

The Essence of Care Coordination

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AMGA ACO Principles

- **Principle VII: ACO Core Values and Attributes**

An ACO is an organization that provides a *coordinated continuum of health care services* and is willing to be held *accountable* for the quality and efficiency of the health care provided to the ACO's community...

- **Care coordination:** *Through the use of an electronic medical record; dedicated care managers to monitor and provide timely interventions; use of evidence-based guidelines; systematic monitoring of patient quality and efficiency; and **coordination among provider specialties and settings. Ensuring that patients receive the care they need, when they need it.***

Meaningful Use Objectives

- “Provide summary of care record for patients referred or transitioned to another provider or setting:
 - *Summary of care record is provided for more than 50% of patient transitions or referrals”*

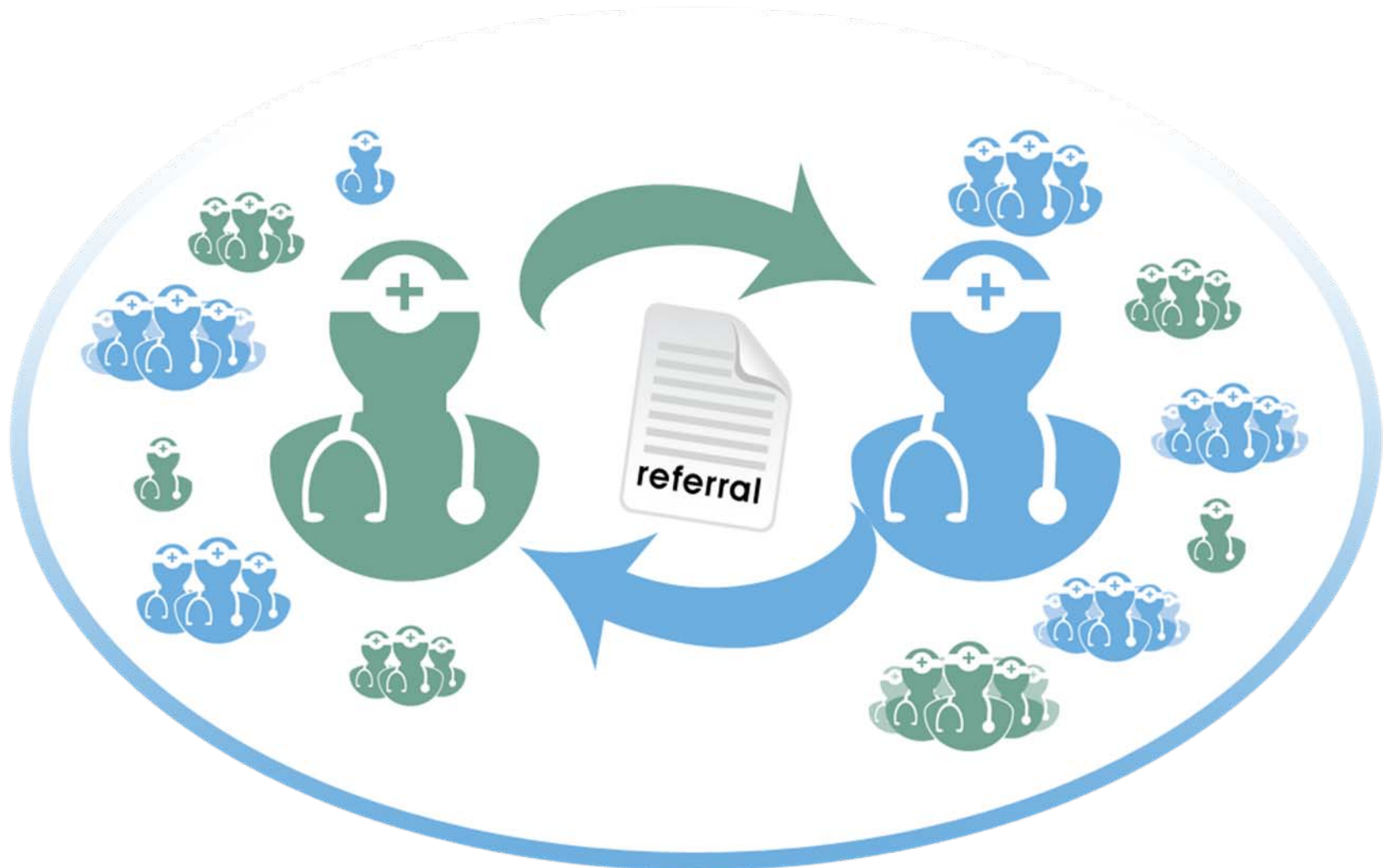
At the End of the Day....

- Key Principles:
 - Coordination across the Care Continuum
 - Accountability
- Key Implications:
 - Physician Experience
 - Patient Experience

The Challenge

- Fragmented delivery system
- Differing medical records systems (including paper)
- Locations remote from each other
- Limitations of phone and fax technology
- Results:
 - Inefficient delivery system with redundant redundancies
 - Meaningful dialogue on behalf of our mutual patients is often nearly impossible
 - We're losing our sense of professional community

Care Coordination



What does it take?

- Coordination among providers
 - Identity as a community
 - Commitment to serve to each other
 - Commitment to share information
- Across settings
 - Standard communication protocols
 - Technologically agnostic platform
 - Measurement across a community

Patient-Centered Community



PCP

Specialist

The Alternatives

- Competing technology/EHR platforms
- Interfaces
- “Hubs and Spoke” information models
- Portals
- *Waiting for Godot*
- Often results in “Us vs. Them” mentality

Our Approach

- Everyone is “inside the tent”; part of the community
- Built from the “bottom up”
- PCPs will drive Specialist adoption
- Service not technology is the solution
- Affordability speeds adoption

Clarity Health Services

- Web-based referral service
- Online referral submission, online or fax delivery
- Insurance processing by Clarity service team
- Goals:
 - Reduce administrative redundancy
 - Promote clinical conversations within the context of the referral
 - Raise the integrity of the referral process and help restore physician community
- Network model of expansion

Accountability

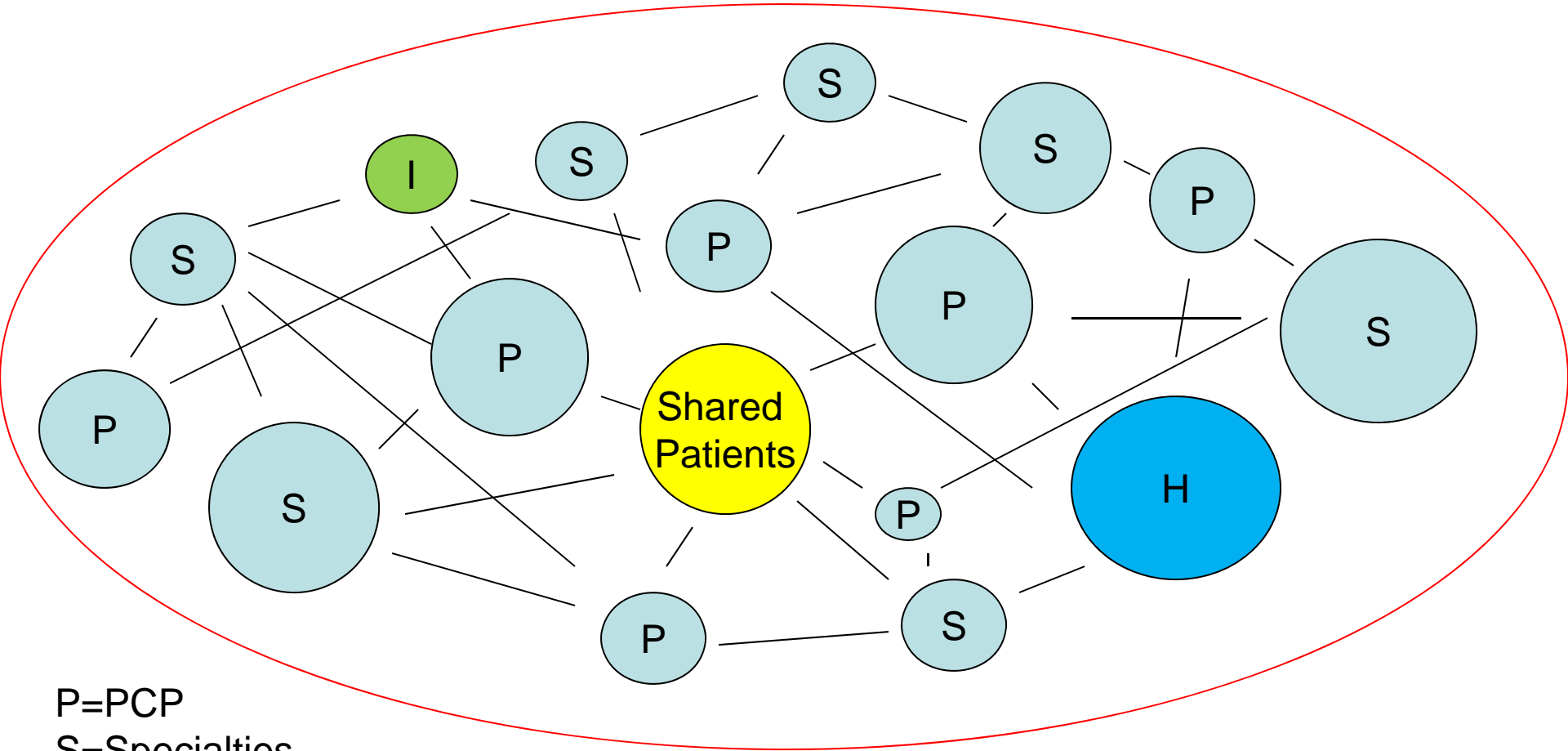
- Serving each other:
 - All outbound referrals sent through Clarity
 - Appropriate clinical information accompanies each referral
 - Acknowledge referral online within 2 hours (e.g. “thank you”)
 - Report schedule status within 48 hours
 - Return consultation and diagnostic reports within 3 days of visit
 - Actively pursue “dropped balls”

Results to Date

- 240 providers, 3000 referrals/mo in 1 year
- 40,000 referrals and 30,000 active patients
- 100 more committed to join
- Market share growth to participating specialists
- It's "going viral...."

Clinically-Integrated Community

Linked around common patients



P=PCP
S=Specialties
H=Hospital
I=Imaging Center

The Essence

- We can provide a much better patient experience, reduce redundancy, and enhance our sense of professional satisfaction if we just commit to serving each other!
- Imagine.....