Measuring the Effectiveness of the Coordinated Care Model

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

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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

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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

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

Necessary but Insufficient

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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