

Providence Senior Care Clinic

A Patient-Centered Medical Home approach to
the primary care of Alaska Seniors

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Commonwealth North Health Care Action
Coalition

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What is the PCMH?

A PCMH puts patients at the center of the health care system, and provides primary care that is “accessible, continuous, comprehensive, family-centered, coordinated, compassionate, and culturally effective.”

(American Academy of Pediatrics)

Joint Principles of the PCMH

Adopted by AAFP, ACP, AAP, AOA

- Personal Physician
- Physician Directed Medical Practice
- Whole Person Orientation
- Care is Coordinated and Integrated
- Quality and Safety are Hallmarks
- Enhanced Access
- Payment Reform

PCMH and the Providence Senior Care Clinic



Connects with Providence Mission and
Core Values: Compassionate Care to
the poor and vulnerable

- Respect for the dignity of every person
- Compassion –reaching out for those in need
- Social Justice
- Excellence via high standards
- Stewardship of resources

What's Keeping Us So Busy in Primary Care? A Snapshot from One Practice



Richard J. Baron, M.D.

N Engl J Med 2010; 362:1632-1636 [April 29, 2010](#)

Table 1. Volume and Types of Services for an Active Caseload of 8440 Patients at Greenhouse Internists in 2008.*

Type of Service	Total No.	No. per Visit	No. per Physician per Day [†]	No. per Patient per Yr
Visit	16,640	NA	18.1	2.0
Telephone call	21,796	1.31	23.7	2.6
Prescription refill	11,145	0.67	12.1	1.3
E-mail message	15,499	0.93	16.8	1.8
Laboratory report	17,974	1.08	19.5	2.1
Imaging report	10,229	0.61	11.1	1.2
Consultation report	12,822	0.77	13.9	1.5

Baron: Conclusions 1

- Physician practices play many roles
- Define physician work appropriately
- Heavy reliance on structured EHR data
- New Payment Models

Baron: Conclusions 2

- Primary Care Redesign
 - Skills of non-physician staff
 - Extent of information-technology support
 - New job descriptions (eg) RN doing “information triage”
 - Adjust staffing to patient needs related to chronic disease management

Commonwealth North Alaska Primary Health Care – Opportunities and Challenges; July 2005



- Lifestyle and Prevention
 - Personal and community responsibilities
- Access
 - Manpower, WWAMI
- Quality
 - Evidence Based Medicine, transparency
- Cost
 - EHR, transparency, legislation

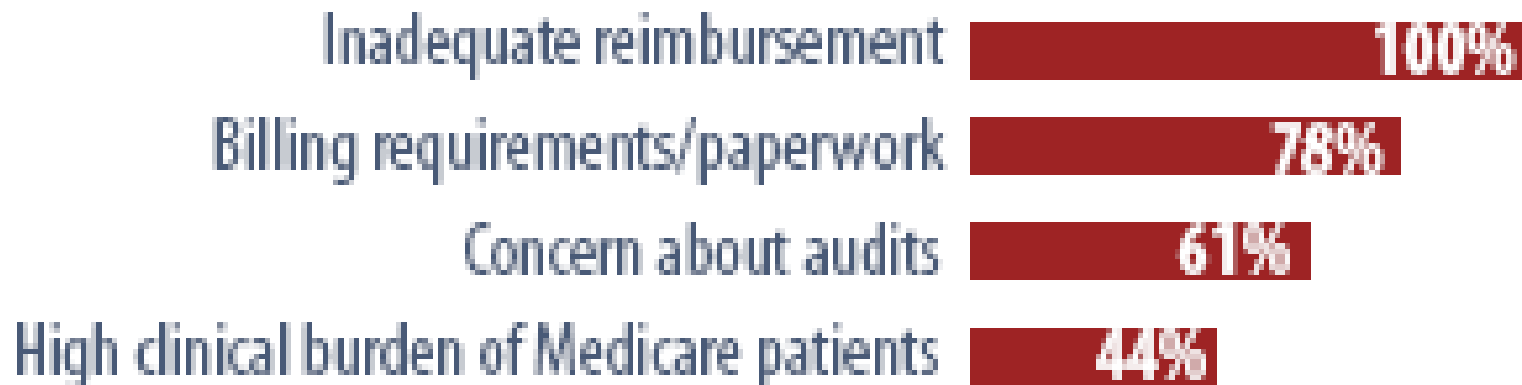
UAA Institute of Social Research (ISER) Report May 2010: Primary Care for Older Alaskans: Access and Options



- Few Anchorage primary care doctors take new Medicare patients (lowest payer)
- Alaska Medicare aged population is growing and anticipated to continue to grow
- Currently 57,000 Medicare enrollees in Alaska
- Debate about what constitutes “primary care” and who should ideally deliver it
- No comprehensive workforce planning
- Options for improving access

Why?

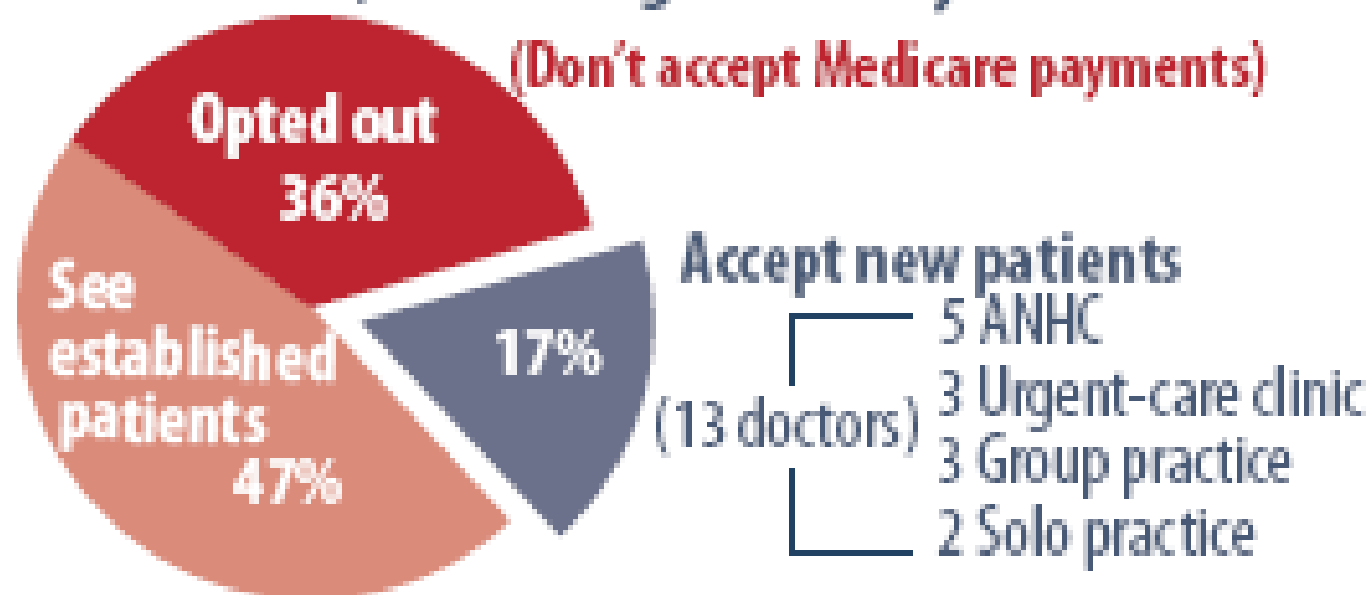
Figure 1. Why Alaska Primary-Care Doctors Aren't Accepting New Medicare Patients (Percent of Doctors Citing Reason)



Source: ISER survey of 229 Alaska primary-care doctors, 2008/2009

Current Office Policies

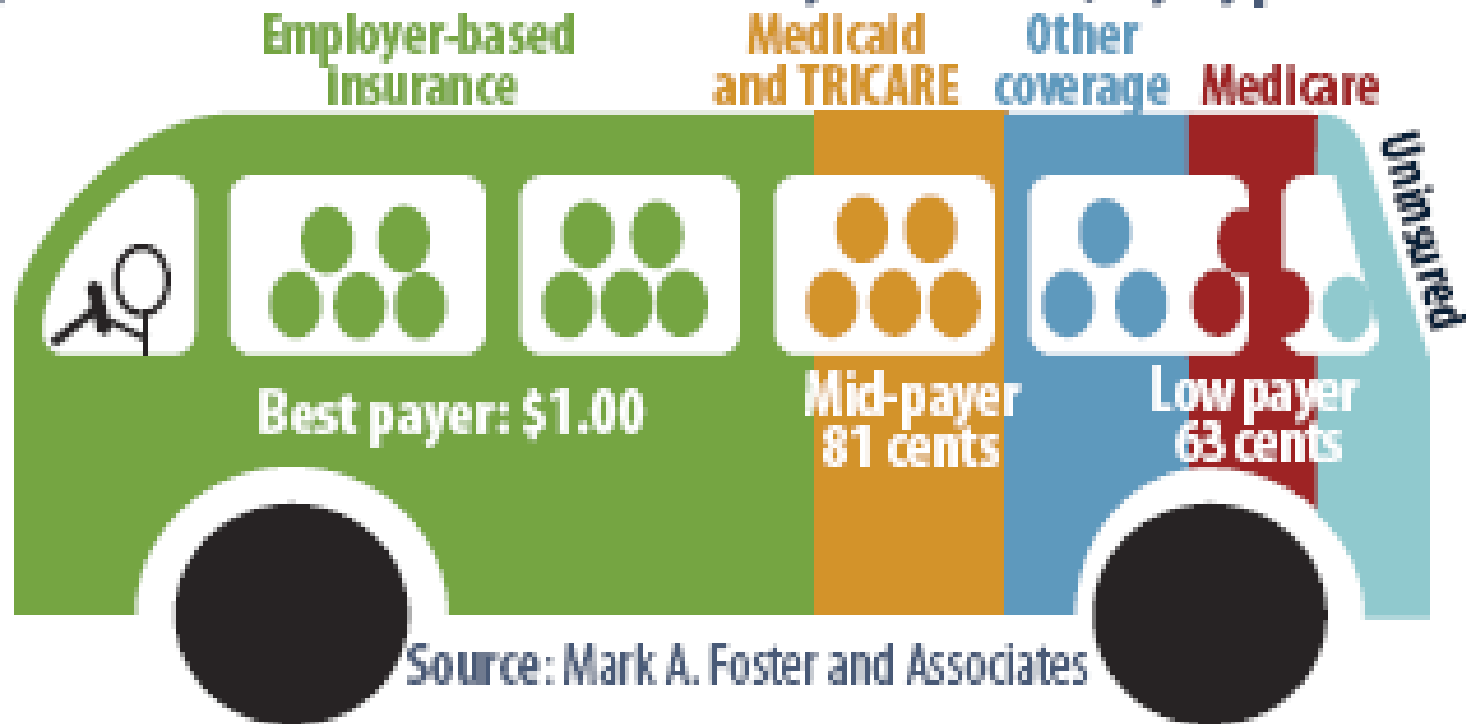
Figure 2. Medicare Policies, Anchorage Primary-Care Doctors^{**}



^{**}ISER survey of 75 primary-care doctors in Anchorage, 2008/2009, adjusted to reflect 7 doctors we are aware of who previously saw established patients but by 2010 had opted out of Medicare.

Medicare Patients: Last on the Bus in Alaska for Primary Care

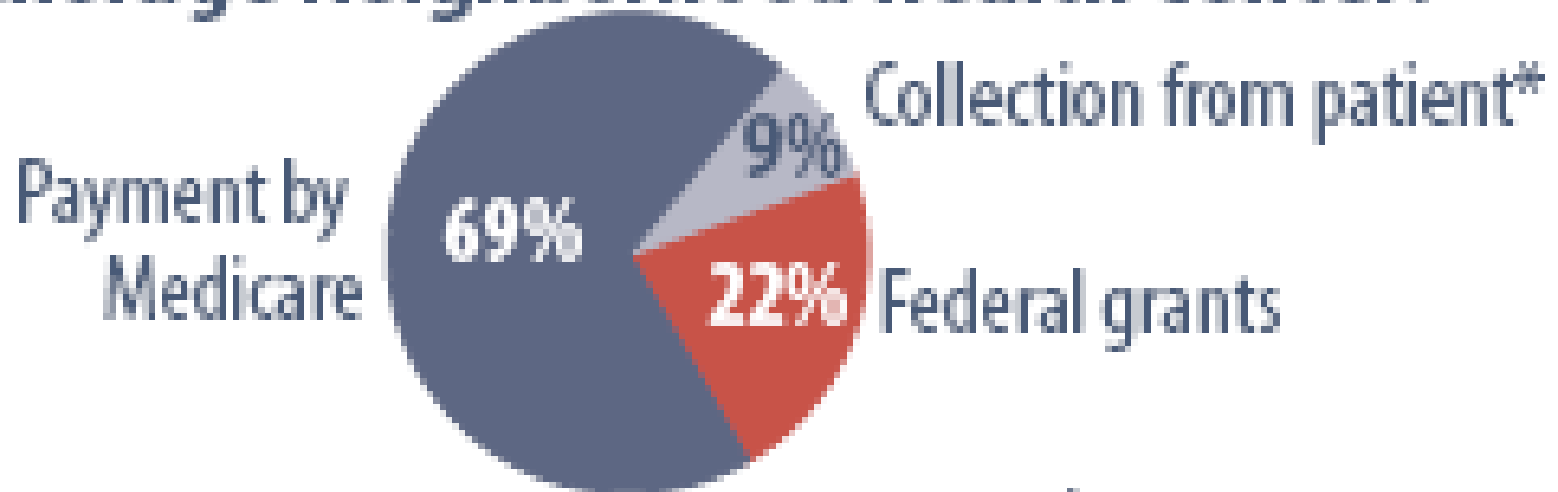
Figure 3. Alaskans on the Primary-Care Bus, by Type of Insurance



Notes: Proportions of bus represent estimated proportions of Alaskans with various coverage. Revenues are based on 2009 payments for common visits to primary-care doctors. TRICARE (for military personnel) usually pays at Medicare level, but the federal government increased Alaska TRICARE payments 35% at least through 2010.

Tip of the Iceberg

Figure 4. Who Pays for Medicare Patients at Anchorage Neighborhood Health Center?



Average cost per visit, 2009: \$172

Sources: Anchorage Neighborhood Health Center. *Patients with incomes below 200% of federal poverty line pay on sliding-fee schedule.

What Primary Care Options do Seniors Have in Anchorage?



- Alaska Medicare Clinic (Led by Dr. Rhyneer)
- Current Resources
 - Providence Family Medicine Clinic
 - Private Practices
 - ANHC
 - VA
 - ANMC

Anticipated Providence Senior Care Clinic “Start-up”



- 1.6 FTE physicians (clinical) at onset
(0.4 FTE Management)
- 0.4 FTE Manager
- 1.0 FTE Physician Extender at onset
- 1.0 FTE RN
- 2.0 FTE Clerical
- 2.0 FTE CMA
- **8.4 FTE total**
- Budgeted first year loss: ~\$500,000

Budgeted first year loss: ~\$500,000 but...

- Decreased ED utilization for patients who in the past did not have primary care access
- Referrals for laboratory testing, diagnostic procedures, other services
- Potential for decreased re-admission rates
- Basis for future coordinated growth of the PSO

(NCQA*) and PCMH Recognition

- NCQA developed a set of standards and a 3-tiered recognition process (Physician Practice Connections-Patient-Centered Medical Home (PPC-PCMH) program) to assess the extent to which health care organizations are functioning as medical home
- Obtaining recognition via the PPC-PCMH programs required completing an application and providing adequate documentation to show evidence that specific processes and policies are in place
- Recognition at three levels:
 - Level 1 – basic
 - Level 2 – intermediate
 - Level 3 – advanced

*NCQA = National Committee on Quality Assurance

Rationale for Seeking PCMH Recognition



- Aligns with Providence strategic plans
- PCMH increasingly recognized to yield quality improvements, improved staff/provider satisfaction
- Leverage and refine EPIC systems of care improvements
- *Potential* for enhanced reimbursement
- *Potential* to reduce overall health care costs

The 10 NCQA “Must-Pass” Elements

(2010 Standards; 2011 Standards pending)



- Written processes - scheduling & communication
- Data confirmation of above functionality
- *Use of electronic charting; Population Medicine
- *Identifying important conditions
- Implementation of guidelines
- Patient Self Management
- Test tracking and follow-up
- Referral Tracking
- Measures of performance
- Reporting to Physicians (feedback)

Questions?