# Measuring the Effectiveness of the Coordinated Care Model

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# 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