**
4. **Define roles and distribute tasks among team members to reflect skills, credentials, abilities**
5. **Cross-train team members for flexibility**

Medical Home Improves Clinician/Staff Satisfaction



Clinician Emotional Exhaustion

QUALITY (HEDIS)

- Year 1: Quality improved 2x that of control clinics
- Year 2: Quality improved 20 – 30% more than comparison sites in 3 of 4 composites

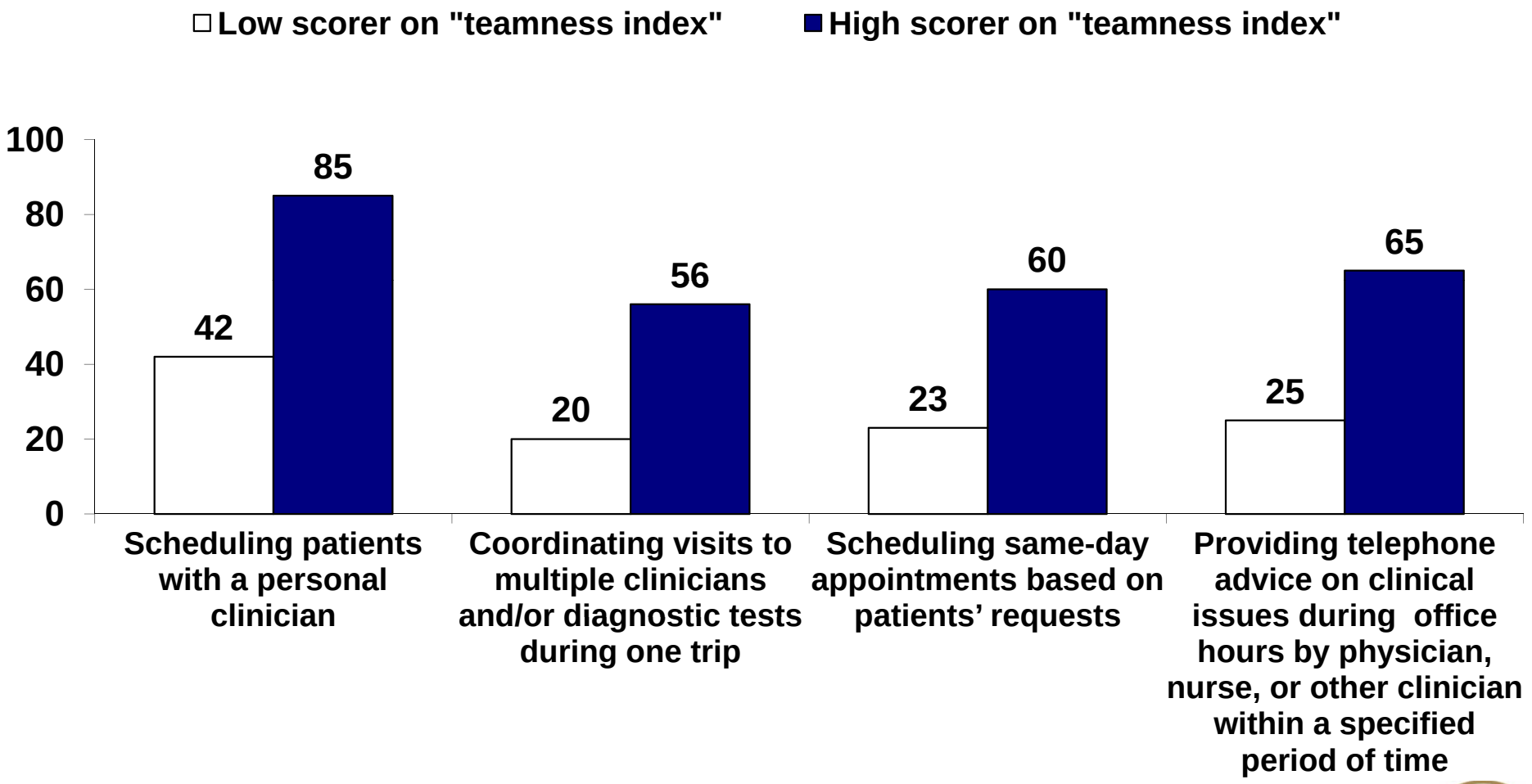
PATIENT EXPERIENCE

- Year 1: Five percent increase in patient activation/goal setting;
- Year 2: Scores continued to improve at Medical Home; controls were slightly worse

Notes: Mean difference in composite clinical quality changes from 2006 to 2007 between clinics significant at $p<0.01$; difference in mean emotional exhaustion in 2007 between clinics significant at $p<0.01$.

Source: R.J. Reid, P.A. Fishman, O. Yu, et al., "Patient-Centered Medical Home Demonstration: A Prospective, Quasi-Experimental, Before and After Evaluation," *The American Journal of Managed Care* 2009, 15(9):e71-e87.

Safety Net Clinics with Teams Report Better Access, Continuity and Practice Organization



K. Coleman and K. Phillips, Providing Underserved Patients with Medical Homes: Assessing the Readiness of Safety-Net Health Centers, The Commonwealth Fund, May 2010

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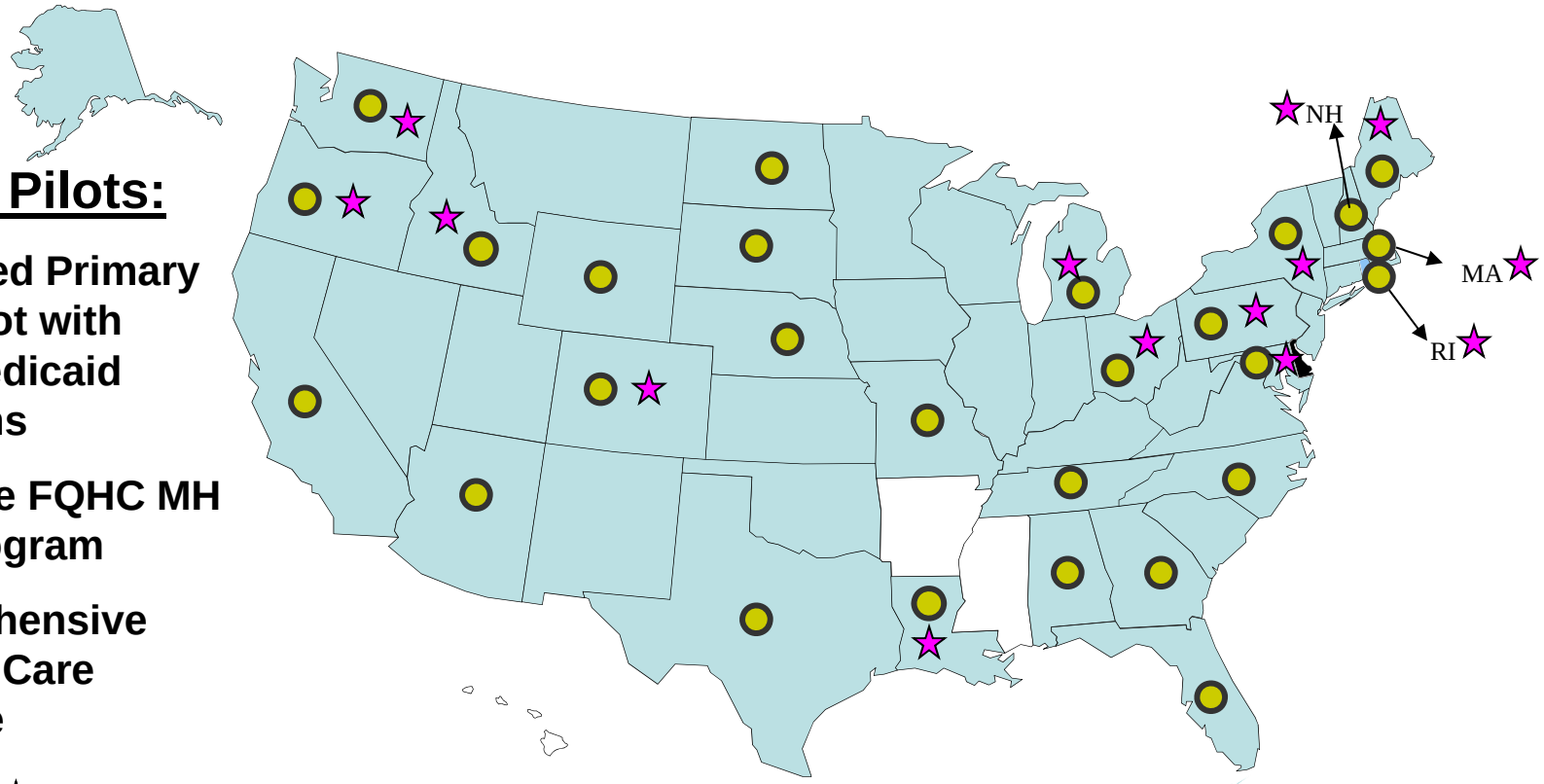
Overview of Medical Home Demonstrations, Multi-Payer Activity and Evaluations



3 Federal Pilots:

1. **Advanced Primary Care pilot with state Medicaid programs**
2. **Medicare FQHC MH pilot program**
3. **Comprehensive Primary Care initiative**

- ★ Independent evaluations
- Multi-Payer pilot discussions/activity
- Identified pilot activity
- No identified pilot activity – 2 States

Source: Patient Centered Primary Care Collaborative, updated October 2011; Commonwealth Fund analysis of PCMH Evaluations

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Health Care Reform Provisions That Impact Primary Care

- **Medicare 10% increase in primary care reimbursement rates, 2011–2016 ($3.5 billion)**
- **Medicaid reimbursement for primary care increased to at least Medicare levels, 2013–2014 ($8.3 billion)**
- **32 million more people insured, with preventive and primary care coverage, leading to less uncompensated care**
- **State option to enhance reimbursement to primary care practices for Medicaid patients with chronic conditions (“health homes”)**
- **Innovation Center: medical home pilots a priority**
- **Scholarships, loan repayment, and training demonstration programs to invest in primary care physicians, midlevel providers, and community providers**
- **$11 billion for Federally Qualified Health Centers, 2011–2015, to serve 15 million to 20 million more patients by 2015**

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Opportunities for Foundations

- Support transformation to medical homes
  - Local, regional quality improvement organization
  - Coaching, collaboratives
  - Recognition process (fees)
- Support providers to adopt capacity for ongoing, continuous quality improvement
  - Measurement capacity is critical
- Assess progress
  - Use nationally recognized measures
  - Measure patients' experience
- Encourage multi-payer collaboration
- Medical homes → medical neighborhoods

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Thank You!

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