

# Measuring the Effectiveness of the Coordinated Care Model

Donald Crane, Bart Asner MD,  
Donald Rebhun, MD, Bart Wald, MD

January 31, 2006



**CAPG**  
California Association  
of Physician Groups



# Differentiating Characteristics of Coordinated Care Model

## Real Differences in Clinical Practice

**Registries**

**Hospitalists**

**Coumadin  
Clinics**

**Integrated  
Disease Mgt**

**Educational  
Programs**

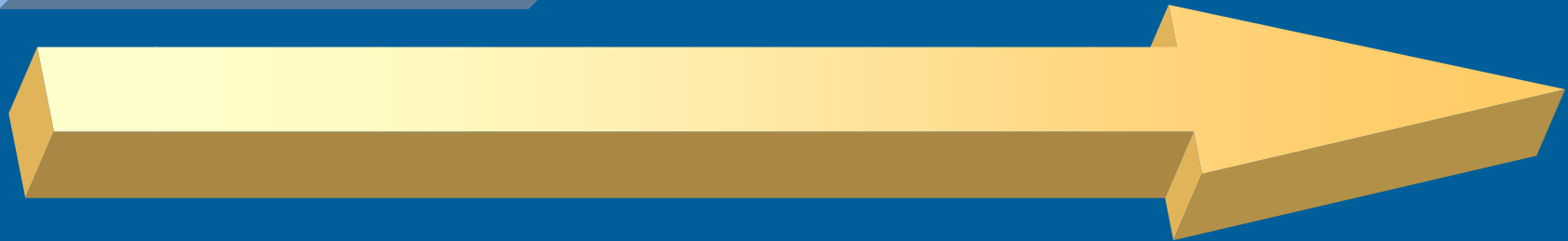
**Integrated  
Clinical Data**

**Referral  
Programs**

# Moving Beyond Process

**2000**  
**Did it happen?**

**2006**  
**What is the result?**



**Process Measures**

**Single Episode  
(HMO Only)**

**Effectiveness Measures**

**Quality Outcomes  
Efficiency  
(HMO & PPO)**

# Examples of Process Measures

**Historical  
Approach**

**Did it Happen?**

**Single Event**

**Pap Smears/Mammograms  
Immunizations  
Diabetes (HbA1c)  
Cholesterol Measurement  
Beta Blockers Post MI**

**Necessary but Insufficient**

# Measuring Impact on Quality

**Proposed  
Approach**

**What Is The  
Result?**

**Quality Outcomes**

**Early Cancer Diagnosis  
Complication Rates  
Medication Errors  
Appropriate Surgery**

**Admissions  
Readmission Rates  
ER Visits**

# Continuum of Care

**Proposed  
Approach**

**What is the  
Result?**

**Efficiency &  
Effectiveness**

**Chronic Disease Specific Metrics:  
Admits, Readmits, ER**

**Place of Service:  
Outpatient vs. Inpatient  
ER vs. Urgent Care**

**Repeated Diagnostics:  
MRI, CT, PET**

**Use of IT and EMR**

# Imperatives

**Comparison of California  
HMO & PPO Models**

**Definition of Metrics**

**Investment in Data Gathering,  
Analysis & Reporting**

# Call to Action



**Accepting the Challenge  
To Make It Happen**

