

WE COULD FINISH
THE PUZZLE IF
THEY'D STOP HITTING
EACH OTHER WITH
THE PIECES!!!



HILLERSTROM
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SACIM SD#2 – Continuum of Care

Hospital- Community

Ray Cox

The Value Equation

$$Q/C = V$$

Q= Outcomes, relationships

C= cost, price

Realities and Harm in the Ambulatory Care Setting

- 1.2 billion ambulatory visits to MD offices, clinics, ED's
- 4visits/person annually
- 31.5 million ambulatory procedures (1996), >6 million procedures in ASC's-2009
- Most common errors- missed/delayed diagnoses, delay of proper treatment or preventive services, medication errors/ADE's, ineffective communication and information flow

Communication, Information Flow Processes

- Ineffective communication between patient/family and clinician and among office/clinic staff members
- The communication chain: patient-provider-specialist, lab, radiology
- PCP-hospital-PCP
- Handoffs along care continuum
- Missing reports from tests, procedures, consultants, correspondence

Barriers

- Hand-offs
- Legacy systems
- Competition
- Regulatory- HIPAA, HITECH
- Care coordination
- Insurance structure
- Legal- liability, compliance
- Capacity, access
- Complexity- clinical, administrative, financial

Health Equity - Gaps

1. Literacy/ Language
2. Variation in available resources, i.e.- mental health, dental, lactation services

Health Equity- Partnerships

- CLAS standards
- AHRQ Disparities reports

Health Equity- Linkages

- Paired insurance cards
- Smart cards
- Matched appointment times

Health Equity- Recommendations

- Recommend community level data on outcomes by population demographics
- Recommend strategies to close population-based gaps
- Share best practices of equitable health outcome solutions

Medical Home- Gaps

- Wide variation in EMR integration
- Barriers to Business Associate Agreement

Medical Home- Partnerships

- ACO
- Obstetric Medical Home
- Hospital Physician employment models
- FQHC models with hospital partners

Medical Home- Linkages

- Linked mother/baby data, from birth certificate to medical records
- Linked appointments

Medical Home- Recommendations

- Create secure methods for PHI transfer across disparate electronic platforms

Emerging Structures

- PCMH
- ACO
- Consolidation- vertical, horizontal
- High reliability systems
- Single EMR platforms across integrated systems
- Value creation, reduced variation
- Wellness programs

Linkages- Gaps

- Redundant services
- No entity responsible for service facilitation, coordination

Linkages- Partnerships

- Value-based purchasing
- Readmissions
- Joint Commission core measures

Linkages- Recommendations

- Identify community services integration providers- case management, community outreach workers

Communication- Recommendations

- Encourage use of standardized hand-off forms to be used for transfer of patients to different care levels
- Forms to include diagnoses, plan, medications, follow-up care

Teamwork Makes the Dream Work

- TeamSTEPPS
- Structured communication, handoffs
- Simulation
- CORE- Communicate openly, resolve early
- Centering, group education models

DELIVERY ROOM

