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

California Association of Physician Groups
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)

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Examples of Process Measures

Historical Approach
Did it Happen?

Single Event

Necessary but Insufficient

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