

# High Performance Care Delivery: What Really Works?

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Lehigh University

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# About CAPP

- CAPP is a nonprofit coalition of 30+ leading physician-led multi-specialty medical groups and health systems
- Represent more than 60,000 physicians working to make health care delivery more accountable
- Led by pioneering physicians dedicated to furthering benefits of integrated, coordinated care



# Agenda

- Delivery System Design
- Payment Methods
- What Is Good?
- The Foundational Pillars
- Examples of Integrated Care Delivery & Value



# Current Landscape of Care Delivery



Accountable and  
integrated



# Payment Methods Matter



**Incentivizing Integration**

# What is Good Care Delivery?



# The Foundational Pillars of Good Care Delivery

- Physician Leadership
- Robust Health Information Technology
- Quality Measurement and Performance Improvement
- Coordination and Team-based Care
- Outcomes-based Payment



# Case Studies of Integrated Care Delivery



# Team Based Care



Intermountain®  
Healthcare

- A 10-Year Study
- Dramatically higher rate of patients in team-based practices were screened for depression — which allowed care providers to provide medical and behavioral interventions earlier — compared to patients in traditional practices.
- 24.6% of patients in team-based practices adhered to diabetes care protocols, including regular blood glucose testing, compared to 19.5% in traditional practices
- 48.4% of patients in team-based practices had a documented self-care plan to help them manage their health conditions, compared to 8.7% in traditional practices
- Patients in team-based medical practices also used fewer healthcare services and had lower total costs



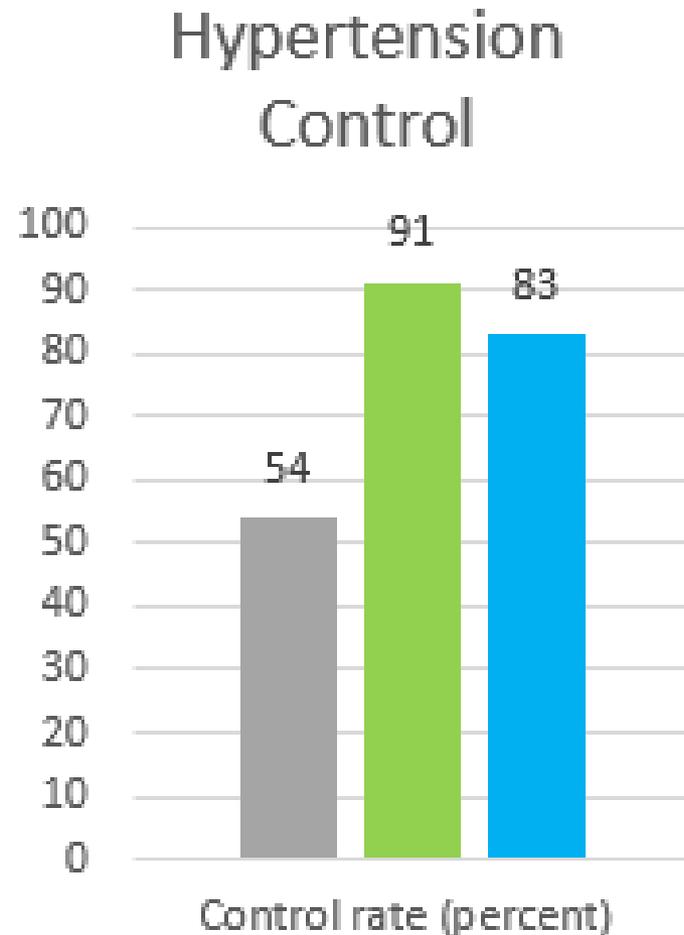
# Primary Care



KAISER PERMANENTE®

- Value of Integration

- National average
- Kaiser Permanente Medicare plan members
- Kaiser Permanente commercial plan members

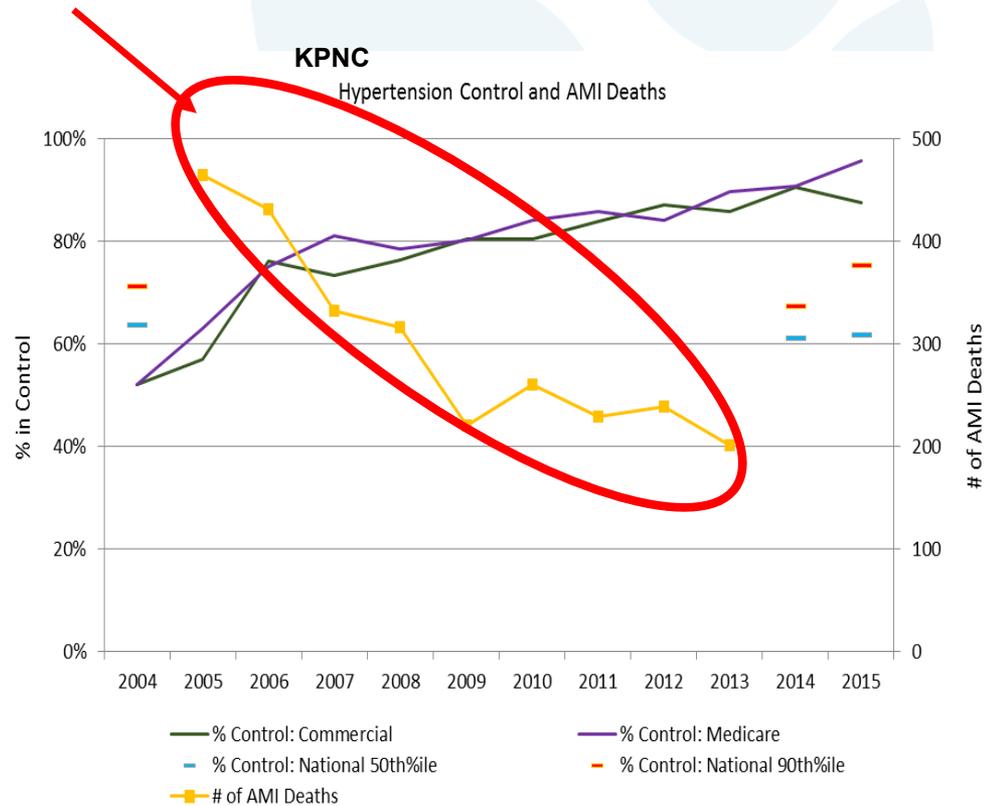


# Integrated Healthcare

- **Systematic outpatient risk factor control**
- **Highly reliable hospital care**
- **Centralized specialized services:** CV surgery, electrophysiology, adult congenital heart disease, and complex cardiology interventions
- **Since 2005: 2250 fewer acute heart attacks/yr, 57% fewer cardiovascular deaths/yr**



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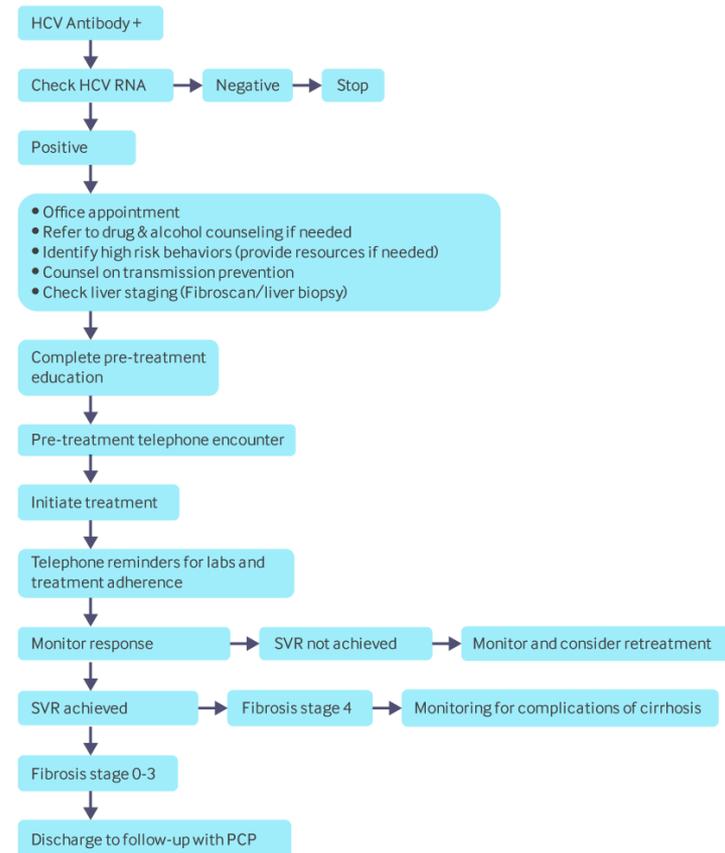


# Specialty Care

## • Hepatitis C Cures

# Geisinger

Standard treatment algorithm for patients with HCV at Geisinger Clinic.



SVR = sustained virologic response, PCP = primary care provider.

Source: The Authors  
NEJM Catalyst (catalyst.nejm.org) © Massachusetts Medical Society



# Surgical Care



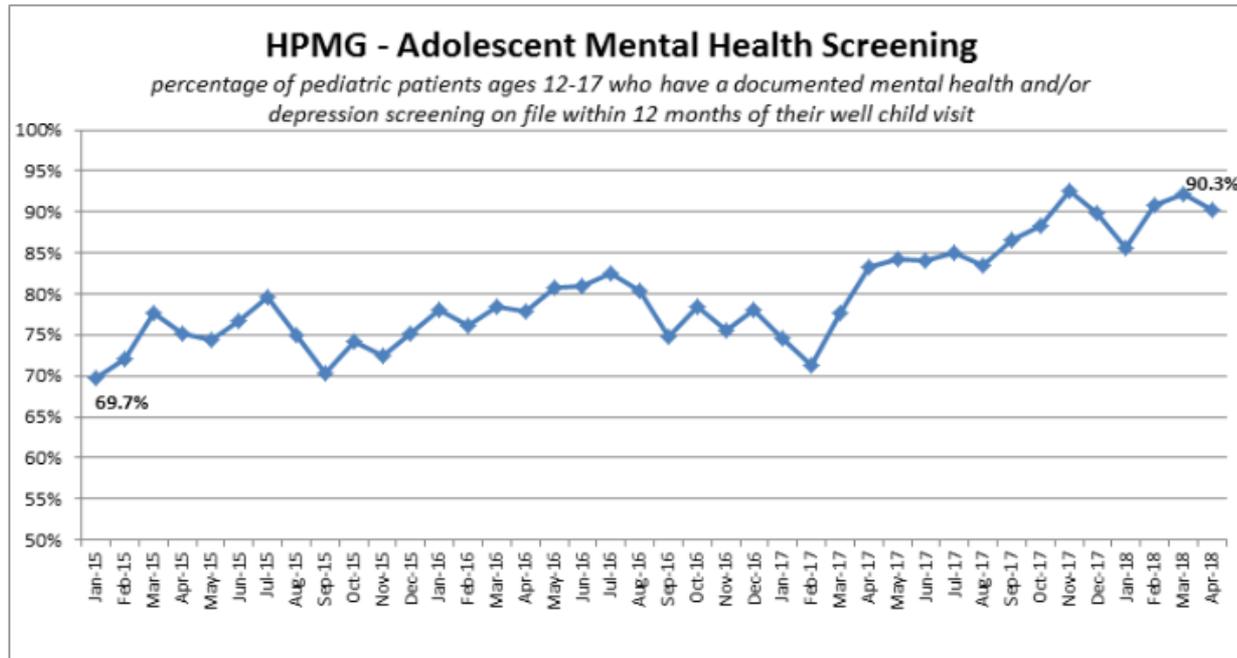
- ERAS is a program designed to reduce the physiological stress of surgery and maximize the potential for recovery
- **2018 Accomplishments:**
  1. **Successfully expanded ERAS to outpatients** – the largest ERAS expansion to date, more than doubling the number of patients benefitting from ERAS
  2. Completed the design and development of the **ERAS adherence measure**, which will appear on the 2019 Inpatient CQC
  3. **Decreased opioid consumption** from 12.8 to 11.2 mg/day and increased the use of multimodal analgesia (MMA) from 56% to 75%, without negatively impacting patient experience of pain



# Behavioral Health



- **Expanding Screening & Access**



HealthPartners Medical Group is ranked among the top 10 percent in the state for depression care, with 85 percent of patients with depression being asked within the specified timeframe to re-assess their symptoms with a PHQ-9 form, compared to 70 percent statewide.<sup>10</sup>



# Thank You

