

# Patient-Centered Medical Home Pilot Year-One Results

By Joe Guethon, MD

Congratulations to the MetCare team for generating impressive results, despite spending much of the year developing the PCMH model. As we use EncounterQuest and eClinicalWorks in 2010, we should deliver even better results by end of year-two and beyond.

I have summarized the outcomes for you, but, more important than the numbers themselves, I want to communicate a message.

*First the message:*

- *Health care is moving towards a value-based system, thus health care entities must show consumers and health care purchasers they add value not just services. We must measure what we do.*
- *Value is considered an objective measure of clinical quality delivered in a cost-efficient manner (like our PCMH results).*
- *Value will also be the mark of distinction between health care entities and a competitive advantage.*
- *Each member of the Medical Home team plays an important and unique role, and each person contributes to the overall results.*
- *We must hold each other accountable for results.*

Now, for the results. Keep in mind that a matched control group was identified from both regions and, like our customers, were in the Gold+ MA (HMO) plan but in traditional practices. Year-one was for the period 11/1/08 –10/31/09.

- ❖ **Financial**—MetCare experienced an increase of 4.5% in Emergency Room Expense compared to an increase of 17.4%; Diagnostic Imaging Expense dropped 9.8% compared to an increase of 10.7%; Pharmacy Expense rose by 6.5% compared to 14.5% and Total Medical Expense rose by only 5.2% compared to 26.3%
- ❖ **Utilization**—Hospital bed days/1000 dropped by 4.6% compared to an increase of 36%, Hospital admits/1000 dropped by 3% with readmissions running 6% below Medicare benchmarks.
- ❖ **Quality**—Breast Cancer Screening was 13% higher and Colorectal Screening was 6.3% higher than control; Cholesterol Management: average LDL-Chol levels dropped by 1.8% and customers with levels <100 rose by 7.5% to a total of 57% (national average is 33%); Diabetes Management: 94% of diabetics had an A1c level <9% and 67% had a normal level (national average is 48%);

**Customer Satisfaction:** Overall doctor rating increased from 84.7% to 88.8%, likelihood of recommending doctor increased from 95.0% to 95.3%, and Office staff rating increased from 84.1% to 85.9%; additionally, results improved or stayed the same in 45 of 61 categories.

**Provider Satisfaction (MDs and NPs):**

- ❖ **100%** answered very satisfied/satisfied with the company's commitment to quality!
- ❖ **96%** answered very satisfied/satisfied with the company's commitment to customer service!
- ❖ **96%** answered very satisfied/satisfied overall with my job at MetCare!
- ❖ **96%** answered very satisfied/satisfied with the level of coordination and teamwork in the office

Again, CONGRATULATIONS!